



Sunshine Coast Regional District

Request for Proposal

Number: 14 219

for

Electronic Document & Records Management Application System

Issue Date:
July 3, 2014

Closing Date and Location:

One original and two copy (total of three) & one electronic copy (CD or USB)
of this proposal
must be placed in a sealed envelope and delivered to:

Closing Date of

Thursday, July 24, 2014 at 3:00 PM local time

at

**Sunshine Coast Regional District
1975 Field Road
Sechelt, BC
V0N 3A1**

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INTENT TO SUBMIT PROPOSAL

REQUEST FOR PROPOSAL FOR:

Electronic Document & Records Management Application System No. 14 219

Please complete this form and return it immediately to:

Sunshine Coast Regional District
Attn.: Robert McKee, Purchasing Officer
1975 Field Road
Sechelt, BC CA V0N 3A1
Telephone: 604 885 6824

purchasing@scrd.ca

Fax: 604 885 7909

Failure to return this form may result in no further communication regarding this Request for Proposal.

Company Name: _____
Address: _____

Contact: _____
Telephone: _____
Fax: _____
Email: _____

I have received a copy of the above noted Request for Proposal.

- Yes, I will be responding to this Request for Proposal.
 No, I will not be responding to this Request for Proposal.

I understand that if I do not submit a response, this will not affect our Company's status as a potential supplier in the future. I also understand that if I do not return this form our company may not receive any further notices with regard to this Request for Proposal.

Signature _____

Title _____

Date _____

1.0 SECTION ONE: GENERAL TERMS AND CONDITIONS

1.1 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.

1.2 ORAL OR ELECTRONIC PROPOSAL

Oral, email or faxed Proposals will not be accepted. Proposals may only be submitted by hard copy. It is the Proponents sole responsibility to ensure that the Proposal and the number of copies (if required) are received on time and at the proper location. Proposals received after the closing time will be returned unopened.

1.3 SIGNITURE REQUIRED

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

1.4 CLARIFICATIONS, ADDENDA & MINOR IRREGULATITIES

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:

R. L. McKee, Purchasing Officer
Sunshine Coast Regional District
1975 Field Road, Sechelt, BC V0N 3A1

purchasing@scrd.ca

Any interpretation of, addition to, deletions from or any other known corrections to the proposal documents, will be issued as written addendum by the Regional District and will be faxed to all Proponents. Questions regarding this Proposal must be received by 3:00 p.m. five days prior the closing date stated above.

The right is reserved, as the interests of the Regional District may require, to reject any or all Proposals and waive any minor informality or irregularity in the Proposals received.

1.5 WITHDRAWAL & REVISIONS

Proposals 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 facsimile, 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. The revisions must be received by the Regional District prior to the closing date and time.

1.6 CONDUCT OF THE CONTRACT

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

1.7 INDEMNITY

The Bidder will indemnify and save harmless the Regional District, its employees, Board Members and agent from and against any and all losses, claims, damages, actions, causes of action, costs and expenses the Regional District may sustain, incur, suffer or be put to at time either before, during or after the termination of the Contract, where the same or any of them are based upon, arise out of or occur, directly or indirectly, by reason of any act or omission of the Bidder or of any agent, employee, officer, director or sub contractor of the Bidder pursuant to this Contract, excepting always liability arising out of the independent negligent act of the Regional District.

1.8. SUSTAINABLE PROCUREMENT

The Regional District adheres to its sustainable policy and considers Proposals not only on the total cost of goods or services, but Proposals that addresses the environment and social factors. The intent of the Regional District's policy is to shift spending away from goods and services that negatively impact the environment and society toward product and services that are more environmentally sound and socially beneficial.**PRICING**
Offered prices are to be attached as a price schedule.

1.9. CURRENCY AND TAXES

Prices are to be provided in Canadian Funds, all applicable taxes must be stated separately when applicable.

1.10. INVOICING & PAYMENTS

The Regional District payment terms are Net 30 days following satisfactory acceptance of services provided and upon receipt of invoice, whichever is later. Original invoices are to be forwarded to the account payable department of the Regional District. The Purchase Order number must be stated on the invoice otherwise payment may be delayed or rejected.

1.11. EXTRAS

No payments for extras will be made unless they have been prior approved by the Regional District in writing.

1.12. IRREVOCABLE OFFER

This Proposal must be irrevocable for 60 days from the Proposal closing date and time. Failure to complete the Proposal document as requested may result in rejection of the Proposal submitted.

1.13. TIME IS OF THE ESSENCE

Time shall be of the essence in this contract. The Regional District reserves the right to cancel any order if not fulfilled within a reasonable time and in accordance with the terms and conditions specified.

1.14. ASSIGNMENT

The Proponent will not, without written consent of the Regional District, assign or transfer this contract or any part thereof. All subcontractors must be listed and are subject to approval by the Regional District.

1.15. OWNERSHIP OF DOCUMENT & 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.

This document, or any portion thereof, may not be used for any purpose other than the submission of Proposal and the Proponent agrees not to divulge or release any information that has been given to it or acquired by it on a confidential basis during the course of this process or while carrying out its obligations under process.

1.16. AWARD OF CONTRACT & BUDGET CONSTRAINTS

Procurement policy at the Regional District offers contracts to businesses and contractors through an open, fair and consistent competitive bidding process. This process ensures the Regional District receives the best overall value for the goods and services it requires. The Regional District reserves the right to award all or part of the scope of work described in this document to a single vendor or may split the award with multiple Proponents. The lowest or any Proposal may not necessarily be accepted by the Regional District.

The Regional District reserves the right, at its sole discretion, prior to any contract award, to negotiate changes to the scope of services or to the contract documents (including pricing) with the Proponent or any one or more Proponents, proposing the best overall value without having any duty to advise any other Proponent or to allow them to vary their proposal as a result of the changes to the scope of services or to the contract documents. The Regional District may enter into a changed or different contract with the Proponent(s) proposing a product or solution that in the sole opinion of the Regional District offers the best overall value.

All awards are subject to budget restraints and subject to Board approval that meets the needs as determined by the Board. The Regional District, in receipt of an Offer 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.

1.17. COST 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 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.

1.18. PROPONENT'S RESPONSIBILITY

It is the Proponent's responsibility to ensure that the terms and condition 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 proposal call.

1.19. OPENING OF PROPOSAL

Proposal will be opened:

- in public, at the Closing Location, immediately after the Closing Date and Closing Time, and the proposals will be opened and read; or
- in private, and total bid prices will not be made public until after the Contract is signed with the successful Proponent.

Proposals will be evaluated in private, including proposals that were opened and read in public, if applicable. The Contract will not be awarded at the time of opening.

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 Tender 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.

1.20. 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.

1.21. MANDATORY REQUIREMENTS

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

- a) Proposals must be received at the closing time and location as specified on the title page.
- b) Proposals must be in English.
- c) Proposal must be submitted in a sealed envelope(s) in the amounts and form stated on the title page.
- d) Section Seven of this document must be signed and submitted with this Proposal submissions
- e) All required schedule must be submitted with the Proposal submission.

1.22. 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) Error & Omissions Insurance – not less than \$500,000 per occurrence

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 good standing during the term of any contract entered into from this process. Within two working days after notice of award, a Letter of Good Standing must be provided.

1.23. 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.

1.24. 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.

1.25. LIABILITY OF ERRORS

While the Regional District has used considerable efforts to ensure an acute representation of information in the RFP, 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.

1.26. 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.

1.27. FORCE MAJURE (ACT OF GOD)

Neither party shall be responsible for any delay or failure to perform under its obligations under this Contract where such delay or failure is due to fire, flood, explosion, war, embargo, governmental action, Act of Public Authority, Act of God, or to any other cause or similar force majeure event beyond its control, except labour disruption. In the event force majeure occurs, the party who is delayed or fails to perform shall give prompt notice to the other party and shall take all reasonable steps to eliminate the cause. Should the force majeure event last for longer than 30 days, the Regional District may terminate the Contract by notice to the Bidder without further liability, expense or cost of any kind.

1.28. CONFIDENTIALITY

Responses submitted in confidence shall be so honoured. The Regional District will not release to the public any specific information regarding any submitted responses except as may be required under law. To request documentation confidentiality, Bidders are requested to submit a covering letter, with their submission, detailing the specifics of their request. Confidentiality cannot be fully guaranteed as all submissions are subject to the Freedom of Information and Protection of Privacy Act.

Bidders will treat all information received through this RFP process and subsequent contract award, as confidential. The Bidder agrees that any information, knowledge (including but not necessarily limited to business practices, techniques, relationships, agreements, etc.), data, research, and any other information, knowledge, materials or products disclosed to the Bidder by the Regional District or otherwise produced, developed or known by the Bidder in providing this service (collectively the "Confidential Information") will not publish or disclose to any third party not either during or after the Agreement except as otherwise authorised by the Regional District. This section shall survive the termination of this Agreement.

1.29. 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.

2.0 SECTION TWO: STIMULATED TERMS AND CONDITIONS

2.1. TERMINATION

The Regional District at its sole discretion may immediately terminate any contract awarded through this process if there is a major violation of agreed terms and conditions or where the Bidder has taken an action against the Regional District. During the contract period, should the Regional District experience budget restraint or operational requirements that require a review of this contract, the Regional District reserves the right to terminate this contract without penalty, with three weeks written notice.

2.2. DEFAULT

The Regional District may, by Notice of Default to the Contractor, immediately terminate in whole or in part of the contract if the Contractor fails to perform the services required. In the event the Regional District does terminate the contract in whole or in part as specified above, the Regional District may purchase services so terminated and the Contractor shall be liable to the Regional District for any excess costs for such services and for reasonable liquidated damages.

2.3. WARRANTY & GUARANTEES

Unless otherwise specified by the Proponent, the Proponent warrants and agrees that for a period of one (1) year from the date of delivery or performance, the goods and/or services set out in the order are and shall be supplied or manufactured in a good and skillful manner and in the case the goods that they are derived from the best materials available.

If within a period of one year from the date of acceptance of the goods and services by the Regional District, such or services or any portion thereof are found by the Regional District to be defective or faulty for any reason, the Proponent agrees to replace or convert such defectives forthwith without expense to the Regional District. The Proponent warrants that its employees have the qualifications, experience, knowledge skills and abilities necessary for the fulfillment of the Contract.

2.4. SOFTWARE

It is the responsibility of the Proponent to ensure that the Regional District has all licenses required to use any software that may be supplied by the Proponent or pursuant to the Contract.

2.5. PATENT PROTECTION

The Proponent with whom the Regional District wishes to contract, at its own expense, will defend, indemnify and hold harmless the Regional District against any suit which may be brought against it for the infringement of any patents, trade secrets or copyright by software furnished hereunder. The Regional District shall give the Proponent prompt written notice of such suit and full right and opportunity to conduct the defense thereof, together with full information and all reasonable cooperation. If in the Proponent's opinion the software furnished hereunder is likely to or does become the subject or claim of infringement of the patent, copyright, or trade secret then the Proponent may, at its option, substitute for the alleged infringing software, modifications suitably satisfactory to the Regional District, or at Proponent's option and expense, obtain the right for the Regional District to continue the use of such software. If the use of such software by the Regional District shall be prevented by permanent injunction, the Proponent agrees to take back the software and refund the total amount the Regional District has paid to the Proponent, less one percent of the total paid for each month of use by the Regional District.

3.0 SECTION THREE: NON-ACCEPTANCE OF CONDITIONS SUMMARY SHEET

Please photocopy if you require additional space)

PLEASE STATE:

CONDITION: _____

EXPLANATION OF NON-ACCEPTANCE:

CONDITION: _____

EXPLANATION OF NON-ACCEPTANCE:

CONDITION: _____

EXPLANATION OF NON-ACCEPTANCE:

CONDITION: _____

EXPLANATION OF NON- ACCEPTANCE

Bidders are advised that all variations from stated conditions will be reviewed and may negatively impact the overall rating of your Tender.

SUNSHINE COAST REGIONAL DISTRICT
ELECTRONIC DOCUMENT & RECORDS MANAGEMENT APPLICATION SYSTEM
SECTION FOUR: SCOPE OF WORK & REQUIREMENTS

CONSULTANT: HARWOOD INFORMATION ASSOCIATION

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4.1 Executive Summary

a. Introduction

The Sunshine Coast Regional District (Regional District) currently operates a records management program that encompasses all record keeping formats within the corporation. Recent efforts have been focussed on the control of electronic formats, including documents and electronic mail, in a shared drive environment. To continue with the management of electronic information, the Regional District is seeking proposals for an EDRMS (Electronic Document and Records Management System) which will provide the secure management of its paper and electronic records and documents.

The selected application must support basic functionality associated with industry-accepted practices for the management of records including the following:

- A function-based classification system;
- Retention Schedules;
- Manage a number of different types, forms and formats of records (e.g. electronic documents, e-mails, file folders, paper documents, boxes in storage, etc.);
- Desktop integration for the management of electronic formats;
- Security of content of records including privacy and confidentiality provisions;
- Various levels of access to information by staff and external users;
- Browser based user interface (preferably browser agnostic and mobile friendly);
- Workflow capabilities;
- System auditing, report maintenance and generation;
- Links or integration with other corporate information systems to allow the management of documents created by those applications, e.g. Finance, Land Management systems.

The key business objectives of the selected application are to:

- Permit the Regional District to appropriately manage its paper and electronic records in an efficient and effective manner;
- Ensure that the Regional District is - and remains - compliant with its internal policies as well as applicable legislation (e.g. FOIPOP, Local Government Act);
- Ensure that all information stored within the selected application is appropriately available and can be easily retrieved as required;
- Provide a simple user interface that does not impose a records classification responsibility on end users;
- Maintain the security, privacy and confidentiality of records and improve and enhance the methods for access;
- Ensure that all forms of records are disposed of according to the life-cycle management policies as provided by the approved Records Retention Schedule;
- Assist with controlling the costs associated with managing Regional District records;
- Enhance the level of service for internal and external customers.

b. Scope of this Request for Proposals

Vendors should note that this is a Request for Proposal (RFP) and that, as part of the software proposal, a detailed financial and/or costing proposal must be included in the vendor's response. This includes costs for software licences, additional software, hardware (if applicable) and services.

The Regional District Evaluation Team will assess each vendor's proposal and create a short list of vendors, using the evaluation criteria included in Section 4.3 of this document.

The short-listed vendors will be invited to demonstrate their software solution in a two-part presentation to be scheduled during the month of August – preferably the week of Monday, August 11 to Thursday, August 14, 2014.

The first part will consist of the business presentation, in which the software will be demonstrated. For this demonstration, the Regional District will provide some data and a list of functions that they will want to see demonstrated. Vendors will be required to sign a non-disclosure agreement prior to receiving the demonstration data.

The second part will consist of a question and answer session with the technical evaluation team where the vendor will be expected to outline the hardware and software requirements, scalability and other issues of interest to the Regional District.

4.2 Current Recordkeeping Practices at the Regional District

a. Introduction to the Regional District

Incorporated in 1967 and stretching from the McNab Valley to Earls Cove, the Regional District provides services to more than 28,000 residents and regional government to almost 3,800 square kilometers of land. The Regional District has approximately 250 employees at fourteen sites.

Although part of the British Columbia mainland, the Sunshine Coast can only be reached by ferry or float plane, as there are no connecting roads around Howe Sound.

The Regional District provides a range of services throughout the Sunshine Coast including:

- Protective Services
 - Fire Departments
 - Local Emergency Preparedness Program
 - 911 Emergency Services Co-ordination (for 4 Regional District Fire Departments and 2 other Fire Departments on the Sunshine Coast)
- Building Inspection
- Bylaw Enforcement and Animal Control Services
- Planning and Development Services
- Public Water and Sewer Service
- Solid Waste Disposal
 - 2 Landfill Sites
 - Recycling Depots
- Transit Services
- Fleet Maintenance
- Recreation
 - 5 Recreation Facilities
 - Community Halls

- Ports and Dock Maintenance
- Parks and Trails
- Cemetery Services
- Economic and Industrial Development
 - Industrial Park
- Administrative and Legislative Services
- Financial Services
- Geographic Information Services
- Information Services
- Human Resources

b. Current Records Management Program elements

The Regional District uses the LGMA Classification Schedule for both hard copy 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.

While some departments maintain their own hard copy files for convenience, active administrative records are stored in a Central File room. The Regional District also operates an Inactive Records Centre containing approximately 1300 banker boxes of records. Hard copy records are managed using TAB FusionRMS, which was purchased in 2008.

A shared network drive, the “N” drive, incorporating the LGMA classifications schedule, went live in March 2012. There are currently 217 GB of documents in approximately 9000 folders; all electronic records, with the exception of GIS maps and CAD drawings, are saved to the shared drive.

The records management program is operated by the Records Management Technician, reporting to the Manager of Legislative Services. Because of the decentralized locations of Regional District offices, there are also individuals who perform records management liaison functions for staff away from the headquarters office on Field Road.

There is a close working relationship between the Records Management Technician and IT Department staff for the technical operations of the N drive and current electronic records management functions.

There is also an Information Technology Steering Committee consisting of departmental representatives from throughout the organization. This committee will participate in the evaluation and selection of the proposed EDRMS.

4.3 Evaluation of Proposals

The Regional District requires the proposed EDRMS to be a quality solution capable of addressing its stated needs, in a manner consistent with a user-configurable EDRMS software solution.

On the other hand, the Regional District recognizes that there is a large degree of functional overlap among EDRMS; because of this, the bulk of the requirements in this RFP should not be considered as absolute “must haves” unless indicated as such. Instead, they should provide a guide so that the proposed software can be positioned as being capable of providing the best possible enterprise solution for the Regional District. While there are some mandatory requirements indicated, these are stated at a high level and it is expected that all proposed solutions will be able to comply.

It is strongly suggested that vendors attempt to showcase those functions which will be of most benefit to the Regional District and are distinct to their product. Using documentation provided by the Regional District, this

can be best achieved by an approach that demonstrates what the solution can do, as opposed to responding “Yes” to all of the requirements without showing how the solution will fit.

a. Evaluation Matrix

The Regional District will base their evaluation on six (6) broad areas. Each area will be scored according to a specific set of criteria. These broad categories are:

Category	Point Value/%
RIM/DM Functionality	25
Intuitiveness and ease of use	20
Technical Infrastructure	15
Vendor Experience	15
Financial	15
After-Sales Support	10
Total	100

b. RIM/DM Functionality

It is highly desired that the version of the software being proposed, as well as all associated components, will have been certified against the US DoD 5015.2 standard. However, consideration will be given to those solutions that, although they may not be officially certified, can demonstrate adherence to the critical requirements as stated in the DoD standard. Vendors should indicate if the proposed application has any additional certification such as MoReq or ISO 15489.

Greater consideration will be given to single vendor solutions. In other words, any solution that can be proposed with a single software application from a single developer, and not requiring other “integrated” software, especially from different vendors, will be considered more positively.

Preference will be given to those applications where only one Build or Version of the application is actively supported and where the vendor does not tailor and support customized versions for different customers.

The proposed software should be a fully-developed and well-established EDRMS application that addresses all the major functionality expected of such a system for the management of both physical and electronic records and documents, including physical record labelling (i.e. barcodes, QR codes, lateral file labels, etc.). Preference will be given to those solutions that combine the management of all documents in one software application using a single user interface. For example, when a search is performed, the solution should present all candidate records together, regardless of whether the documents are hardcopy or electronic.

In addition to specific functionality, the Regional District is seeking solutions which are flexible in how they can be configured. In particular, software solutions which permit Regional District staff to alter the configuration with little or no assistance from the vendor will be preferred.

In addition to the implementation of RIM and document management functions, the vendor is expected to include the capability to incorporate the following items:

- Scanning solution compatible with existing Xerox multifunction devices
- Collaboration
- Workflow (simple and complex)

c. Intuitiveness and Ease of Use

The Regional District will review the overall complexity of the solution along with the effort needed not only to configure and implement, but also the level of complexity required to maintain. The application must be simple for staff to use and be inherently intuitive. Staff should still be able to save and retrieve documents from within desktop applications with little change in how this is done presently. Applications that minimize the need for complex keystrokes and mouse movements are preferred. While the Regional District acknowledges that “ease of use” is a subjective indicator, it will prefer solutions where there is a general consensus of how easily the application is operated, while simultaneously maintaining compliance with its stated business requirements.

d. Technical Infrastructure

The application must support being operated under standard industry-accepted software and hardware protocols and systems. In addition, the proposed application must adhere to commonly-used published standards for hardware, software and virtual infrastructure.

It is desired that the proposed system will collect or receive documents generated by other corporate information systems, such as Finance or Land Management. It is a requirement that the proposed system will ingest the documents, with their metadata, that are currently stored on the N drive.

New releases and upgrades of the application must be capable of being implemented with a minimum amount of down time. The upgrade must be smooth and should not result in an application that operates in a significantly different manner than prior releases. The frequency of new releases will be reviewed. It is required that upgrades can be implemented by the Regional District with little or no need for vendor involvement. The vendor should clearly outline whether releases and updates are included in annual maintenance costs or priced separately.

The proposed EDRMS should be scalable simply by purchasing additional user/device licences.

e. Vendor 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 EDRMS solutions are largely generic in nature, and 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. Vendors will be expected to address some of these requirements and demonstrate specific solutions using Regional District records where appropriate.

Note: The Regional District requests that the vendor provide a minimum of three (3) references, at least two (2) of which must be BC local government references. It is preferable that some of the references be of a similar size and complexity as the Regional District.

f. Financial

Financial proposals received by the Regional District should clearly state the pricing associated with acquiring the appropriate number of software licences and associated components. Such pricing must remain valid for a minimum period of 180 days from the Close Date of this RFP. These prices can be presented as, for example, a cost per seat or a total cost for 200 seats (+or – 10%) or a cost for fixed blocks of seats over a period of time. Vendors who offer site-wide licensing options will be preferred. If pricing for concurrent licensing is also available, the Regional District is prepared to entertain such proposals from vendors. Vendors should indicate if they have any restrictions around licensing in virtual environments (i.e. VMware ESX, VMware view).

All costs as stated in the vendor’s proposal will be taken as definitive costs which the Regional District will use in vendor evaluation. Therefore, the vendor should submit a variety of cost scenarios in order to accommodate this.

i. Software Licences

The following licensing scenarios should be included if the vendor’s pricing models permit:

- The cost of 200 seats initially
- 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 3 year period, but rather that any anticipated cost increases over this time be clearly stated and adhered to for the 3 years
- Site wide licensing

The Regional District reserves the right to accept all or only part of the vendor’s pricing proposal without limitation.

ii. Consulting Services

The Regional District requires the vendor to provide the implementation team for the bulk of the work required to configure and deploy the selected application.

It is also expected that the resources proposed by the vendor will provide a sufficient transfer of technical knowledge about the application to Regional District staff for system maintenance following the implementation.

The Regional District also requires the vendor to include multiple levels of user training as part of the implementation. Detailed costing for training should be provided.

In order to accommodate any future requirements, the vendor should indicate their consulting rate(s) for additional services.

iii. 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)
- Costs for optional or additional modules or functions that exceed the specifications
- Any other costs

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

g. 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 vendor resources on a timely and cost-effective basis;
- Follow-up and ongoing maintenance of the application

It is expected that the vendor 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. Vendors will provide a detailed support Service Level Agreement (SLA) proposal in their response.

It should be indicated if the vendor 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.

The Regional District will solicit opinions and feedback from the vendor’s proposed client references with respect to the level and quality of after-sales support. It is suggested that the vendor provide references who have acquired an installation equivalent in size to the Regional District.

The Regional District reserves the right to contact additional, non-referenced, users of the vendor’s proposed software should it be deemed necessary.

4.4 Proposed Project Timing and Relevant Dates

a. Proposed Schedule

The following schedule outlines the Regional District’s proposed implementation timeline

Shortlist Prepared	Early August 2014
Vendor Presentations	August 11 – 14, 2014
Vendor Selection	Early October 2014
Implementation Start	After December 1, 2014 - To be negotiated with selected vendor

The Regional District reserves the right to alter the dates and times listed in this schedule at any time during the RFP process. All Vendors will be informed of any such changes in writing by e-mail.

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.

Following the Vendor Selection, the Regional District may enter into negotiations with the selected vendor with regards to the Implementation date.

b. Vendor Presentations

The Regional District intends to select a number of vendors who will be required to demonstrate their proposed software solution to the IT Steering Committee in a presentation to be scheduled between Monday, August 11 and Thursday, August 14, 2014.

The presentation will be devoted to a review of software functionality followed by a dialogue with the Regional District's IT department to discuss technical requirements. The vendor should ensure appropriate subject matter experts are on hand.

The main purpose of the presentation is to allow the Regional District to have a first-hand look at the proposed software to assist in making a final decision as well as to resolve any unanswered questions or issues that may have arisen during the proposal review. To ensure the relevancy of the presentation to the Regional District, the short-listed vendors will be required to sign a non-disclosure agreement and incorporate Regional District documents and scenarios into their presentation. The vendor will be required to demonstrate the same version of software that is being proposed.

The vendor will demonstrate how the application addresses classic records management functions as well as document management tasks, using Regional District examples. In addition, the Regional District will be evaluating how well the proposed software is able to adapt to Regional District requirements, what degree of flexibility is inherent in the software, the user interface and the ease with which the end users can save and search for information.

It is strongly suggested that the vendor be prepared to divert from their standard presentation and be able to demonstrate, within reason, functions and tasks which might be brought up by the IT Steering Committee during the course of the presentation. The Regional District expects that at least one representative of the vendor will attend in person and host the presentation.

The Regional District will provide the vendor with a projector and an internet connection; any additional resources are entirely the responsibility of the vendor.

4.5 Required EDRMS Functionality

The Regional District requires that the proposed EDRMS system demonstrate the following functionality:

a. End User functionality

Most staff are independent workers, with little time or interest in records management functions. Therefore, proposed systems that provide a user interface requiring few keystrokes to classify and save documents will be significantly preferred. A user interface that can be customized by individual users or teams to reflect how they manage documents will be preferred.

b. Records Management functionality

The selected application must be an established EDRMS capable of supporting the following major records management functions:

- A function-based classification scheme
- Retention schedules
- Security of record information, including privacy and confidentiality provisions
- Auditing and accountability for information integrity. The audit trail must be unalterable and must contain, at minimum, the date and time of all transactions, the user, the computer.
- Varying levels and types of access to record information by staff and external users
- Associated functions, such as workflow, scanning, etc.

i. Function-based Classification scheme management

The EDRMS must be able to manage the Regional District's corporate-wide classification system, the LGMA classification schedule, which has been modified to suit Regional District subjects. The LGMA system is a function-based classification scheme used by most local governments in British Columbia.

A sample of the information contained in the Regional District classification is as follows:

5400	STREETS AND ROADS				
Includes records relating to the planning, design, construction, operation and maintenance of roads, streets, highways and other public thoroughfares. Includes sidewalks, bicycle paths and street lighting. For street names, see primary 5450. For street amenities, see primary 6280.					
			A	SA	FD
	5400-01	General	CY+1	6y	D
	5400-02	Bridges	CY+1		P
	5400-03	Street lighting	CY+1		P
	5400-04	Closures	CY+1		P
	5400-05	Curbs and gutters	CY+1		P
	5400-06	Lanes	CY+1		P
	5400-07	Road allowances	CY+1		P
	5400-08	Highways and freeways	CY+1		P
	5400-09	Bike paths and foot paths	CY+1		P
	5400-10	Paving programs	CY+1		P
	5400-11	Snow and ice removal	CY+1	6y	D
	5400-12	Crosswalks	CY+1		P
	5400-13	Roadway maintenance	CY+1	6y	D
	5400-14	Street cleaning	CY+1	6y	D
	5400-15	Drives and driveways	CY+1	6y	D
	5400-16	Railways	CY+1		P
	5400-20	Individual road files alpha by road name	CY+1		P

The selected application should be capable of efficient regular updates to the Regional District classification scheme including Retention Schedule information.

The EDRMS must provide the following functionality in support of the management of a function/subject-based classification scheme:

- Control access to the Classification scheme so that only selected administrative users are permitted to update it;
- Assign unique and unalterable identifier to each record
- Allow security and access attributes to be defined at the Classification level, where appropriate, and allow these attributes to be inherited by the records as they are classified
- Ability to enter scope notes
- Ability to automatically assign the Office of Primary Responsibility (OPR) to the record based on the Classification selected
- Ability to restrict some users to only assign records within a subset of the classification
- Allow the classification schedule to be managed so that some elements remain hidden from view until approved
- Ability to apply “Subject Headings” or “Thesaurus” terms to records

ii. Retention Schedule Management

Linked to the classification scheme is a series of retention schedules defined on each classification number at the secondary level.

Sample data from the Retention Schedule is as follows:

1490		RECORDS MANAGEMENT - GENERAL			
Includes records relating to the records management program. This includes general records management operational standards and procedures, development, adoption and implementation of file classification systems, procedures and techniques for management of records systems. Each of these functions may include projects.					
			A	SA	FD
1490-01	General		CY+1	6y	D
1490-02	File classification system	(*SO=when updated)	SO*		P
1490-03	Records inventories	(*SO=when updated)	SO*		P
1490-04	Records retention and disposal schedule	(*SO=when updated)	SO*		P
1490-05	Records transfer lists	(*SO=when completed)	SO*		P
1490-06	Micrographics/image management	(*SO=when completed)	SO*		P
1490-07	Records destruction	(*SO=when destruction takes place)	SO*		P
1490-08	Records centres	(*SO=when updated)	SO*		P
1490-09	Forms management	(*SO=when updated)	SO*		D
1490-10	Correspondence management	(*SO=when updated)	SO*		D
1490-11	Electronic Document Management (EDMS)		CY+1	6y	SR
1490-12	Retrieval request out cards		CY	1y	D
1490-13	Vital records program		CY+1	6y	P

The EDRMS must provide the following functionality in support of the management of the retention schedule:

- Control access to the Retention Schedule so that only selected administrative users can update it;
- Support the automatic assignment of the appropriate retention schedules to records depending upon the applied classification;
- Maintain all metadata relating to retention schedules as indicated in the example above, including Retention ID, Descriptive title, Responsible department, date or condition triggers, remarks and comments, legal citation, etc.
- Allow for a retention review before committing to a disposition process or change
- Allow the disposition triggers to be any standard or user-created metadata “date” attribute, (e.g. Contract end date, From date, Upon completed date, etc.)
- Limit disposition changes to records (e.g. Destroy) only through user intervention even if the disposition schedule indicates that a record is now ready to be destroyed. The system should make no automatic disposition of records
- Cease all retention actions on indicated records with the assignment of legal holds
- Permit the management of boxes containing records due to be archived or destroyed

iii. Security of Recorded Information

The EDRMS must be capable of permitting the security profile of records to be defined and managed. In addition, the EDRMS must permit the Administrator to assign security profiles to individual staff members as an indication of the level of records access they are permitted to have. The application must support single sign on (SSO) and the assignment of permissions based on Active Directory Group Membership. Furthermore, for any record deemed by the application to be “inaccessible” to a specific staff member as a result of the application of security controls, the EDRMS shall not provide any indication that the record exists. In other words, the EDRMS cannot acknowledge the existence of any record that the staff person does not have access to because of ‘any’ security consideration.

The EDRMS must provide the following functionality in support of the management of Security Profiles:

- Permit the Administrator or designated staff to assign and control the security profile of records
- Support the automatic assignment of security profiles to records based on the assigned Classification
- Support the ability of staff to assign a security profile to a record which may exceed that assigned to the person actually entering the record details
- Permit individual staff, departments, and ad-hoc teams to have access to individual records or a group of records
- Permit granular control over what actions can be performed on records, e.g. read-only access, ability to update metadata, non-administrative actions only, etc.

iv. Additional functions

Search/Filtering Features
Query all standard and user-created metadata fields
Content-based search on electronic documents regardless of format (e.g. MS Word, PDF)
Full content indexing of most document types (provide supported formats)
Boolean search (AND, OR, NOT, etc.)
Wildcard search
Left and right truncation support
Ability to save search criteria, preferably on a per-user basis, with the ability for users to share saved search queries with others
Workflow Features
Ability to attach existing documents to one or more Workflow steps
Ability to permit the creation of one or more documents within a Workflow step
Workflow processing should allow for parallel processing and decision points
Workflow processing should permit the assignment and re-assignment of responsible staff
Workflow processing should be able to affect and be affected by metadata
Records Management Features
One or more Holds on records or ranges of records. Such holds must prevent subsequent changes to content, metadata and disposition status until the Hold is lifted
Automatically inform the user if a document is placed into a folder where one or more holds have been assigned
Ability to create and use additional metadata fields for records
Bulk updates to metadata. This includes text data, dates and fundamental records metadata such as Retention Schedules.
Track the movement of hard copy records through a check-out process.
Manage Vital records and apply workflow
Indicate records being Active or Inactive
User Interface Features
Publish content to the web
Change terminology to conform to Regional District terms, e.g. if the date that a file is opened is normally called “Open Date”, permit this to be changed to “Date File Opened”
Context-sensitive Help
Other Features
Generate customized analytics

c. Document Management Functionality

The intent of this project is to implement an EDRMS application to assist the Regional District in managing its corporate documents and records. This will include items which are in both physical and electronic form.

The selected application is expected to permit staff to seamlessly control the life-cycle process of the Regional District's records and documents regardless of form, format or type. This includes file folders, boxes and binders, and documents created electronically and stored as either paper or as an electronic document. Examples of such documents include, but are not limited to, reports, spreadsheets, images, PDF files, structured data (e.g. from a Land Management system), e-mails, and videos. In addition, the application should be able to receive automatically generated documents such as daily system log files, via email or API without user intervention.

The selected application must be an established EDRMS capable of supporting the following document management functions:

- Ability to manage any number of different types, forms and formats of paper and electronic documents, e.g. MS Word documents, spreadsheets, PDF, e-mail, images, etc.
- Ability to manage revisions of documents
- Provide support for document collaboration
- Ability to retrieve electronic documents by searching the actual content of documents through full-text retrieval. Full-text retrieval searching will be available for all documents containing text
- Store documents in their original format within the document repository
- Receive scan documents into the application by email or API
- Permit electronic documents to be viewed from their native application or presented as a PDF within the web interface
- Ability to assign rights such as “view only” or “view and update”
- Ability to integrate with desktop applications and to demonstrate how connectivity can be established to other corporate systems
- Lock any documents checked out, and permit only view access until document is checked back in
- Ability to finalize a document
- Ability to create and manage a redacted version of the document
- Ability to manage alternate instances of a document, for example a PDF edition of a MS Word document

5.0 SECTION FIVE: REFERENCES

Provide three references that you have provided services within the last three years, where the work performed was similar in the scope, size, and requirements as detailed in this RFP.

1) Company: _____

Nature of Work: _____

Contact Name: _____

Phone: _____

2) Company: _____

Nature of Work: _____

Contact Name: _____

Phone: _____

3) Company: _____

Nature of Work: _____

Contact Name: _____

Phone: _____

6.0 SECTION SIX: PROPOSAL SUBMISSION FOR EVALUATION

6.1. PROPOSAL FORMAT:

Proposal should be submitted in the following format:

SECTION A:	COVER LETTER AND EXECUTIVE SUMMARY
SECTION B:	PROPOSAL
SECTION C:	TIMELINE
SECTION E:	PRICING
SECTION F:	SCHEDULE A: COMPARABLE WORK EXPERIENCE
SECTION G:	SECTION 1: INSURANCE AND WCB DOCUMENTATION
SECTION H:	SECTION 5: REFERENCES
SECTION I:	SECTION 6: PROPOSAL SUBMISSION

6.2. PROPOSAL SUBMISSION:

Failure to provide this page properly signed will result in your Proposal not being considered.

We certify that we have read and understand the information provided in the Request for Proposal and all addenda's. The information provided in our submission is accurate and we agree to be bound by the all conditions, statements, representations and prices offered herein:

Executed this _____ day of _____, 2014

Company Name:	_____
Address:	_____
	_____ Postal Code: _____
Telephone #:	_____ Fax #: _____
Email:	_____
Signature:	_____
Printed Name	_____ Title: _____
WorkSafe BC Number:	_____
Indicate your GST #	_____

SCHEDULE A – COMPARABLE WORK EXPERIENCE

The Proponent shall demonstrate that it has the competence, qualifications, and experience required to do the work;

OWNERS/ CONTRACT NAME	PHONE NUMBER	PROJECT NAME &DESCRIPTION	VALUE (\$)

SCHEDULE B – SAMPLE LABEL

DO NOT OPEN – TENDER DOCUMENTS

RFP 14 219
Electronic Document & Records Management Application System

PURCHASING DEPARTMENT
SUNSHINE COAST REGIONAL DISTRICT
1975 Field Road
Sechelt, BC V0N 3A1

CLOSING DATE: Thursday, July 24, 2014 at 3:00 PM