



REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

Title: Consultant Services – Web and Mobile Application Development

Reference No.: 1220-050-2017-011

FOR PROFESSIONAL SERVICES

(General Services)

REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

CONSULTANT SERVICES – WEB AND MOBILE APPLICATION DEVELOPMENT

TABLE OF CONTENTS

1. INTRODUCTION	3
1.1 Purpose	3
1.2 Definitions.....	3
2. INSTRUCTIONS TO RESPONDENTS	4
2.1 Address For Submission Delivery	4
2.2 Date.....	4
2.3 Inquiries.....	5
2.4 Addenda	5
2.5 Status Inquiries.....	5
3. RFEOI/SOQ SUBMISSION FORM AND CONTENT	5
3.1 Package (Hard Copy)	5
3.2 Form of Submission.....	6
3.3 Signature	7
4. EVALUATION AND SELECTION.....	7
4.1 Evaluation Team.....	7
4.2 Evaluation Criteria	8
4.3 Litigation	8
4.4 Additional Information	8
4.5 Interviews	9
5. GENERAL CONDITIONS	9
5.1 No City Obligation.....	9
5.2 Respondent's Expenses	9
5.3 No Contract	9
5.4 Conflict of Interest.....	9
5.5 Solicitation of Council Members and City Staff.....	10
5.6 Confidentiality	10
SCHEDULE A – SCOPE OF SERVICES.....	11

REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

1. INTRODUCTION

1.1 Purpose

The purpose of this Request for Expressions of Interest / Statements of Qualifications (the “RFEI/SOQ”) is to:

- (a) invite submissions (the “Submission”) from respondents (the “Respondent”) that describe the desire, relevant expertise, capability, reputation and resources of the Respondent to undertake the project as generally set out in Schedule A – Scope of Services; and
- (b) to select a Respondent or Respondents who may be invited to participate in the next stage of the competitive selection process, RFQ/RFP stage when called.

This RFEI/SOQ is not a solicitation of proposals; rather it is a non-binding invitation to qualified Respondents to make themselves known to the City by providing information and by demonstrating to the City their experience and capacity.

All interested parties should respond to this RFEI/SOQ as the City does not guarantee that a RFQ/RFP will be issued following this RFEI/SOQ and may elect to directly negotiate with one or more interested parties, or the City may at any time and at its sole discretion decide to cancel this process for any reason.

1.2 Definitions

In this RFEI/SOQ the following definitions shall apply:

“**BC Bid Website**” means www.bcbid.gov.bc.ca;

“**City**” means the City of Surrey;

“**City Representative**” has the meaning set out in section 2.3;

“**City Website**” means www.surrey.ca;

“**Date**” has the meaning set out in section 2.2;

“**Evaluation Team**” means the team appointed by the City;

“**Preferred Respondent(s)**” means the Respondent(s) selected by the Evaluation Team;

“**Respondent**” means an entity that submits a Submission;

“**RFEI/SOQ**” means this Request for Expressions of Interest and Statements of Qualifications;

“Services” has the meaning set out in Schedule A; and

“Submission” means a submission submitted in response to this RFEOI/SOQ.

2. INSTRUCTIONS TO RESPONDENTS

2.1 Address for Submission Delivery

A Submission should be labelled with the Respondent's name, RFEOI/SOQ title and number. A Submission should be submitted in the form as described in RFEOI/SOQ Section 3.2 – Form of Submission.

The Respondent may submit a Submission either by email or in a hard copy, as follows:

(a) Email

If the Respondent chooses to submit by email, the Respondent should submit the Submission electronically in a single pdf file to the City by email at: purchasing@surrey.ca. PDF emailed Submissions are preferred and the City will confirm receipt of emails. Note that the maximum file size the City can receive is 10Mb. If sending large email attachments, Respondents should phone to confirm receipt. A Respondent bears all risk that the City's equipment functions properly so that the City receives the Submission.

(b) Hard Copy

If the Respondent chooses NOT to submit by email, the Respondent should submit one original unbound Submission and two (2) copies (three (3) in total) which should be delivered to the City at the office of:

Name: Richard D. Oppelt, Purchasing Manager
at the following location:

Address: Surrey City Hall
Finance & Technology Department – Purchasing Section
Reception Counter, 5th Floor West
13450 – 104 Avenue, Surrey, B.C., Canada V3T 1V8

2.2 Date

The City would prefer to receive Submissions on or before July 07, 2017. The City's office hours are 8:30 am to 4:00 pm, except holidays.

2.3 Inquiries

All inquiries related to this RFEI/SOQ should be directed, by email, to the person named below (the “**City Representative**”). Information obtained from any person or source other than the City Representative may not be relied upon.

Name: Richard D. Oppelt, Purchasing Manager
Email: purchasing@surrey.ca

Reference: #1220-050-2017-011

2.4 Addenda

If the City determines that an amendment is required to this RFEI/SOQ, the City Representative will issue a written addendum by posting it on the BC Bid Website at www.bcbid.gov.bc.ca (the “BC Bid Website”) and the City Website at www.surrey.ca (the “City Website”) that will form part of this RFEI/SOQ. It is the responsibility of Respondents to check the BC Bid Website and the City Website for addenda. The only way this RFEI/SOQ may be added to, or amended in any way, is by a formal written addendum. No other communication, whether written or oral, from any person will affect or modify the terms of this RFEI/SOQ or may be relied upon by any Respondent. By delivery of a Submission, Respondent is deemed to have received, accepted and understood the entire RFEI/SOQ including, any and all addenda.

2.5 Status Inquiries

All inquiries related to the status of this RFEI/SOQ, including whether or not a Respondent has been selected, should be directed to the City Website and not to the City Representative.

3. RFEI/SOQ SUBMISSION FORM AND CONTENT

3.1 Package (Hard Copy)

If the Respondent chooses NOT to submit by email, the Respondent should submit a Submission in a particular submittal format, to reduce paper, encourage our recycled product expectations, and reduce package bulk. Bulk from binders and large packages are unwanted. Vinyl plastic products are unwanted. The City also has an environmentally-preferable purchasing commitment, and seeks a package format to support the green expectations and initiatives of the City.

Please do not use any plastic or vinyl binders or folders. The City prefers simple, stapled paper copies. If a binder or folder is essential due to the size of your Submission, they should be fully 100% recycled stock.

The City seeks and prefers submittals on 100% Post Consumer Fibre (PCF) paper, consistent with the City's policy and the City environmental practices.

Please double-side your Submission.

Submissions should be in a sealed envelope/package, marked on the outside with the Respondent's name, title of the Submission and reference number.

3.2 Form of Submission

Interested and qualified Respondents should provide the following:

(a) Respondent's Experience, Reputation and Resources:

- (i) location of primary business, branch locations, background, stability, structure of the Respondent and number of years in business;
- (ii) demonstrated relevant experience and qualifications to provide services of similar complexity to the scope of Services;
- (iii) demonstrated ability to provide the Services;
- (iv) equipment resources, capability and capacity, as relevant;
- (v) a minimum of three references (include contact name, title and telephone number);
- (vi) list and provide details of previous projects of a similar size and nature;
- (vii) describe any difficulties or challenges you might anticipate in providing services to the City and how you would plan to manage these;
- (viii) information on the background and experience of all key personnel proposed to undertake the Services; and
- (ix) information on the background and experience of all sub-consultants proposed to undertake a portion of the Services, if any.

(b) Respondent's Technical Response (Services):

- (i) a narrative that illustrates an understanding of the project objectives;
- (ii) a description of the general approach and methodology that the Respondent would take in performing the Services including specifications and requirements;

- (iii) a narrative that illustrates how the Respondent will complete the scope of Services, manage the Services, and accomplish required objectives within the City's schedule; and
- (iv) a list of the significant reports that you would anticipate providing the City's management team, including their relationship to project milestones and the method of delivery (electronic, paper, e-mail, other).

The Evaluation Team will not be limited to the criteria referred to above, and the Evaluation Team may consider other criteria that the team identifies as relevant during the evaluation process. The Evaluation Team may apply the evaluation criteria on a comparative basis, evaluating the Submission by comparing one Respondent's Submission to another Respondent's Submission. All criteria considered will be applied evenly and fairly to all Proposals.

3.3 Signature

The Submission should be signed by a person authorized to sign on behalf of the Respondent and include the following:

- (a) If the Respondent is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Submission should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Submission on behalf of the corporation is submitted;
- (b) If the Respondent is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venturer should be included, and each partner or joint venturer should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture, the partnership or joint venture should provide evidence to the satisfaction of the City that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then such corporation should sign as indicated in subsection (a) above; or
- (c) If the Respondent is an individual, including a sole proprietorship, the name of the individual should be included.

4. EVALUATION AND SELECTION

4.1 Evaluation Team

The evaluation of Submissions will be undertaken on behalf of the City by an Evaluation Team. The Evaluation Team may consult with others including City staff members, third party consultants and references, as the Evaluation Team may in its discretion decide is

required. The Evaluation Team will give a written recommendation for the selection of a Preferred Respondent or Preferred Respondents to the City.

4.2 Evaluation Criteria

The City will compare and evaluate all Submissions to determine the Respondent's strength and ability to provide the Services to the City, generally using the following criteria:

(a) Experience, Reputation and Resources

The Evaluation Team will consider the Respondent's responses to items (i) to (ix) in Section 3.2 – Form of Submission.

(b) Technical (Services)

The Evaluation Team will consider the Respondent's responses to items (i) to (iv) in in Section 3.2 – Form of Submission.

The Evaluation Team will not be limited to the criteria referred to above, and the Evaluation Team may consider other criteria that the team identifies as relevant during the evaluation process. The Evaluation Team may apply the evaluation criteria on a comparative basis, evaluating the Submissions by comparing one Respondent's Submission to another Respondent's Submission. All criteria considered will be applied evenly and fairly to all Submissions.

4.3 Litigation

In addition to any other provision of this RFEI/SOQ, the City may, in its absolute discretion, reject a Submission if the Respondent, or any officer or director of the Respondent submitting the Submission, is or has been engaged directly or indirectly in a legal action against the City, its elected or appointed officers, representatives or employees in relation to any matter, or if the City has initiated legal action against any officers or directors of the Respondent.

In determining whether or not to reject a Submission under this section, the City will consider whether the litigation is likely to affect the Respondent's ability to work with the City, its consultants and representatives and whether the City's experience with the Respondent indicates that there is a risk the City will incur increased staff and legal costs in the administration of an agreement if it is awarded to the Respondent.

4.4 Additional Information

The Evaluation Team may, at its discretion, request clarifications or additional information from a Respondent with respect to any RFEI/SOQ, and the Evaluation Team may make such requests to only selected Respondents. The Evaluation Team may consider such clarifications or additional information in evaluating a Submission.

4.5 Interviews

The Evaluation Team may, at its discretion, invite some of all of the Respondents to appear before the Evaluation Team to provide clarifications of their Submissions. In such event, the Evaluation Team will be entitled to consider the answers received in evaluating Submissions.

5. GENERAL CONDITIONS

5.1 No City Obligation

This RFEI/SOQ is not a tender and does not commit the City in any way to select a Preferred Respondent(s), or to proceed to negotiations for an agreement, or to award any agreement, and the City reserves the complete right to at any time reject all Submissions, and to terminate this RFEI/SOQ process.

5.2 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing, and submitting a Submission, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from this RFEI/SOQ. The City and its representatives, agents, consultants and advisors will not be liable to any Respondent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Respondent in preparing and submitting a Submission, or participating in subsequent proposal requests, negotiations for an agreement, or other activity related to or arising out of this RFEI/SOQ.

5.3 No Contract

By submitting a Submission and participating in the process as outlined in this RFEI/SOQ, Respondents expressly agree that no contract of any kind is formed under, or arises from, this RFEI/SOQ, prior to the signing of a formal written Contract. The Respondent may cancel or revoke its Submission at any time, until acceptance by the City.

5.4 Conflict of Interest

A Respondent shall disclose in its Submission any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure.

5.5 Solicitation of Council Members and City Staff

Respondents and their agents will not contact any member of the City Council or City staff with respect to this RFEOI/SOQ, other than the City Representative named in section 2.3, at any time prior to the award of an agreement or the cancellation of this RFEOI/SOQ.

5.6 Confidentiality

All Submissions become the property of the City and will not be returned to the Respondent. All Submissions will be held in confidence by the City unless otherwise required by law. Respondents should be aware the City is a "public body" defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

SCHEDULE A SCOPE OF SERVICES

The City of Surrey (the “City”) invites Request for Expressions of Interest and Statements of Qualifications for Web and Mobile Application Development from qualified firms for the design, construction and contract administration under the following scope:

1. Project Background / Purpose

MySurrey Information Background and Vision

The purpose of MySurrey Portal is, “to transform\online service delivery of the City”. The MySurrey Portal is focused on creating a better experience for our customers when they are interacting with the City’s online services. We are undertaking this effort to modernize the City’s online services. Our expectation is to make these services available anywhere, anytime and on any device.

The services that we are focused on delivering within the MySurrey portal are those that are transaction focus. Most have an integration into back office enterprise systems that manage aspects of the City’s workflows.

Technical Background:

To date we have developed MySurrey Portal foundation infrastructure and a number of applications within the MySurrey Portal environment.

The MySurrey Portal is a single page application with a microservice middle tier to a backend enterprise system database. The application is developed using a continuous integration/continuous delivery pipeline in a Docker-enabled environment. It has a CIAM (Customer Identity and Access Management) solution that facilitates the identity integration to the custom built back-end services or enterprise, and vendor-supplied web applications that are on-premises or in the cloud.

We have developed seven (7) new applications to date and have three (3) under development. Our goal is to deliver over 50+ services online within MySurrey Portal.

Surrey Team Background

Our internal digital services team working on the MySurrey Portal project consists of architects, web developers, enterprise application analysts, UX designers, QA, business analysts, product team and project manager.

Profile Example of Upcoming Work:

An example of the type of upcoming projects on the MySurrey Portal, the City is launching the Single Family Dwelling Building Permit (SFDBP) process as an online

service. There is a need to provide a customer facing online web application that is integrated into our back office enterprise CSDC Amanda system along with our enterprise document management system (Opentext Content Server). This online system will provide the intake of SFDBP process.

All applications within the MySurrey Portal that are built to interact with back end enterprise systems will leverage the enterprise existing workflow via API integration. We rely on these enterprise systems as the key location for our enterprise workflow processes. Applications that are built within the portal leverage these workflow processes and integrate in to these where necessary.

In the case of SFDBP, we will require a front end customer facing web application that:

1. Leverages the foundation that has been created with MySurrey Portal including identity management,
2. Integrates into the existing enterprise system workflow that exists in CSDC Amanda and our OpenText document management system.

At a high level the customer facing web application that will be built will handle three (3) key areas of functionality:

1. Intake process to apply for permit and upload all necessary documents and pay necessary fees.
2. Ability to sign-in to an account to view the status of an application.
3. Ability to sign-in to an account to download approved documents once the permit is issued.

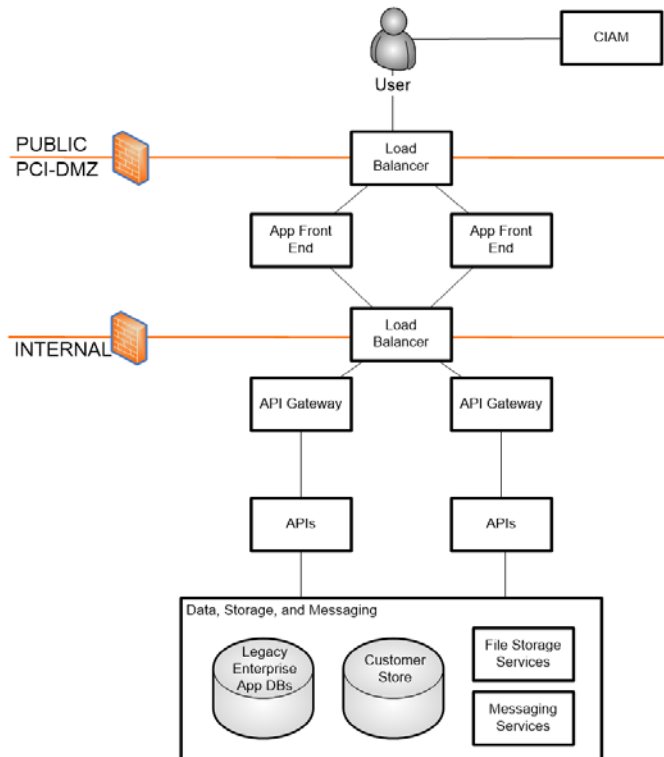
2. The Project Objectives / Desired Outcomes

Development Partner for Upcoming Work(s) – General Upcoming

The desired outcome of this RFEI/SOQ is to identify potential interested web development groups in the industry that would have the experience and expertise to respond to future RFQ's or RFP for work within the MySurrey Portal. The goal is for interested parties to demonstrate their related experience and how they would add value to the development of MySurrey Portal.

3. Respondent's Preferred Qualifications and Related Experience

- a) Demonstrated experience building and shipping high quality software within an Agile software development team environment. Experience working with an iterative delivery framework such as Scrum or other modern framework will be considered an asset.
- b) Demonstrated experience working within City of Surrey technology stack:



UX Design

- Sketch
- Zeplin

Front end

- HTML5
- CSS3
- ES6 (JavaScript)
- Mithril JS framework React JS
- React JS
- Redux JS Framework
- Media queries for RWD

Backend REST API's / GraphQL API's

- Node.js
- Java

API Gateway

- Golang (custom)

Payment Provider

- Moneris

Infrastructure Platform

- Docker

- Ubuntu Linux

c) Demonstrated experience with customer facing web application that integrates with legacy backoffice enterprise systems (some have APIs and some need to create).

Examples of City of Surrey enterprise systems:

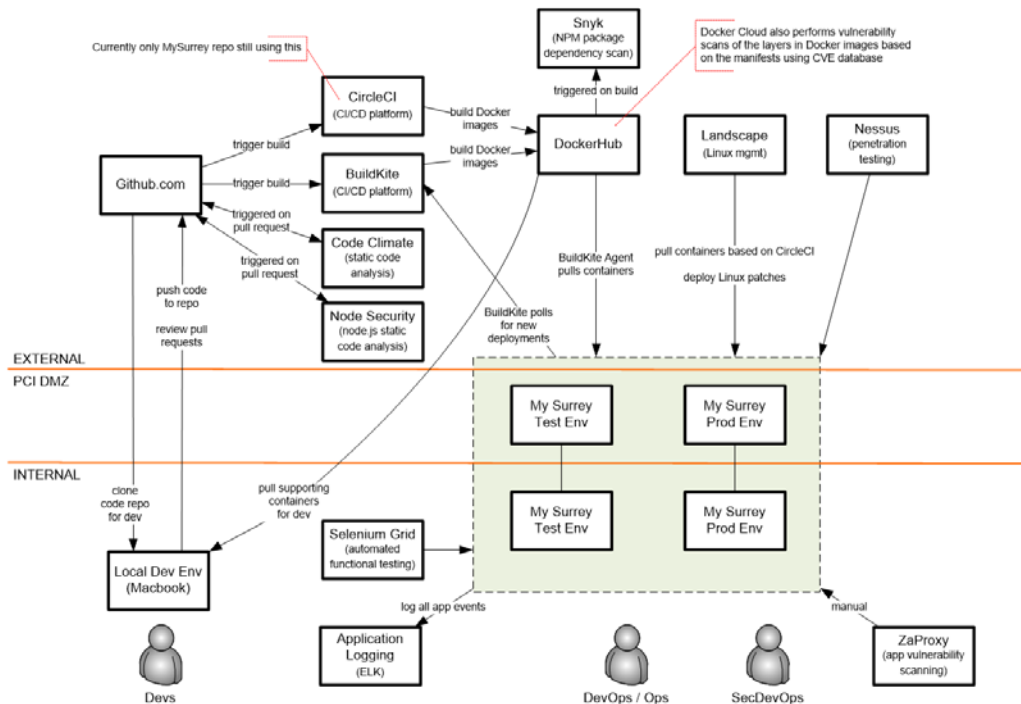
- Amanda
- Cityworks
- Tempest
- FMS Agresso ABW
- Perfect Mind
- Posse
- Open Text Content Server

d) Demonstrated experience in building secure products.

Respondent should have demonstrated experience developing applications with stringent security and compliance requirements, such as PCI. Please provide examples of work that are currently in production.

e) Demonstrated experience in working within a Continuous Integration and Continuous Delivery (CI/CD) pipeline.

A CI/CD pipeline is in place to support automated and semi-automated version management, builds, deployment to test, and production environment. Developers utilize Docker to develop solutions on their laptops locally. Connection to development and test databases, file services, and messaging is provided over a virtual private network connection. Github.com is utilized for source code management and is integrated into the pipeline. Pull requests trigger 3rd scans and reviews of source code.



- CircleCI
- BuildKite
- Landscape
- Code Climate (triggered on pull request @Github)
- Node Security (triggered on pull request @Github)
- Snky (triggered on pull request @Github)
- Docker images builds stored in DockerHub

f) Biographies or profiles on team members.

g) Rate card for different roles within a project team; PM, UX, Back End Developer, Front End Developer, QA, etcetera.

h) Demonstrate project examples with a wide range (small to large) of transaction volumes.

4. Project Description/Scope of Services

Potential future engagements would include the following services:

- UX Design Services
- Front End Development Services
- Back End Development Services
- Quality Assurance Services

5. Project Deliverables

Potential future engagements would include MySurrey Portal application deliverables including:

- UX review of City produced designs and recommendations that have been incorporated into web application deliverable.
- Where applicable, UX Design creation based on Cites requirements and guidance from Style Guide.
- Functioning web application that is integrated within the MySurrey Portal.
- All integrations with backoffice enterprise systems have been developed and tested (API Development)
- Integration of developed application with our cloud-hosted CIAM service
- Quality assurance on all products built
- The respondent will contribute to the MySurrey Portal repository for frontend work and develop a repository for backend work as well as re-use existing backend APIs that have already been developed.
- Remedies to code based on review recommendations from the City.
- Address and resolve all defects raised during a post deployment warranty period.
- Delivery of a knowledge transition to the City for ongoing service and support (i.e. maintenance).

6. Project Budget

Potential future engagements would be communicated via an RFQ/RFP process. For this RFEI/SOQ we are interested in a rate card the covers the following roles, but not limited to:

- UX Design Resources
- Front End Development Resources
- Back End Development Resources
- Quality Assurance Resources
- Project Management Resources