



BRITISH
COLUMBIA

PROCUREMENT SERVICES BRANCH
NON-BINDING REQUEST FOR QUOTE (NRQ)

Issue Date: October 15, 2023

NRQ ID number: #: OKIO2023-007

NRQ Title: Consulting Services for Office Efficiencies

To: Technology Services Consulting Ltd. ("Supplier")

Supplier email address: Alphonzo.Torrez@TSConsulting.ca

From: Ministry of Citizens' Services ("Ministry")

Quote submission date: November 15, 2023

(Quotes should be received by the Ministry before 11:59 p.m. Pacific Time) (For more information please refer to NRQ Term and Condition # 10)

Re: Non-binding Request for Quote ("**NRQ**")

- A. This NRQ is being sent to you in relation to the Ministry attempting to get quotes from different suppliers for the goods and/or services described below subject to the NRQ Terms and Conditions.

The Goods and/or Services required by the Ministry are described in Appendix A, attached hereto, and incorporated herein by this reference.

The services are needed to start no later than: **December 1, 2023** and it is anticipated that duration of delivery of such services will be up until **December 1, 2024**

B. With respect to the supply of the good(s) and/or service(s) referenced in this NRQ, the Supplier should provide a detailed quote that describes the Supplier's:

- i. **Ability** to perform within the above-mentioned timeframes;
- ii. **Experience:** The Ministry desires a supplier that has at least 3 consecutive years of experience performing the services similar to those set out in Appendix A, prior to the NRQ Issue Date.
- iii. **Ability and willingness to provide the good(s) and/or service(s) at the location:** 523 BC Government Pl., Victoria, BC.
- iv. **Pricing and/ or Rates;** and
- v. **Additional Information:** The Ministry prefers a supplier that is focused on supporting local charities and on reducing environmental harm.

C. Ministry Contact for this NRQ is:

Kiyoko Tanaka

Kiyoko.Tanaka@gov.bc.ca

D. NRQ Terms and Conditions:

1. This NRQ is not a tender notice or request to submit a tender in response to a competitive procurement covered by applicable trade agreements.
2. The Ministry is under no obligation to formally evaluate any quote submitted in response to this NRQ, however, if the need remains for the requested goods and/or services, the Ministry will select the quote (if any) for contract negotiations that represents, in the sole discretion of the Ministry, the best value taking into account the Supplier's responses to the information requests contained in section B the NRQ, including as such information requests may be referred to in NRQ Appendix A.
3. The lowest quote may not be accepted, and the Ministry may reject any or all quotes submitted.
4. Goods: any quote that pertains to goods **must be less than \$10,000 CAD** which must include all costs, fees, expenses, any recurring purchase of the goods covered by the quote, and other charges (*but exclusive of*

- applicable taxes*) (the "**Goods Price Limit**").
5. Services: any quote that pertains to services **must be less than \$75,000 CAD** which must include all: (i) costs, fees, expenses, and other charges; and (ii) all potential options for extensions or renewals (*but exclusive of applicable taxes*) (the "**Services Price Limit**").
 6. The NRQ process must not be utilized to obtain construction services.
 7. Do not submit a quote, if the quote will exceed the applicable Goods Price Limit or Services Price Limit.
 8. Any quote that exceeds the applicable Goods Price Limit and/or Services Price Limit will be disregarded.
 9. The Supplier may withdraw its quote at any time prior the point that a fully signed contract has been entered into between the Ministry and the Supplier pertaining to the goods and/or services. Likewise, the Ministry may terminate negotiations with a Supplier at any time prior to the point that a fully signed contract has been entered into between the Ministry and the Supplier pertaining to the goods and/or services. The form of contract and all of its terms and conditions will be subject to negotiation, but in any case, any contract will be, in all respects, satisfactory to the Ministry and will likely include provisions found in the standard [Government of BC General Service Agreements](#) together with, if applicable, other terms and conditions pertaining to the purchase of goods.
 10. Quotes received by the Ministry after the Quote Submission Date may be disregarded.
 11. Only one (1) contract may be procured through each NRQ process.
 12. The Ministry may cancel the NRQ at any time prior to the point that a fully signed contract has been entered into between the Ministry and the Supplier pursuant to the NRQ.

Appendix A – Requirements / Scope of Services

The Office of the Knowledge Information Officer ("OKIO") of the Ministry is seeking a supplier to provide the following consulting services:

1. The supplier will provide a report with findings and recommendations on how the OKIO can increase office efficiencies using the software available to the OKIO.
2. As part of these services the supplier will:
 - a. Interview several OKIO staff members to learn about the current processes in place.
 - b. Familiarize itself with the suite of software available to the OKIO.
 - c. Conduct research, as needed.
 - d. Provide a draft report, and revise it based on feedback received from the OKIO.
 - e. Attend meetings, as requested by the OKIO, to learn about new software that may be implemented during the contract term; and
 - f. Present the final report to OKIO management at a meeting on December 1, 2024.