



SUNSHINE COAST REGIONAL DISTRICT

Question and Answers #1

Request for Proposal No. 2311003

Records Management Software for SharePoint

Date: June 13, 2023

Item No.1

Q: When you saw "records retention" is this referring to current infrastructure and construction projects too?

A: In the broadest sense, we are referring to all documents produced by employees of the Regional District in the conduct of their duties. Yes, this includes current infrastructure and construction projects.

Item No.2

Q: How do you ensure the security and confidentiality of your sensitive documents and records?

A: Currently we operate using a default open access model where the majority of documents are accessible to all users. When a document is identified as confidential or sensitive, permission is adjusted to only those roles within the organization who require access as part of their job function. Where possible, this is done at the folder level.

At this time, this is entirely the responsibility of the document creator and/or the person who places the document into the system. We do not have a systematic process for auditing or confirming that this is done correctly, although we would be interested in strategies and recommendations where appropriate.

Item No.3

Q: Can you describe any challenges or pain points you currently face in your document and records management practices in Microsoft 365?

A: At this time the vast majority of our records remain in Open Text Content Server and we are just commencing the project to migrate them to SharePoint Online. As such, we have yet to identify any significant pain points in practice.

We have identified some limitations in the functionality available in Purview, particularly the lack of any flexibility for handling multiple retention rules or the mechanism for handling the records management lifecycle of physical records, that resulted in the posting of this RFP.

Item No.4

Q: It would appear, based on your requirements, that the Microsoft 365 suite can facilitate your records and document management needs. What is the driver behind a third-party system and would the organization be open to leveraging Microsoft 365 to its fullest if we were able to do a gratis-proof of concept?

A: We are sceptical that the Microsoft 365 suite can facilitate our records and document management needs but are open to reviewing a proposal that would demonstrate that it does. We do not believe there is an acceptable method of managing physical records retention and disposition natively in M365. However, any response that meets our identified requirements will be considered.

Item No.5

Q: Do you have any specific workflows or approval processes in place for document and records management? If so, can you provide an overview?

A: We have several disposition workflows. Two for physical records:

- Active to Inactive – identifying which active records are scheduled to be transferred to records storage.
- Inactive to Destroy – identifying those records scheduled for destruction.

One disposition for electronic records when they are scheduled for deletion.

For both destruction/deletion workflows, a disposition list is generated and automatically routed to the Office of Primary Responsibility – the user responsible for that subject matter- for approval or rejection of the proposed destruction/deletion. Once their review is completed, the list is routed back to Records & Information Management for a final review prior to disposition.

Item No.6

Q: How do you handle version control and document revisions within your organization?

A: At the moment we have Open Text Content Server setup to retain a version on every save. This has resulted in frequently used documents accumulating many (thousands) of versions. We are looking for a strategy to manage this more effectively going forward. We do not, at this time, have a formal policy around versioning.

Item No.7

Q: Are there any specific collaboration or sharing requirements you have for documents and records across different teams or departments?

A: We require the ability for the majority of documents to be accessible to users across all departments. Sharing documents should be as easy as sending links to people within the organization that require access.

For 'secure' or 'confidential' documents, we require the ability to manage re-sharing and ensure that only designated users have the ability to both access and alter the access on such documents.

Item No.8

Q: What are your future goals or desired improvements for your document and records management system?

A: Implementing SharePoint and this software is to enable more effective and efficient work on projects and project-like work – and their associated documents – for all stakeholders, while still meeting the records management needs of the organization. Future goals include:

- digitizing permanent physical records,
- meeting all the requirements in CGSB 72.34 *Electronic Records as Documentary Evidence*,
- utilizing the Principles® Maturity Model to improve the RM program, and
- develop a formal vital records program.

Item No.9

Q: Could you kindly provide a breakdown of office workers vs. field workers?

A: We have approximately 350 users of M365. Under 100 of those would be 'field workers' although a large number of our staff are working in some type of hybrid arrangement, mixing working at various office locations with working offsite or at home.

Item No.10

Q: What is the status of the Regional District's migration of 500,000 records (1 TB) to SharePoint Online?

A: We have not commenced this migration; we are currently working on developing the information architecture and data model for import of the first group of documents, approximately 20% of this total.

Item No.11

Q: What project resources can the successful proponent expect from the Regional District?

A: The Corporate Records Administrator and Records Technician will work closely with the successful proponent. Information Services staff will be allocated to the project as needed.

Item No.12

Q: Please provide a breakdown of the volume of electronic records vs. physical records.

A: There are 65,342 physical file entries and 2110 physical boxes. There are approximately 500,000 electronic documents, some of which have many versions of version history.

Item No.13

Q: Could you kindly confirm whether any migration activities are expected to be performed by the successful vendor? If so, please provide details on the volume of data (in GB/TB) in scope for the migration.

A: We are open to migration proposals with responses; if included, please clearly price this separately from your software licensing and implementation. We have approximately 1TB of electronic documents representing about 500,000 items.

Additionally, there are approximately 65,000 physical records items in 2,110 physical boxes managed in Content Server for which we do require metadata migration into the proposed management software.

Item No.14

Q: Specifically, how many E3, E5, and F3 licenses respectively are in place within the Regional District?

A: We currently have 125 F3 licenses, 216 E3 licenses and 10 E5 licenses. We are open to re-arranging these licenses if required, please clearly indicate any M365 licensing requirements in responses.

Item No.15

Q: Does the Regional District have any preferred project start and completion dates?

A: We would anticipate a project start six to eight weeks after close of this bid opportunity, subject to contract negotiations. It is our hope to have implementation largely completed by the end of 2023, however, we are open to other timelines and proposals that continue into 2024 will be considered.

We have not made a firm decision around whether this will be a gradual rollout or an 'all at once' hard cut to the new solution. That will likely influence the timeline, and we are open to proposals based on proponents' experience.

Item No.16

Q: Is the Regional District using Content Types and the Content Type Hub?

A: Yes

Item No.17

Q: Is the Regional District using Managed Metadata?

A: Yes.

Item No.18

Q: Have Key Dates that might drive retention policies been added to the Content Types if the Regional District is using Content Types?

A: The development of the overall information architecture is occurring at this time and has not been finalized.

Item No.19

Q: Is the Regional District using Sub-Sites or Hub Sites?

A: There is intent to use Hub Sites, and no plans to create sub sites. We are open to discussing the architecture of our SharePoint Sites if proponents have suggestions or requirements in their proposals.

Item No.20

Q: Is there an incumbent consultancy that performed Phase 1 or Phase 2, or were these internal projects?

A: Phase 1 was an internal project. Consultants have been retained for Phase 2.
