



Sunshine Coast Regional District

Request for Proposal

Number: 2411002

for

Content Management Services for SharePoint

Issue Date:

March 13, 2024

Closing Date of

April 12, 2024 at 3:00 PM local time

CONTACT: All enquiries related to this Request for Proposal, including any requests for information and clarification, are to be submitted by March 22, 2024 and directed, in writing, to purchasing@scrd.ca, who will respond if time permits with a Q&A on BCBid by March 28, 2024. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses providing new information will be recorded and posted to BC Bid or otherwise distributed to prospective Proponents.

DELIVERY OF PROPOSALS: Proposals must be in English and must be submitted using one of the submission methods below, and must either **(1)** include a copy of this cover page that is signed by an authorized representative of the Proponent or **(2)** be submitted by using the e-bidding key on BC Bid (if applicable), in accordance with the requirements set out in the RFP.

BC Bid Electronic Submission: Proponents may submit an electronic proposal using BC Bid. Proposals must be submitted in accordance with the BC Bid requirements and e-bidding key requirements (found at <https://www.bcbid.gov.bc.ca/>). Only pre-authorized electronic bidders registered on the BC Bid system can submit an electronic proposal using the BC Bid system. Use of an e-bidding key is effective as a signature.

Email Submission: Proponents may submit an electronic proposal by email. Proposals submitted by email should be submitted to submissions@scrd.ca in accordance with the instructions at Section 1.3 of the General Terms and Conditions of this RFP.

OR

Hard Copy Submission: Proponents must submit **ONE (1)** hard-copies and **ONE (1)** electronic copy on a USB Drive of the proposal. Proposals submitted by hard copy must be submitted by hand or courier to:

**Sunshine Coast Regional District
1975 Field Road
Sechelt, BC V7Z 0A8**

Regardless of submission method, proposals must be received before Closing Time to be considered.

CONFIRMATION OF PROPONENT'S INTENT TO BE BOUND:

The enclosed proposal is submitted in response to the referenced Request for Proposal, including any Addenda. By submitting a proposal the Proponent agrees to all of the terms and conditions of the RFP including the following:

- a) The Proponent has carefully read and examined the entire Request for Proposal;
- b) The Proponent has conducted such other investigations as were prudent and reasonable in preparing the proposal; and
- c) The Proponent agrees to be bound by the statements and representations made in its proposal.

PROONENT NAME (please print): _____

NAME OF AUTHORIZED REPRESENTATIVE (please print): _____

SIGNATURE OF AUTHORIZED REPRESENTATIVE: _____

DATE: _____

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1. GENERAL TERMS & CONDITIONS

1.1 DEFINITIONS

Throughout this Request for Proposal, the following definitions apply:

"Addenda" means all additional information regarding this RFP, including amendments to the RFP;

"BC Bid" means the BC Bid website located at <https://www.bcbid.gov.bc.ca/> ;

"Closing Location" includes the location or email address for submissions indicated on the cover page of this RFP, or BC Bid, as applicable;

"Closing Time" means the closing time and date for this RFP as set out on the cover page of this RFP;

"Contract" means the written agreement resulting from the RFP executed by the Regional District and the successful Proponent;

"Contractor" means the successful Proponent to the RFP who enters into a Contract with the Regional District;

"Must", or **"mandatory"** means a requirement that must be met in order for a proposal to receive consideration;

"Proponent" means a person or entity (excluding its parent, subsidiaries or other affiliates) with the legal capacity to contract, that submits a proposal in response to the RFP;

"Proposal" means a written response to the RFP that is submitted by a Proponent;

"Request for Proposals" or **"RFP"** means the solicitation described in this document, including any attached or referenced appendices, schedules or exhibits and as may be modified in writing from time to time by the Regional District by Addenda; and

"Should", **"may"** or **"weighted"** means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

"SCRD", **"Regional District"**, **"Organization"**, **"we"**, **"us"**, and **"our"** mean Sunshine Coast Regional District.

1.2 FORM OF PROPOSAL

This Proposal must be completed in its entirety. Failure to properly complete this Proposal form may cause your Proposal to be rejected. The signing officer must initial all corrections. The Sunshine Coast Regional District (Regional District) reserves the right to permit a correction, clarification or amendment to the Proposal or to correct minor errors and irregularities.

1.3 SUBMISSION OF PROPOSAL

- a) Proposals must be submitted before Closing Time to the Closing Location using one of the submission methods set out on the cover page of this RFP. Proposals must not be sent by fax. The Proponent is solely responsible for ensuring that, regardless of submission method selected, the Regional District receives a complete Proposal, including all attachments or enclosures, before the Closing Time.
- b) For electronic submissions (BC Bid or email), the following applies:
 - (i) The Proponent is solely responsible for ensuring that the complete electronic Proposal, including all attachments, is received before Closing Time;
 - (ii) The Regional District limits the maximum size of any single email message to 20MB or less.

- (iii) Proponents should endeavour to submit emailed proposal submissions in a single message and avoid sending multiple email submissions for the same opportunity. If an electronic submission exceeds the applicable maximum single message size, the Proponent may make multiple submissions (BC Bid upload or multiple emails for the same opportunity). Proponents should identify the order and number of emails making up the email proposal submission (e.g. "email 1 of 3, email 2 of 3...");
- (iv) For email proposal submissions sent through multiple emails, the Regional District reserves the right to seek clarification or reject the proposal if the Regional District is unable to determine what documents constitute the complete proposal;
- (v) Attachments must not be compressed or encrypted, must not contain viruses or malware, must not be corrupted, and must be able to be opened using commonly available software (e.g. Adobe Acrobat). Proponents submitting by electronic submission are solely responsible for ensuring that any emails or attachments are not corrupted. The Regional District has no obligation to attempt to remedy any message or attachment that is received corrupted or cannot be viewed. The Regional District may reject proposals that are compressed encrypted, cannot be opened or that contain viruses or malware or corrupted attachments.
- c) For BC Bid e-submissions only pre-authorized e-bidders registered on BC Bid can submit electronic bids on BC Bid. BC Bid is a subscription service (\$150 per year) and the registration process may take two business days to complete. If using this submission method, Proponents should refer to the BC Bid website or contact BC Bid Helpdesk at 250-387-7301 for more information. An electronic proposal submitted on BC Bid must be submitted using the e-bidding key of an authorized representative of the Proponent. Using the e-bidding key of a subcontractor is not acceptable.
- d) For email proposal submissions, including any notices of amendment or withdrawal referred to in Section 1.6, the subject line of the email and any attachment should be clearly marked with the name of the Proponent, the RFP number and the project or program title.
- e) The Regional District strongly encourages Proponents using electronic submissions to submit proposals with sufficient time to complete the upload and transmission of the complete proposal and any attachments before Closing Time.
- f) The Proponent bears all risk associated with delivering its Proposal by electronic submission, including but not limited to delays in transmission between the Proponent's computer and the Regional District Electronic Mail System or BC Bid.

- g) While the Regional District may allow for email proposal submissions, the Proponent acknowledges that email transmissions are inherently unreliable. The Proponent is solely responsible for ensuring that its complete email proposal submission and all attachments have been received before Closing Time. If the Regional District Electronic Mail System rejects an email proposal submission for any reason, and the Proponent does not successfully resubmit its proposal by the same or other permitted submission method before Closing Time, the Proponent will not be permitted to resubmit its proposal after Closing Time. The Proponent is strongly advised to contact the Regional District Contact immediately to arrange for an alternative submission method if:

- (i) the Proponent's email proposal submission is rejected by the Regional District Electronic Mail System; or
- (ii) the Proponent does not receive an automated response email from the Regional District confirming receipt of each and every message transmitted, within a half hour of transmission by the Proponent.

An alternate submission method may be made available, at the Regional District's discretion, immediately to arrange for an alternative submission method, and it is the Proponent's sole responsibility for ensuring that a complete proposal (and all attachments) submitted using an approved alternate submission method is received by the Regional District before the Closing Time. The Regional District makes no guarantee that an alternative submission method will be available or that the method available will ensure that a Proponent's proposal is received before Closing Time.

1.4 SIGNATURE REQUIRED

Proposals must be properly signed by an officer, employee or agent having authority to bind the Proponent by that signature.

1.5 CLARIFICATIONS, ADDENDA & MINOR IRREGULARITIES

If any Proponent finds any inconsistencies, errors or omissions in the proposal documents or requires information, clarification of any provision contained therein, they shall submit their query in writing or email, addressed as follows:

Purchasing Division
Sunshine Coast Regional District
1975 Field Road, Sechelt, BC V7Z 0A8

purchasing@scrd.ca

Any interpretation of, addition to, deletions from or any corrections to the proposal documents will be issued as written addendum by the Regional District.

All Addenda will be posted on BC Bid. It is the sole responsibility of the Proponent to check for Addenda on BC Bid. Proponents are strongly encouraged to subscribe to BC Bid's email notification service to receive notices of Addenda.

1.6 WITHDRAWAL OR REVISIONS

Proposals or revisions may be withdrawn by written notice provided such a notice of withdrawal is received prior to the closing date and time. Proposals withdrawn will be returned to the Proponent unopened. Revisions to the proposals already received shall be submitted only by electronic mail, or signed letter. The revision must state only the amount by which a figure is to be increased or decreased, or specific directions as to the exclusions or inclusion of particular words.

1.7 CONDUCT OF THE CONTRACT

Unless otherwise specified within this document, any queries regarding this Request for Proposal are to be directed to purchasing@scrd.ca. No other verbal or written instruction or information shall be relied upon by the Bidder, nor will they be binding upon the Regional District.

1.8 CONFLICT OF INTEREST/NO LOBBYING

- (a) A Proponent may be disqualified if the Proponent's current or past corporate or other interests, or those of a proposed subcontractor, may, in the Regional District's opinion, give rise to an actual or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by a Proponent in the preparation of the RFP or a relationship with any employee, contractor or representative of the Regional District involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the Regional District Contact prior to submitting a proposal. By submitting a proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.
- (b) A Proponent must not attempt to influence the outcome of the RFP process by engaging in lobbying activities. Any attempt by the Proponent to communicate, for this purpose directly or indirectly with any employee, contractor or representative of the Regional District, including members of the evaluation committee and any elected officials of the Regional District, or with the media, may result in disqualification of the Proponent.

1.9 CONTRACT

By submitting a proposal, the Proponent agrees that should its proposal be successful the Proponent will enter into a Contract with the Regional District on substantially the same terms and Conditions set out in www.scrd.ca/bid and such other terms and conditions to be finalized to the satisfaction of the Regional District, if applicable.

1.10 SUSTAINABLE PROCUREMENT

The Regional District adheres to its sustainable consideration factors. Proposals will be considered not only on the total cost of services, but Proposals that addresses the environment and social factors.

1.11 INVOICING AND PAYMENT

Unless otherwise agreed, the Regional District payment terms are Net 30 days following receipt of services or approved invoices, whichever is later. Original invoices are to be forwarded to the accounts payable department of the Regional District. The purchase order number assigned by the Regional District must be stated on the invoice otherwise payment may be delayed.

1.12 PRICING, CURRENCY AND TAXES

Offered prices are to be attached as a price schedule in Canadian dollars with taxes stated separately when applicable.

1.13 IRREVOCABLE OFFER

This Proposal must be irrevocable for 90 days from the Proposal closing date and time.

1.14 TIME IS OF THE ESSENCE

Time shall be of the essence in this contract.

1.15 ASSIGNMENT

The Proponent will not, without written consent of the Regional District, assign or transfer this contract or any part thereof.

1.16 OWNERSHIP OF DOCUMENTS & FREEDOM OF INFORMATION

All documents submitted in response to this Request for Proposal shall become the property of the Regional District and as such will be subject to the disclosure provisions of the *Freedom of Information and Protection of Privacy Act* and any requirement for disclosure of all or a part of a Proposal under that Act.

The requirement for confidentiality shall not apply to any Proposal that is incorporated into a Contract for the Work. Further, the Regional District may disclose the top scoring proponent's aggregate pricing to the Regional District Board at a public meeting, when making a recommendation for the award of the Contract.

For more information on the application of the Act, go to http://www.cio.gov.bc.ca/cio/priv_leg/index.page.

1.17 AWARD OF CONTRACT

The Purchasing Policy at the Regional District offers contracts to businesses through an open, fair and consistent competitive bidding process. This ensures that the Regional District will receive the best overall value for the goods and services it requires. The Regional District reserves the right to cancel, award all or part of the scope of work described in this document to a single Proponent or may split the award with multiple Proponents.

All awards are subject to Board approval that meets the needs as determined by the Board. The Regional District, in receipt of a submission from a Proponent, may in its sole discretion consider the Proponent to have accepted the terms and conditions herein, except those expressly excluded or changed by the Proponent in writing.

The RFP shall not be construed as an agreement to purchase goods or services. The lowest priced or any proposal will not necessarily be accepted. The RFP does not commit the Regional District in any way to award a contract and that no legal relationship or obligation regarding the procurement of any good or service will be

created between Regional District and the proponent unless and until Regional District and the proponent execute a written agreement for the Deliverables

1.18 COST OF PROPOSAL

The Proponent acknowledges and agrees that the Regional District will not be responsible for any costs, expenses, losses, damage or liability incurred by the Proponent as a result of or arising out of submitting a Proposal for the proposed contract or the Regional District's acceptance or non-acceptance of their proposal. Further, except as expressly and specifically permitted herein, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this RFP, and by submitting a proposal each Proponent shall be deemed to have agreed that it has no claim.

1.19 PROPONENT'S RESPONSIBILITY

It is the Proponent's responsibility to ensure that the terms of reference contained herein are fully understood and to obtain any further information required for this proposal call on its own initiative. The Regional District reserves the right to share, with all proponents, all questions and answers related to this bid call.

1.20 EVALUATIONS

Proposals will be evaluated in private, including proposals that were opened and read in public, if applicable. Proposals will be assessed in accordance with the evaluation criteria.

If only one Proposal is received, the Regional District reserves the right to open the Proposal in private or if the total bid price exceeds the estimated budget for the Contract, the Regional District may cancel and re-tender, accept, not accept and cancel or re-scope the Work seeking a better response, with or without any substantive changes being made to the solicitation documents. If more than one Proposal is received from the same Proponent, the last Proposal received, as determined by the Regional District, will be the only Proposal considered.

1.21 ACCEPTANCE OF TERMS

The submission of the Proposal constitutes the agreement of the Proponent that all of the terms and conditions of the RFP are accepted by the Proponent and incorporated in its Proposal, except those conditions and provisions which are expressly excluded and clearly stated as excluded by the Proponent's proposal.

1.22 MANDATORY REQUIREMENTS

Proposals not clearly demonstrating that they meet the mandatory requirements will receive no further consideration during the evaluation process.

1.23 INSURANCE & WCB

The Proponent shall obtain and continuously hold for the term of the contract, insurance coverage with the Regional District Listed as "Additional Insured" the minimum limits of not less than those stated below:

- (a) Commercial General Liability – not less than \$2,000,000 per occurrence
- (b) Motor Vehicle Insurance, including Bodily Injury and Property Damage in an amount no less than \$2,000,000 per accident from the Insurance Corporation of British Columbia on any licensed

motor vehicles of any kind used to carry out the Work.

- (c) Error & Omissions Insurance – not less than \$500,000 per occurrence
- (d) A provision requiring the Insurer to give the Owners a minimum of 30 days' notice of cancellation or lapsing or any material change in the insurance policy;

The Proponent must comply with all applicable laws and bylaws within the jurisdiction of the work. The Proponent must further comply with all conditions and safety regulations of the Workers' Compensation Act of British Columbia and must be in good standing during the term of any contract entered into from this process.

1.24 COLLUSION

Except otherwise specified or as arising by reason of the provisions of these documents, no person, or corporation, other than the Proponent has or will have any interest or share in this proposal or in the proposal contract which may be completed in respect thereof. There is no collusion or arrangement between the Proponent and any other actual or prospective Proponent in connection with proposals submitted for this project and the Proponent has no knowledge of the context of other proposals and has no comparison of figures or agreement or arrangement, express or implied, with any other party in connection with the making of the proposal.

1.25 CONFLICT OF INTEREST

Proponents shall disclose in its Proposal any actual or potential conflict of interest and existing business relationship it may have with the Regional District, its elected or appointed officials or employees.

1.26 LIABILITY FOR ERRORS

While the Regional District has used considerable efforts to ensure an acute representation of information in these bid documents, the information contained is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Regional District nor is it necessarily comprehensive or exhaustive.

1.27 TRADE AGREEMENTS

This RFP is covered by trade agreements between the Regional District and other jurisdictions, including the following:

- a) Canadian Free Trade Agreement; and
- b) New West Partnership Trade Agreement.

1.28 LAW

This contract and any resultant award shall be governed by and construed in accordance with the laws of the Province of British Columbia, which shall be deemed the proper law thereof.

1.29 REPRISAL CLAUSE

Tenders will not be accepted by the Regional District from any person, corporation, or other legal entity (the "Party") if the Party, or any officer or director of a corporate Party, is, or has been within a period of two years prior to the tender closing date, engaged either directly or indirectly through another corporation or legal entity in a legal proceeding initiated in any court against the Regional District in relation to any contract with, or works or services provided to, the Regional District; and any such Party is not eligible to submit a tender.

1.30 FORCE MAJEURE (ACT OF GOD)

Neither party shall be liable for any failure of or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control including but not limited to acts of God, war, strikes or labour disputes, embargoes, government orders or any other force majeure event. The Regional District may terminate the Contract by notice if the event lasts for longer than 30 days.

1.31 CONFIDENTIAL INFORMATION OF PROPONENT

A proponent should identify any information in its proposal, or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by Regional District. The confidentiality of such information will be maintained by Regional District, except the total proposed value, which must be publicly released for all proposals, or otherwise required by the Freedom of Information and Protection of Privacy Act ("FOIPPA"), law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by Regional District to advise or assist with the RFP process, including the evaluation of proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the RFP Contact.

1.32 DISPUTE RESOLUTION

All unresolved disputes arising out of or in connection with this Proposal or in respect of any contractual relationship associated therewith or derived therewith shall be referred to and finally resolved by arbitration as prescribed by Mediate BC services pursuant to its rules, unless otherwise mutually agreed between the parties.

1.33 DEBRIEFING

At the conclusion of the RFP process, all Proponents will be notified. Proponents may request a debriefing meeting with the Regional District.

2. INTRODUCTION

2.1 Purpose

The Sunshine Coast Regional District (Regional District) is requesting Proposals from experienced and qualified Proponents to supply and implement Third-Party Software as our new Enterprise Content Management Platform (ECM Platform) solution in Microsoft SharePoint to address content management and records management. The Third-Party Software will manage both physical records as well as electronic records in place in SharePoint, providing all necessary functionality to maintain a fully compliant RIM program.

3. SITUATION/OVERVIEW

3.1 Background

The Regional District has a well-developed records and information management (RIM) program that encompasses both physical and electronic record formats within the corporation.

In 2015, the Regional District implemented OpenText Content Server 10.5 as its Electronic Document and Records Management System (EDRMS) system (branded Dr. Know) to manage these records throughout their lifecycle. The EDRMS was upgraded to Open Text Content Server 16.2 in 2019.

The Regional District uses the Local Government Managers Association (LGMA) Classification Schedule for both physical and electronic records. The LGMA Classification is a British Columbia model of records classification and retention, incorporating the legal and regulatory requirements for local government record keeping. The LGMA Classification Schedule is the folder structure that all staff use in Content Server.

The Regional District also operates an on-site Inactive Records Centre (IRC) containing approximately 2000 banker boxes of inactive or permanent physical records. Content Server is used to manage the IRC and there are no plans to digitize the records stored there.

In 2021, due to pressures brought on by the pandemic, the Regional District began its 3 phase “Virtual Collaboration” project; the objective being to support the need to enable online, virtual, remote work and collaboration platforms.

Phase 1, the transition to the Microsoft 365 (M365) environment and rolling out Teams as a basic collaboration platform is substantially complete.

Phase 2, which is in progress, is the configuration and implementation of SharePoint Online. The pilot project has just been completed. The Regional District will continue migrating the remaining electronic records and corresponding metadata from Content Server, and shared drives to SharePoint in three (3) stages, tentatively scheduled for May 2024, November 2024 and May 2025. This represents approximately one (1) TB of data in 500,000 records.

This RFP is for Phase 3 – to begin upon contract award and continue in parallel with Phase 2 – the acquisition, configuration, and implementation of a software solution capable of managing electronic records in place in SharePoint and providing the necessary functionality to manage physical records. Once all electronic and physical records have been migrated, Content Server will be decommissioned.

It should be noted that the Regional District has not configured nor enabled Microsoft Purview's records management capabilities, preferring to wait until the Third-Party Software solution is selected to minimize duplication of effort.

3.2 Project Objectives

The Regional District is seeking software which, in conjunction with SharePoint Online, will comprise an ECM Platform to manage both physical and electronic records and provide all the necessary functionality to maintain a fully compliant RIM program. The objective is to bring about a synthesis of both the document management and records management needs of the organization in a manner that is seamless to the user.

3.3 Scope

The Regional District intends to design and deploy an ECM Platform composed of SharePoint Online (document management) and Third-party software (physical and electronic records management). The Regional District has specific expectations of the ECM Platform; below is a list of high-level functional configuration requirements:

- 1) A general-purpose, enterprise-wide content management capability to all Regional District users that is easy-to-learn and easy-to-use;
- 2) A high level of user collaboration capabilities such as document sharing, version control, etc.
- 3) Role-based permissions management;
- 4) E-discovery capabilities to support public disclosure and other mandated discovery actions and the ability to apply legal holds to records and non-records alike, including email;
- 5) Security control;
- 6) The ability to carry out disposition of all records (both physical and electronic) including:
 - a. The application of rules-based retention which could include multiple retentions defined for a single classification;
 - b. The retention of audit trails and metadata stubs for an indefinite period of time;
 - c. The approval of Business Owners/Office of Primary Responsibility (OPR) prior to destruction;
- 7) A means of automating recordkeeping such that end users do not need to participate in the recordkeeping process. For clarity, end users should not need to make explicit decisions about the record's classification of documents they place in SharePoint;
- 8) Management of physical records throughout their life cycle, including:
 - a. Check-out/check-in and/or return of physical records;
 - b. Physical record labelling (i.e., barcodes, QR codes, lateral file labels, etc.);
 - c. Physical location management/warehousing
- 9) A means of migrating the physical records data from Content Server into the Third-Party software.

3.4 General Contract Terms and Conditions

Proponents should carefully review the terms and conditions set out in the General Service Contract, including the Schedules. The General Contract terms can be found at: Information about our General Service Terms and Conditions can be found at www.scrd.ca/bid.

3.5 Consulting Services, Training and Coaching

The Regional District requires the proponent to provide a qualified project manager and implementation team to configure and deploy the selected application.

The proponent must include a proposed training strategy for end users, as well as the systems team and records administrators as the Regional District's goal is to be self-sufficient with ongoing operation of the selected software. The training strategy shall contain a plan detailing, at a minimum, the number of sessions, number of training days per participant, and training material to be provided. Remote training is acceptable. Subsequent assistance and supplementary training material should be made available through some form of help centre that Regional District staff can access for further assistance.

4. REQUIREMENTS

In order for a proposal to be considered, a Proponent must clearly demonstrate that they meet the mandatory requirements set out in Section 7.1 (Mandatory Criteria) of the RFP.

This section includes "Response Guidelines" which are intended to assist Proponents in the development of their proposals in respect of the weighted criteria set out in Section 7.2 of the RFP. The Response Guidelines are not intended to be comprehensive. Proponents should use their own judgement in determining what information to provide to demonstrate that the Proponent meets or exceeds the Regional District's expectations.

Please address each of the following items in your proposal in the order presented. Proponents may find it helpful to use the individual Response Guidelines as headings for proposal responses.

4.1 Required Functionality

Appendix A lists the functionality requirements for this request for proposal. Vendors should carefully review the instructions on completing the requirements matrix as this is a **mandatory** item and must be included in the proponent's response.

4.2 Capabilities

4.2.1 Relevant Experience and Knowledge

Preference will be given to those vendors who have experience and abilities in the implementation process, particularly in the following areas:

- Demonstrated understanding of the requirements
- Prior experience in a BC local government environment
- Ability to provide and follow an implementation path with minimal intrusiveness into the working environment of the Regional District.

There will be an advantage to those vendors who can provide solutions aligned along the specific requirements of local governments and the stated requirements of the Regional District. While the Regional District understands that local governments manage many of the same kinds of records found in other organizations and industries, there are still some significant differences inherent in managing local government records.

Therefore, the vendor should describe their experiences supporting municipalities to meet standards for records and documents management using their ECM System. Highlight any experience with the implementation of the LGMA Records Classification and Retention Schedule.

4.2.2 References

Proponents need to provide a minimum of 3 references with at least one (1) of which must be BC local government reference, (i.e. names and contact information) of individuals who can verify the quality of work provided specific to the relevant experience of the Proponent and of any subcontractors named in the proposal.

References from the Proponent's own organization or from named subcontractors are not acceptable.

The Regional District reserves the right to seek additional references independent of those supplied by the Proponent, including internal references in relation to the Proponent's and any subcontractor's performance under any past or current contracts with the Regional District or other verifications as are deemed necessary by it to verify the information contained in the proposal and to confirm the suitability of the Proponent.

4.2.3 Software Demonstration

The Regional District will select up to three (3) software solutions for demonstration after reviewing and scoring written submissions. These demonstrations will be scored as outlined in section 6. Evaluation. The selected proponents will be provided an agenda that will guide the demonstrations through several functions the Regional District desires to have demonstrated. Proponents will also be provided time to demonstrate their product generally and highlight any other functionality they deem appropriate.

4.2.4 Regional District's Project Team

Regional District's project team will consist of the following roles, with their anticipated duties:

Corporate Officer

- sign off on proponent's statement of work;
- provide approval for project close out;
- sponsor

Corporate Records Administrator:

- act as the Regional District co-project lead;
- act as liaison between proponent and the Regional District's
 - RIM Team
 - Stakeholders and Subject Matter Experts;
- monitor for any change management and communications needs, and coordinate resolution as required;

Business Systems Coordinator:

- act as the Regional District co-project lead;
- act as liaison between Contractor and the Regional District's technical infrastructure team;
- assist Contractor with configuration changes as required.

4.2.5 Constraints

The Contractor should expect to work remotely and will be provided with all required remote system access as well as Operating System, Database Server and Content Server system administrator privileges.

4.2.6 Current IT Architecture

The existing Content Server 16.2 deployment follows the reference Small System model – one Administration Server and one user-facing Web server, backed against a single SQL Server 2014 database running on a remote database server. The system utilizes a remote Windows CIFS repository for storing file objects. The existing Content Server instances are running on Windows Server 2019.

All server instances are virtual and run inside a VMWare vSphere Enterprise Plus cluster. Physical interconnect within the ESX cluster is via a combination of 10Gb and 25Gb Ethernet. Physical storage resides on an all-flash array.

End user interaction with Content Server occurs entirely through one Web Server instance there is no front-end load balancer.

End user authentication is achieved through Kerberos Single Sign-on. SOAP and RESTful Web Services rely on Content Server native user accounts.

For end user purposes the identity of the system has been fully abstracted as 'cs.scrd.ca'

4.2.7 Other Technical Notes

The Regional District does not maintain parallel Production and Testing deployments of Content Server. Instead, the Regional District is able to leverage our virtualization infrastructure to clone the entire Production service stack into a parallel network, perform any destructive testing, and discard.

4.2.8 Metrics

This data is provided to give proponents an idea about the orders of magnitude involved and also to give a sense of our growth rate.

	Count as at June 2018	Count as at May 2020	Count as at January 2024
Users	200 licensed	250 licensed	275 licensed
Document (<i>type 144</i>) nodes	341,819	447,632	613,260
CIFS File Store Objects	1,076,614 files in 2,226 bins (600GB)	1,726,083 files in 3,617 bins (1,298GB)	2,660,725 files in 5,704 bins (1,560GB)
Total Content Server Nodes (DTree Core)	486,930	697,745	979,040
Largest number of versions of a single document	3,000	3,501	6,683
Total Audit Records (DAudit New)	11,069,148	33,187,779	58,059,652

4.2.9 After Sales Support

After installation it will be necessary for the Regional District to receive after-sales support services, including the following:

- Timely fixes of technical problems or bugs;
- Helpdesk support that is timely and of good quality;
- Additional software training as required;
- Assistance with software configuration as required;
- Availability of proponent resources on a timely and cost-effective basis;
- Follow-up and ongoing maintenance of the application

It is expected that the proponent maintains and makes available appropriate Helpdesk support for the Regional District for the resolution of generic issues encountered with the application. This includes the ability to report bugs and other inconsistencies, and to receive timely updates on the progress of bug fixes as requested. Proponents will provide a detailed support Service Level Agreement (SLA) proposal in their response.

It should be indicated if the proponent maintains a user website (i.e., a user's forum and/or Knowledgebase) so that common issues and resolutions can be detailed without the need to always resort to Helpdesk support.

4.3 Sustainable Social Procurement

A factor in the Regional District evaluation process is sustainable social procurement and the evaluation of proposals will take this into consideration.

As part of any submission the Proponent is encouraged to identify how they may contribute to the following key social, employment and economical goals, but not limited to the following:

- a) Contribute to a stronger local economy by:
 - promoting a Living Wage
 - Using fair employment practices;
 - Increase training and apprenticeship opportunities;
- b) Local expertise knowledge by:
 - Being locally owned;
 - Utilization of local subcontractors;
- c) Environmental Cost of Ownership;
- d) Energy efficient products;
- e) Minimal or environmental friendly use of packing materials; and
- f) Reducing hazardous materials (toxics and ozone depleting substances).

4.4 Proposed Project Timing

While the actual implementation start date will be negotiated with the successful proponent, the Regional District is expecting to begin the project by the beginning of June 2024.

Vendors will provide a draft project implementation timeline as part of their proposal. This should highlight key milestones and provide an anticipated time to completion.

4.5 Price

Proponents need to clearly state the pricing associated with acquiring the appropriate number of software licences and associated components. These prices can be presented as, for example, a cost per seat or a total cost for 400 seats (+or – 10%) or a cost for fixed blocks of seats over a period.

Vendors who offer site-wide licensing options will be preferred. If cost is based on volume, it should be provided based on 1, 1.5 and 2 TB.

Prices quoted will be deemed to be:

- in Canadian dollars;
- inclusive of duty, FOB destination, and delivery charges where applicable; and
- exclusive of any applicable taxes.

4.5.1 Software Licences

The following licensing scenarios should be included if the proponent's pricing models permit:

- The cost of 400 seats initially (or 1 TB, 1.5TB and 2TB if pricing is by volume)
- The straight cost per seat (or cost per fixed block of seats) which will be valid for a three-year period from the close date of the proposal. In this case, the Regional

District is not insisting that the actual costs remain unchanged over this three-year period, but rather that any anticipated cost increases over this time be clearly stated and adhered to for the three years.

- Site wide licensing

4.5.2 Additional Costs

The Regional District will also require that additional costs be detailed including, but not limited to:

- Annual maintenance fees – to commence following substantial completion of implementation (i.e., Go Live Date)
- Any other costs

If the proposed software is priced on a modular basis, please indicate these costs separately.

5. PROPOSAL FORMAT

Proponents should ensure that they fully respond to all requirements in the RFP in order to receive full consideration during evaluation.

The following format, sequence, and instructions should be followed in order to provide consistency in Proponent response and ensure each proposal receives full consideration. All pages should be consecutively numbered.

- a) Signed cover page (see section 7.1 Mandatory Criteria).
- b) Table of contents including page numbers.
- c) A short (one or two page) summary of the key features of the proposal.
- d) The body of the proposal, including pricing, i.e. the “Proponent Response”.
- e) Appendices, appropriately tabbed and referenced.
- f) Identification of Proponent (legal name)
- g) Identification of Proponent contact (if different from the authorized representative) and contact information.

6. EVALUATION

Evaluation of proposals will be by a committee formed by the Regional District and may include other employees and contractors.

The Regional District’s intent is to enter into a Contract with the Proponent who has met all mandatory criteria and minimum scores (if any) and who has the highest combined overall ranking.

Proposals will be assessed in accordance with the entire requirement of the RFP, including mandatory and weighted criteria.

The Regional District reserves the right to be the sole judge of a qualified proponent.

The Evaluation Committee may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and the Evaluation Committee may make such requests to only selected Proponents. The Evaluation Committee may consider such clarification or additional information in evaluating a Proposal.

6.1 Mandatory Criteria

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration during the evaluation process.

Mandatory Criteria
The proposal must be received at the Closing Location before the Closing Time.
The proposal must be in English.
The proposal must be submitted using one of the submission methods set out on the cover page of the RFP
The proposal must either (1) include a copy of the Confirmation of Proponent's Intent to be Bound that is signed by an authorized representative of the Proponent, this is also required for email submissions or (2) be submitted by using the e-bidding key on BC Bid (if applicable), in accordance with the requirements set out in the RFP
Completion of Appendix A Requirements Matrix is to be submitted in excel format.

6.2 Weighted Criteria

Proposals meeting all of the mandatory criteria will be further assessed against the following weighted criteria.

Weighted Criteria	Weight (%)
Required Functionality/Support	35
Experience & Approach	25
Training Plan and Material	10
Sustainable Social Procurement	5
Price	25
TOTAL	100

The three highest scoring proponents after stage One will be invited to provide a demonstration for the Regional District Evaluation Committee. Those proponents will be provided with two (2) hours to provide a demonstration of their software solution.

6.3 Weighted Criteria – Part Two – Demonstration

Weighted Criteria	Weight (%)
User Interface / Ease of Use	50
Overall Demonstration of Functional Requirements	50
TOTAL	100

6.4 Price Evaluation

The lowest priced Proposal will receive full points for pricing. All other prices will be scored using the following formula: lowest priced proposal/price of this proposal* total points available for price.