



REQUEST FOR PROPOSAL PS07034

THE SUPPLY AND INSTALLATION OF AN ELECTRONIC RECORDS AND DOCUMENT
MANAGEMENT SYSTEM (ERDMS)

Proposals will be received in the Courier Delivery Drop-Off Office, 1st Floor, Vancouver City Hall, 453 West 12th Avenue, Vancouver, British Columbia, Canada, V5Y 1V4 prior to the Closing Time: 3:00:00 P.M. City Hall Clock Time (as defined in Note 2 below), on the Closing Date, Tuesday, August 14, 2007, and registered at 11:00:00 A.M. on Wednesday, August 15, 2007.

1. Proposals are to be in sealed envelopes or packages marked with the Proponent's Name, the RFP Title and Number.
2. The Closing Time will be conclusively deemed to be the time shown on the clock used by the City's Courier Delivery Drop-Off Office for this purpose.
3. DO NOT SUBMIT BY FAX OR E-MAIL.

All queries related to this RFP are to be submitted
in writing to the attention of:

Wendy Corneau, B.Sc.

Contracting Specialist

FAX: 604.873-7057

E-MAIL: purchasing@vancouver.ca

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- Appendix 2—Response Notification Form
- Appendix 3—Form of Agreement
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PART A—INTRODUCTION

1.0 Introduction

1.1 This Request for Proposal (“RFP”) identifies a business opportunity for the successful Proponent(s) to supply and install an enterprise-class Electronic Records and Documents Management System.

1.2 The intent of this RFP is to provide an opportunity for Proponents to provide a detailed submission in the prescribed form that clearly and concisely articulates the Proponents’ ability and capacity to successfully undertake the work described. Proponents are requested to format their submission in the manner requested in the RFP to ensure clear understanding and to facilitate the evaluation process. Proponents that do not follow the prescribed form in their submission or do not meet the mandatory requirements may be disqualified from the proposal process, at the City’s discretion.

2.0 General Scope of the Contract

2.1 The City of Vancouver (the “City”) requires an integrated Electronic Records and Documents Management System (the “ERDMS”), along with system implementation, integration and maintenance support, to assist the City to manage paper and electronic records and documents.

2.2 A Proponent who chooses to respond to the City’s requirements must demonstrate how integration and/or interface of systems will be accomplished. The Proponent’s response must clearly outline roles and responsibilities for integration and/or interface of systems into a complete solution, the methodology that will be employed, the nature of the integration and/or interface and technical requirements in order to achieve it.

2.3 Each Proponent may respond to this RFP with no more than two distinct ERDMS solutions. Each ERDMS solution submitted should be a complete and separate RFP response. The City will consider all options.

2.4 Proponents are to respond to all mandatory requirements, must demonstrate how they can meet all requirements contained in the RFP, and may submit complete proposals solely or in a consortium. Those Proponents submitting consortium proposals must clearly identify and indicate the roles and responsibilities of each of the consortium members and must clearly identify which member(s) will be the “Vendor” or the “Prime Contractor” under the **Form of Agreement [Appendix 3]**, and therefore act as the entity that will assume the full legal liability to the City under the Contract for the performance of all consortium members’ obligations. As with Proponents who submit proposals solely, each member of the consortium will need to provide individual responses with respect to **Schedule J [Proponent Reputation and Experience]**.

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3.0 Key Dates

3.1 A Proponents' Informational Meeting will be held as follows:

Date: August 2nd, 2007
Time: 1:00 PM
Location: Committee Room #1, 3rd Floor City Hall

3.2 The Proponents' Informational Meeting will include an overview of the RFP Requirements, the documentation and process, and will also enable Proponents to pose questions and possibly receive a response in a communal forum. **Please advise us by facsimile or e-mail whether or not you will be attending the Informational Meeting, or indicate whether you intend to submit a Proposal prior to the Closing Time, by sending the Response Notification Form (Appendix 2).**

3.3 Proponents are encouraged to pre-read this document, and submit any questions pertaining to this RFP in advance of the Proponents' Informational Meeting by e-mail, quoting RFP #PS07034" in the subject line, to: **purchasing@vancouver.ca**.

3.4 Key dates to be noted are:

Event	Date
Release of RFP	July 18 th , 2007
Proponents' Informational Meeting	August 2 nd , 2007
Deadline for Response Notification Form	August 3 rd , 2007
Deadline for Enquiries	August 8 th , 2007
RFP Closing	August 14 th , 2007
Completion of Stage One of Evaluation Process (please see (See Section 9.0 [Evaluation Process] of this Part A)	September 17 th , 2007
Completion of Stage Two of Evaluation Process—Selection of Short-Listed Proponents (See Section 9.0 [Evaluation Process] of this Part A)	October 15 th , 2007
Completion of Stage Three of Evaluation Process—Settlement of Key Business/Legal Terms with Preferred Short-Listed Proponent (See Section 9.0 [Evaluation Process] of this Part A)	October 26 th , 2007

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Event	Date
Completion of Stage Four of Evaluation Process—Recommendation to, and approval by Council of, Preferred Short-listed Proponent (See Section 9.0 [Evaluation Process] of this Part A)	November 13 th , 2007
Final Preparation and Execution of Contract (Based on agreed-upon Stage Three terms)	January 22 nd , 2008

4.0 Overview and Goals

4.1 Overview

The City requires the successful Proponent(s) to supply and install an integrated, enterprise-class ERDMS on 5,000 desktops to:

- (a) manage the full life cycle of all the City's paper and electronic documents and records;
- (b) integrate with the Office Suite (MS Word, Excel, PowerPoint, and Outlook);
- (c) support VanRIMS (the City's classification standard) for full life-cycle management of documents and records regardless of physical format or media through design and configuration by the successful Proponent(s);
- (d) replace existing departmental document management systems such as PC Docs;
- (e) integrate with Legal Services Practice Management System (Lotus Notes);
- (f) integrate with image management and scanning systems such as Base Global 360 Software;
- (g) import legacy documents from existing network drives and departmental document management systems;
- (h) train the City's project team staff in the configuration, use and support of the ERDMS;
- (i) identify training requirements and provide documentation and training materials for the City's training staff to enable them to train users of the ERDMS; and
- (j) perform pilot implementation and review.

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4.2 Goals

The City intends the implementation of the ERDMS to meet the following goals:

- (a) to improve transparency and accountability
 - (i) by providing an effective means of complying with statutory obligations by documenting records retention practices and demonstrating that they are routinely carried out,
 - (ii) by providing a higher guarantee of protection of privacy in accordance with legislation,
 - (iii) by reducing search times on Freedom of Information requests, as well as routine requests for information, which increases citizen confidence in City services, and
 - (iv) by managing the full life cycle of City records, which guarantees long-term accountability as the City's Digital Archives Programme assumes control over records of ongoing value (after business use ceases);
- (b) to increase efficiency and ensure sustainability of service
 - (i) by reducing costs associated with inefficient search and retrieval activities,
 - (ii) by providing collaboration and version control tools which allow easy and logical tracking of multiple versions of the same document in different stages of development;
 - (iii) by reducing the ongoing and rising costs of system silos as departments would otherwise need to solve their business needs by creating home-grown, redundant solutions;
 - (iv) by reducing storage costs by eliminating document duplication in directories and e-mail attachments (with the ERDMS, there would be no email attachments, only links to documents sent between staff),
 - (v) by establishing a Digital Archives to ensure long-term preservation and access to the City's permanently valuable electronic records,
 - (vi) by providing a single window and search capabilities for the document-based information needs of all City staff,
 - (vii) by providing an opportunity for reducing reliance on paper documents and records, and
 - (viii) by facilitating the development of e-government services for citizens;

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- (c) to protect corporate memory
 - (i) by reducing the loss of information assets by ensuring that records are locked to prevent tampering, and are therefore reliable and trustworthy evidence of the business they document,
 - (ii) by providing consistent, corporate-wide access points through VanRIMS, and
 - (iii) by guaranteeing both staff and citizen access to records in all media over the long term through the City of Vancouver Archives and its Digital Archives Program, subject to protection of privacy and authorized restrictions; and
- (d) to mitigate corporate risks
 - (i) by ensuring that records are destroyed at a time and in a manner prescribed by legislation and/or policy,
 - (ii) by providing audit capability to demonstrate that every corporate record is created, used and disposed of in the usual and ordinary course of business and that it is the usual and ordinary course of business to manage the records this way, as defined through the City's records management by-law, policy, corporate classification and retention standard (VanRIMS), and other records and information management procedures, and
 - (iii) by guaranteeing the authenticity of electronic records through enhanced document and record security, ensuring the maintenance of the integrity of records throughout their life cycle in order to support their admissibility into evidence, if required, and their ability to produce legal effect.

4.3 Stakeholders' Experiences

- (a) **Citizen's Experience**—Citizens may experience the ERDMS via a simple public interface accessible through the City's public site, which would allow for searching and viewing routinely releasable records. This will inspire confidence in citizens that their local government and its officials take seriously the need for transparency and accountability. They will also experience improved customer service, in that the ERDMS will assist staff in finding and providing document-based information in a timely and efficient manner.
- (b) **User's Experience**
 - (i) From the user's perspective, the ERDMS will replace Windows Explorer as the default file management interface and will therefore be a constant throughout a user's day at work. Applications such as MS Word, MS Outlook and MS Excel will likely be launched from a menu within the ERDMS. As well, these applications will present an ERDMS toolbar to provide a convenient means of saving documents, e-mail, spreadsheets etc into the system.

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(ii) Once a user has logged onto his/her workstation, the ERDMS will launch and the user will be authenticated through the Active Directory account. The interface will present users with the document, record and file creation tools needed throughout a normal working day (GIS and other specialized applications may not be launched via the ERDMS interface). The City's file classification plan (VanRIMS) will be viewable through the home screen.

(iii) Documents and records will be easily retrieved through a powerful search function available within the ERDMS. Searches can be run against any number and combination of fields, as well as keyword indexes.

(iv) Once a document has been created, users wishing to save it will be presented with a document/record profile form. This form will provide users with the option of adding valuable metadata to the document profile, including VanRIMS classification, document type, Project/Case file number/code and others.

(v) Initially the classification of documents will be a steep learning curve. The ERDMS will assist with the classification by providing context information in the form of statistical reports, frequently used classes, recent documents etc.

(vi) Users will gain a great benefit from the ERDMS's use of shared workspaces. Users will no longer be faced with multiple copies and versions of a document without the knowledge of which is most current or complete. Through the use of shared workspaces and robust version control, staff will be confident that they are working on the same version of the same document.

(vii) The ERDMS will automatically manage the life-cycle management of records. Therefore, users will *not* have the experience of manually dealing with the need to clean up overburdened network directories. No need to 'archive', no need to delete: once a file is classified, VanRIMS and the ERDMS take care of the rest.

(c) **City's Experience**—Migration from the network to an enterprise ERDMS represents a significant culture change for the City. Records and documents will be stored in one repository enabling the City to respond to requests for information more readily. The ERDMS will manage the full life cycle of records and documents, including their retention and deletion. Valuable office space and electronic disk storage space will be saved.

5.0 Background

5.1 *The City of Vancouver*

The City of Vancouver, with a population of approximately 560,000, is surrounded by spectacular natural beauty and is recognized as one of the world's most liveable cities. Renowned for its innovative programs and leading in the areas of sustainability, accessibility and inclusivity, the City of Vancouver is host city of the 2010 Olympic and Paralympic Winter Games.

5.2 Document Management

(a) All organizations—whether they are in the public or the private sector—are challenged with managing the explosive growth of electronic records in diverse formats. The City is falling behind acceptable practices in this area. Duplicate, redundant, and outdated copies exist in many locations, and are stored in many different files and formats. Retrieval of information on a particular subject is a time-consuming and labour-intensive task. Each business unit keeps critical records and documents locally, restricting access by other business groups. With the increase in the number of desktop computers throughout the City, electronic records are being created without consistent procedures for their creation, storage, retrieval, retention, and disposition. This situation exposes the City to substantial risk.

(b) While some business units have implemented piecemeal solutions to manage certain types of electronic records, most of the City's electronic resources are not electronically managed. The City of Vancouver is seeking a records and document management solution that will provide an integrated, corporate-wide solution to this problem. It will substantially improve the business processes of the City by addressing critical business process needs for efficient retrieval of document-based information, document sharing and collaboration, storage requirements and potential integration of document management best practices with enterprise transactional databases that are the normal tools of any large organization today.

(c) The Electronic Records and Documents Management System will be an extension of work completed on the Corporate Records Standards Project, which was authorized by Council in October 2003, and ran until April 2006. The goal of the CRS Project was to develop and implement a corporate-wide file classification and retention scheduling standard, eventually called VanRIMS (the Vancouver Records and Information Management Standard). Deployment of the ERDMS is part of an ongoing effort to establish a corporate-wide infrastructure for records and information management. The goals have been to improve efficiency in the delivery of services, and to preserve the City's corporate memory. Under the current legislative and business context, there are increasing demands for transparency, accountability and risk mitigation.

(d) Software solutions for managing records and documents have been deployed on a departmental basis (e.g. PC DOCS in City Clerks and Legal Services). These systems are not used corporate-wide, manage only a limited portion of the City's electronic records, and do not manage the complete life-cycle of documents and records, from creation and use through to final disposition, the latter either by destruction or transfer to the City Archives. The ERDMS represents the first effort to deploy an enterprise-wide corporate records and document management software solution. The ERDMS will address this by providing a single window to all of the City's document based assets. There will be one electronic copy of a given document, accessible by all authorized to view it.

5.3 VanRIMS Classifications

(a) The experience of others in similar system implementations demonstrates that the bulk of work is in the preparation for business and cultural change in the

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organization. Failure to have an up-to-date classification standard, and staff trained in its use, typically results in the system not being successful. The City has planned to avoid these circumstances. The City standard for records classification and retention, VanRIMS, has been developed, implemented and promoted over the past two years. Over 100,000 hard copy files have received VanRIMS classifications. Every business unit in the City has been involved in the process and is implementing, or planning to implement, VanRIMS for hard copy files. Over 600 staff participated in the approval process and/or implementation of VanRIMS.

(b) The Corporate Records Centre (“CRC”) began processing record transfers under VanRIMS in July 2006. Since that time, City records may only be transferred to the CRC if they have a VanRIMS classification.

5.4 Scope of RFP

Through this RFP, the City intends to implement an integrated, enterprise-class ERDMS to meet its immediate needs as well as to meet long-term strategic goals. The ERDMS will provide improved and transparent decision support and continuous improvement through all facets of the organization. The following items are considered within the scope of the RFP:

(a) **The ERDMS:** A City-owned, “turn-key”, integrated, enterprise-class, fully featured electronic records and document management system as described in this RFP and in **Schedule A [Requirements]**, featuring support for the following:

(i) **Types of Data.** All types of document-based information, including administrative, employee, financial, citizen and other data;

(ii) **Data Sources.**

(A) Electronic and paper records management (and synchronization of these),

(B) Document-based information including (without limitation) documents created in Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, and, where feasible, e-mail, engineering drawings, photographs, compound documents, video files of various formats, sound files of various formats, Adobe Acrobat files, Microsoft Visio files, and Microsoft Project files,

(C) Import and classification of legacy documents and records,

(D) Microsoft Access databases containing hard copy file metadata;

(iii) **Organizations.** All City service groups and business units (5000 desktops), including Board of Parks and Recreation, Vancouver Public Library, and Vancouver Police Department; and

(iv) **Major functionality**

(A) file plan representation,

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- (B) document and record capture, declaration, and management,
- (C) version control,
- (D) search, display,
- (E) retention and disposal,
- (F) access control,
- (G) audit,
- (H) reporting,
- (I) physical file and box management,
- (J) bulk import,
- (K) export to Open Archival Information System (OAIS)-compliant Digital Archives, and
- (L) departmental administration of sensitive material (e.g. Police, Legal, Human Resources, Library).

(b) **Integration and Implementation:** expertise for installation, integration and implementation of the ERDMS (see **Schedule C [Integration]**);

(c) **Training:** Training for a City Project Team including systems analysts, trainers, and technical support team see **Schedule G [Training]**; and

(d) **Maintenance and Support:** Ongoing maintenance support and support of the City's sustainment team (see **Schedule H [Performance Standard Warranties]**).

5.5 *The City Project Team*

The City's preferred approach is that the Proponent will transfer its knowledge to a City Project Team, and assist the City Project Team in implementing the ERDMS as set out in **Section 4.0 [City Project Team] of Schedule A [Requirements]**.

6.0 RFP Objective

6.1 The objective of this RFP is to receive Proposals in compliance with the requirements set out in this RFP for the matters described in **Section 5.4 [Scope of RFP]** above.

7.0 Insurance

7.1 Proponents are requested to review and ensure that they fully understand and have the ability to meet the City's insurance requirements as outlined in **Part C [Special Conditions]**.

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8.0 Requirements

8.1 In support of the RFP Objective outlined in **Section 6.0 [RFP Objective]**, the City has identified specific requirements (the “Requirements”) within **Schedule A [Requirements]** and **Appendix 3 [Form of Agreement]** to which the Proponent should offer its solution(s) in the manner and format described in **Part B [Instructions to Proponents]** by utilizing **Proposal Form [Part D]** and the various Schedules included within this RFP. The City reserves the right to consider any of the components as optional.

8.2 Proponents bidding jointly with others or proposing more than one solution should include additional details on how the solutions and Proponents are integrated, and such Proponents should note that the City requires a prime contractor to be responsible for the overall performance of the Requirements and to be responsible for all content and stated claims of functionality, performance, deliverables and services of all named parties in the Proposal.

8.3 It is not the intent of these requirements to arbitrarily eliminate any Proponents. However, the City will evaluate the Proposals for what it considers to be the best overall value for its investment.

8.4 The specifications set out in the Schedules to **Proposal Form [Part D]** (along with the Proponent’s response to same) will be expressly incorporated into and attached to the Contract anticipated to be signed by the Proponent in substantially the form attached as **Appendix 3 [Form of Agreement]**.

9.0 Evaluation Process

9.1 Recognizing the significant effort required to create and evaluate the necessarily detailed proposals, the evaluation process for this project will be broken into stages. For each evaluation stage, a team of stakeholder representatives (the “City’s Evaluation Team”) will assess the proposals and supporting references.

9.2 Subject always to **Attachment A [Legal Terms and Conditions] to Proposal Form [Part D]**, the evaluation process will proceed as follows:

(a) **Stage One**

(i) Stage One of the evaluation process will be the review and evaluation of the RFP Proposals by the City’s Evaluation Team. If required, Proponents may be requested to clarify information provided in their Proposals. Stage One will be used to identify qualified Proponents whose Proposals have a high likelihood of meeting the Requirements within the project budget and schedule.

(ii) Those Proponents scoring highest in Phase One will then be short-listed for Stage Two.

(b) **Stage Two**

(i) Stage Two will include presentations, questions and answers. Those Proponents who have been short-listed will be invited to make a presentation to the City’s Evaluation Team reviewing their proposed solution, highlighting its

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unique advantages. A question and answer period will follow. The Proponent may be asked to provide further information as a result of this meeting. In addition, questions regarding the submission may be provided in advance of this meeting. Written responses to these questions should be available at the meeting.

(ii) The Proponents may then be required to present a revised implementation plan and schedule, a more detailed integration plan, along with the Form of Agreement and other Schedules to same incorporating the outcomes of such presentations, questions, and answers.

(iii) Those Proponents scoring highest in Phase Two will then be short-listed for Stage Three (the “Short-Listed Proponents”).

(c) **Stage Three**

Stage Three will proceed as follows:

(i) The City’s Evaluation Team will, using the documentation received from the Short-Listed Proponents in Stage Two, review and comment on or revise the draft Form of Agreement and Schedules to reflect the City’s understandings and requirements *vis a vis* each Short-Listed Proponent’s Stage Two submission (“City Stage Three Document”).

(ii) Each Short-Listed Proponent will be entitled to offer counter-proposals with respect to the City Stage Three Document, but the Short-Listed Proponents will not be entitled to re-negotiate previously settled issues with respect to its Proposal or the Form of Agreement and Schedules.

(iii) The City will be at liberty to negotiate in parallel with one or more Short-Listed Proponents, or in sequence, or in any combination, and may at any time terminate all or any one set of negotiations with the Short-Listed Proponents during Stage Three

(iv) The City will treat each set of negotiations as separate and confidential and will not disclose the contents of the negotiations with one Short-Listed Proponent to any other Short-Listed Proponent.

(d) **Stage Four**

Once the City is satisfied with the outcome of its Proposal evaluation process and the preliminary discussions and negotiations on the Form of Agreement in compliance with **Part A , Section 9.2(c) [Stage Three]** and is prepared to recommend one of the Short-Listed Proponents to Vancouver City Council, and once a Report to Council making such a recommendation has been received and considered by Vancouver City Council, and it has approved the recommended Short-Listed Proponent and authorized City staff to finalize and execute the Form of Agreement, City staff will finalize and execute the Form of Agreement with the successful Short-Listed Proponent substantially on the terms settled between the City and the successful Short-Listed Proponent during Stage Three.

PART B—INSTRUCTIONS TO PROPONENTS

NOTE: The definitions set out in **Article 1 [Definitions] of Appendix 3 [Form of Legal Agreement]** of the RFP apply throughout this RFP, including this Part of this RFP, except (a) for **Attachment A [Legal Terms and Conditions] to Proposal Form [Part D]** to and (b) where otherwise expressly stipulated or the context otherwise requires.

1.0 Administrative Requirements

1.1 Immediately after attending the Proponents' Informational Meeting, or prior to the deadline shown above, please indicate whether or not you will be submitting a Proposal prior to the Closing Time by sending the Response Notification Form (**Appendix 2**). This will ensure that Proponents receive pertinent information such as any questions and the respective answers, or any amendments or addenda relating to the RFP.

1.2 It is the sole responsibility of the Proponent to check the City's website at <http://www.vancouver.ca/bid/bidopp/openbid.htm> regularly for amendments, addenda, and questions and answers related to this RFP.

1.3 The Proponent is to submit its Proposal in accordance with instructions identified on the cover page and as provided within this **Part B**.

2.0 Conduct of RFP – Inquiries and Clarifications

2.1 The City's Manager – Materials Management will have conduct of this RFP, and all communications are to be directed only to the contact person named on the cover page.

2.2 It is the responsibility of the Proponent to thoroughly examine these documents and satisfy itself as to the full requirements of this RFP. Inquiries are to be in written form only, faxed to 604-873-7057 or e-mailed to purchasing@vancouver.ca to the attention of the contact person shown on the cover page before the deadline date. If required, an addendum will be issued to all registered Proponents and posted on the City's website as noted in **Part B, Section 1.2** above.

3.0 Contract Requirements

3.1 The successful Proponent will be required to enter into a Contract substantially in the form set out in **Appendix 3 [Form of Legal Agreement]**, which may be modified to incorporate the particular hardware descriptions and software licenses, modules and other pricing and functionality metrics of the successful Proponent's proposal. Proponents are to carefully review the Form of Agreement and ensure that they can comply with all of its terms therein (or, using **Schedule K [Deviations and Variations]**, may set out suggested alternatives), in particular, but not limited to, matters with respect to insurance, indemnity and security requirements.

3.2 Where the head office of the successful Proponent(s) is located within the City of Vancouver and/or where the successful Proponent(s) is required to perform any Work at a site

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located within the City of Vancouver, the successful Proponent(s) is required to have a valid City of Vancouver business license prior to Contract execution.

3.3 If any of the terms set out in the RFP (including the Form of Agreement) are unacceptable to the Proponent, the Proponent should identify such terms and provide suggested alternatives in **Schedule K [Deviations and Variations]**. While the City is not obligated to accept any alternative, all suggested alternatives will be considered during the evaluation process, but may or may not be acceptable to the City.

4.0 Pricing

4.1 Prices quoted are to be exclusive of GST and PST.

4.2 Prices are to be quoted F.O.B. destination with all freight, unloading at destination, import duties, brokerage, royalties, handling, overhead, profit and all other costs included.

4.3 Proponents located in Canada may quote in Canadian Funds and where the product is imported from the USA or from other countries, prices may be quoted in the currency of the country from which they are imported. Proponents located outside Canada may quote prices in the monetary currency of their location or the jurisdiction from which the product is being obtained.

5.0 Consortium Proposals

5.1 The City will consider a proposal from two or more persons or companies having no formal corporate links who wish to form a joint venture or consortium solely for the purpose of submitting a proposal in response to this RFP, provided they disclose the names of all members of the joint venture or consortium and all members sign the Proposal Form and submit all information expressly required of them.

5.2 One person or company is to be identified as the Prime Contractor and “Key Contact Person” on the **Proposal Form [Part D]**, and be prepared to represent the consortium to the City. The Key Contact Person will serve as the primary contact and take overall responsibility for all communications with the City during the Proposal submission, evaluation, and any negotiation process. Each member of a consortium will need to provide individual responses with respect to **Schedule J [Proponent Reputation and Experience]**.

5.3 Consortium Proposals should include proposed contract language describing each consortium members’ roles and responsibilities and the proposed legal contract structure, including, as described in **Part B, Section 5.2** above, a clear identification of which entity will be named in the Form of Agreement as the “Vendor” (that is, the “Prime Contractor” and “Key Contact Person”) and, therefore, act as the entity which will assume the full legal liability to the City under the Contract for the performance of all consortium members’ obligations.

5.4 The City reserves the right to accept the consortium as proposed or choose to contract with individual consortium members separately. Each component of the consortium proposal should be priced out individually.

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6.0 Submission of Proposal

6.1 Proponents are to submit twelve (12) copies of their Proposal. All copies are to be in three ring binders with each section tabbed and including all accompanying schedules, appendices or addenda in a sealed envelope or package marked with the Proponent's name, the RFP title and number, prior to the Closing Time set out on the date and to the location shown on the cover page of this RFP. **Proponents should submit their complete response to Schedule B – Pricing in a separate envelope clearly marked as "Pricing Details", and three (3) copies of the pricing information is required.** In addition, Proponents can also submit a CD-ROM copy of their proposal. However, this is not a requirement of submission.

6.2 Only the English language may be used in responding to this RFP.

6.3 Proposals received after the Closing Time or in locations other than the address indicated, may or may not be accepted and may or may not be returned. The City may or may not elect to extend the Closing Time.

6.4 Amendments to a Proposal are to be submitted in writing in a sealed envelope or package, marked with the Proponent's name and the RFP title and number.

6.5 Proposals may be withdrawn at any time before or after the Closing Time and are to be withdrawn by written notice delivered to the office of the Purchasing Department, 2nd Floor, City Hall, and signed by the authorized signatory for the Proponent.

6.6 All costs associated with the preparation and submission of the Proposal, including any costs incurred by the Proponent after the Closing Time, will be borne solely by the Proponent.

7.0 Format of Proposal

7.1 Unnecessarily elaborate Proposals, beyond that sufficient to present a complete and effective response, are not required and unless specifically requested, the inclusion of corporate brochures and narratives are discouraged.

7.2 Proponents are to complete all forms included in this RFP attaching any additional appendices that may be required. Proposals are to be arranged as follows:

- (a) Title Page: The title page will show the RFP title and number, Closing Time and Date, Proponent name, address, telephone number and the name and title of the contact person.
- (b) Table of Contents: Page numbers are to be indicated.
- (c) Executive Summary: A short summary of the key features of the Proposal demonstrating the Proponent's understanding of the scope of the Requirements.
- (d) Proposal Form: The Proponent is to complete **Proposal Form [Part D]** and **Attachment A [Legal Terms and**

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Conditions] included in this RFP in accordance with the instructions of this **Part B**.

- (e) Schedules: The Proponent is to complete and provide the information within the respective Schedules included in this RFP. If additional space is required to respond to the requirements as outlined, then additional pages can be attached.
- (f) Alternate Solutions: Proponents may submit one alternative solution and are to submit the second solution as a separate and complete RFP response. Please refer to **Part A [Introduction], Section 2.3** regarding alternative solutions.

8.0 Bid and Performance Security

8.1 No Bid Security is required, since no irrevocable legally binding offer is required in this RFP.

8.2 The performance security required will consist of insurance, payment holdbacks and acceptance testing procedures, as further detailed in the **Form of Agreement [Appendix 3]**.

9.0 Conflict of Interest/Solicitation

9.1 Proponents are to ensure that any and all conflicts or potential conflicts and any and all collusion, or appearance of collusion is fully and properly disclosed in **Section 8.0 [Declaration—No Conflict of Interest / No Collusion]** of **Attachment A [Legal Terms and Conditions]** to **Proposal Form [Part D]**. Other solicitation and conflict of interest provisions apply; see **Section 9.0 [Other Conflict of Interest/Solicitation Terms]** and **Section 10.0 [No Promotion]** of **Attachment A [Legal Terms and Conditions]** to **Proposal Form [Part D]**.

10.0 Opening of Proposals

10.1 The City reserves the right to open all Proposals in a manner and at the time and place determined by the City. Dissemination of Proposal information will be as follows:

- (a) upon opening of the Proposals, the names of each Proponent will be publicly announced, and
- (b) upon completion of Proposal evaluation, the salient features of each Proposal and the recommended Proposal will be summarized and publicly reported on to the City's Council.

11.0 Evaluation of Proposals

11.1 At all stages (i.e. Stage One, Two, Three and Four), Proposals will be evaluated on the basis of the overall best value to the City based on quality, service, price and any other relevant RFP criteria including, but not limited to:

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- (a) the Proponent's ability to meet the Requirements;
- (b) the Proponent's ability to deliver the Requirements when and where required;
- (c) financial offer including but not limited to prices, operating and maintenance costs, warranty, and any life cycle considerations;
- (d) the Proponent's business and technical reputation and capabilities; experience and where applicable, the experience of its personnel; financial stability; track record; and references of current and former customers;
- (e) equipment quality, configuration, age and condition;
- (f) environmental responsibility demonstrated by the Proponent;
- (g) quality of submission; and
- (h) any other criteria set out in the RFP or otherwise reasonably considered relevant.

11.2 The City may elect to short list Proponents in stages as deemed necessary. As set out in **Section 9.0 [Evaluation Process] of Part A [Introduction]**, the City currently intends to evaluate Proponents in the four stages described in that section. However, as set out in **Attachment A [Legal Terms and Conditions] to the Proposal Form [Part D]**, the City reserves the right to modify the process in any way at any time by issuing an addendum to such effect. Short-Listed Proponents will be asked to provide additional information or details for clarification, which may include the Proponent (and any or all Sub-Contractors of the Proponent), attending interviews, making a presentation, supplying samples, performing demonstrations, and/or furnishing additional technical data.

11.3 Samples of items, when required, should be submitted within the time specified and must be supplied at no expense to the City. If not destroyed in testing, they will be returned at the Proponent's request and expense.

11.4 Prior to approval of a Proposal, the City must be satisfied as to the Proponent's financial viability. The Proponent(s) will provide annual audited financial reports or a set of audited financial statements prepared by an accountant in accordance with generally accepted accounting principles and covering the Proponent's last five (5) fiscal years.

11.5 Preference may be given to Proposals offering environmentally beneficial products or services.

12.0 Deviation From Requirements or Conditions

12.1 Any deviation from the Requirements or the conditions specified in this RFP should be clearly stated in the Proponent's Proposal within **Schedule K [Deviations and Variations]**. The City will be the sole judge as to what constitutes an acceptable deviation. If no deviations are indicated in the Proponent's Proposal, the City will assume that the Proponent is proposing full compliance with the Requirements and conditions of this RFP.

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13.0 Proposal Approval

13.1 Proposal approval is contingent on completion of the evaluation stages set out in **Section 9.0 [Evaluation Process] of Part A [Introduction]** and funds being approved and the successful Stage Four Proponent's submission being approved by City Council. Only then may the successful Proponent(s) and City proceed to settle, draft and sign the necessary legal agreement.

13.2 The City will notify the successful Stage Four Proponent(s) in writing that its Proposal has been approved in principle and invite the Proponent(s) to proceed to sign the legal Form of Agreement settled previously as part of Stage Three.

13.3 The City is not under any obligation to approve any Proposal and may elect to terminate this RFP at any time.

14.0 Quantities and Estimates of Requirements

14.1 The stated quantities and estimates of Requirements needs and document volumes are the City's best estimates of its requirements and should not be relied on. Proponents are to assume that actual quantities may vary by more than 20% of those stated, and where any variance might impact the Proponent's Proposal, the Proponent is to clearly disclose the extent and nature of the impact in **Schedule K [Deviations and Variations]**.

15.0 Brand Names – Intentionally Omitted

16.0 Alternates or Variations to Product Specifications

16.1 Proponents are to clearly indicate any variances from the City's Requirements, no matter how slight. The attachment of descriptive literature from which variations may be gleaned will not be considered as a sufficient statement of variations.

16.2 If, in addition to proposing goods or services which meet the Requirements, the Proponent wishes to offer an alternative, the alternative solution is to be submitted separately as an appendix within the Proposal.

17.0 Environmental Responsibility

17.1 The City is committed to preserving the environment. Proponents are to provide environmentally sensitive products or services wherever possible. Where there is a requirement that the Contractor supplies materials, and where such materials may cause adverse effects, the Proponent is to indicate the nature of the hazard in its Proposal.

17.2 The Proponent is to advise the City of any known alternatives or substitutes for such materials that would mitigate the effects of any adverse conditions on the environment.

18.0 Freedom of Information and Protection of Privacy Act

18.1 Proponents should note that the City of Vancouver is subject to the *Freedom of Information and Protection of Privacy Act* (British Columbia).

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19.0 Confidentiality/Ownership of RFP & Proposal

19.1 Proponents should note that, upon submitting the **Proposal Form [Part D]**, they will be legally bound to certain confidentiality obligations not to disclose any City information without the City's prior written consent.

19.2 Proponents should also note that, pursuant to **Section 7.1 [RFP Documents Remain/Proposal Becomes City's Property]** of the **Proposal Form [Part D] - Attachment A [Legal Terms and Conditions]**, this RFP (and upon submission, any Proposal) is the property of the City. Except for the purpose of submitting a Proposal, copies may not be made or distributed without the prior written approval of the City's Manager of Materials Management provided, however, that the foregoing does not entitle the City to ownership of pre-existing intellectual property rights of a Proponent that is embedded in any Proposal.

20.0 Advertising

20.1 Nothing herein, nor the approval of any Proposal or the signing of a Contract, permits a Proponent to advertise its relationship with the City without the City's prior written authorization.

21.0 Special Conditions

21.1 Proponents should note that, if the Special Conditions of this RFP (if any) conflict with **Parts A [Introduction] and B [Instructions to Proponents]** of this RFP, **Part C [Special Conditions]** are intended to govern over **Parts A [Introduction] and B [Instructions to Proponents]**.

22.0 Non-Resident Withholding Tax

22.1 Proponents should note that the *Income Tax Act* (Canada) requires that payments to non-residents for any services performed in Canada are subject to a Non-resident Withholding Tax of a specified percentage (depending on residency of the Contractor). Exemption from this withholding tax is available in some circumstances, but the non-resident must apply directly to the Canada Revenue Agency (CRA) at least 30 days before commencing the service.

23.0 Legal Terms and Conditions

23.1 No part of **Part A [Introduction]**, this **Part B [Instructions to Proponents]** or **Part C [Special Conditions]**, will be legally binding on the City or Proponent. All legal terms and conditions of the process contemplated by this RFP are contained in the **Proposal Form [Part D]**, including without limitation, **Attachment A [Legal Terms and Conditions]**.

PART C—SPECIAL CONDITIONS

1.0 Additional Evaluation Criteria

1.1 In addition to the evaluation criteria set out in **Section 11.0 [Evaluation of Proposals] of Part B [Instructions to Proponents]** of this RFP, the following criteria, which are not in any order of importance, will be taken into consideration where applicable during the City's evaluation of the Proposal:

- (a) ease of use including availability and quality of graphical user interfaces, menus and shortcut commands and including ease of management, administration and maintenance;
- (b) system performance and response time;
- (c) expandability and scalability of the system and the ability of the Proponent to provide personnel and other resources to assist with future expansions;
- (d) implementation plan and schedule, including the ability to meet project timelines;
- (e) training plan, both initial and ongoing, including training requirements for users, administrators and technicians;
- (f) skills and experience of the Proponent and the resources assigned to the project, including, but not limited to
 - (i) proven expertise and experience with the proposed ERDMS in projects of similar size and nature to the City of Vancouver,
 - (ii) successful (preferably local) installations of the proposed ERDMS, and
 - (iii) qualifications;
- (g) duration of support of previous versions once new versions are released;
- (h) quality of Proposal including ability to respond in the required format;
- (i) implementers and integrator's familiarity with proposed software and hardware solutions and experience with similar implementation projects;
- (j) maintenance, service and support factors, including
 - (i) ongoing maintenance and support services provided,
 - (ii) service response times (proposed service levels), as contractually guaranteed pursuant to **Appendix 3 [Form of Agreement]** and **Schedule H [Performance Standards Warranties]**,

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- (iii) dedicated company project manager and technical representative,
- (iv) manufacturer support of the vendor and the City,
- (v) minimal disruption to staff, and
- (vi) the ability to meet “enhanced security clearance” requirements to work at VPD and E-Comm sites;
- (k) compliance with all City insurance requirements; and
- (l) Value Added Services offered by the Vendor.

2.0 Further Evaluation

2.1 In addition to the evaluation described in **Section 9.0 [Evaluation Process] of Part A [Introduction]**, further evaluation of Short-Listed Proponents may include:

- (a) demonstration of installed products at client sites; and
- (b) demonstration of the functionality of the ERDMS on the targeted technology platform.

3.0 Pricing

3.1 Proponents are advised to refer to **Schedule B [Pricing]** and the pricing provisions of **Appendix 3 [Form of Agreement]** with respect to pricing matters.

3.2 Progress payments will be paid based on successful completion of key project deliverables in accordance with the following terms of payment:

- (a) the City will hold back 10% of each payment pending successful delivery and testing of the entire system;
- (b) the final payment, including the holdback amounts, will be made after all pre-agreed performance measures are met to the satisfaction of the City; and
- (c) as an alternative to the above, Proponents may propose to post an irrevocable demand letter of credit or security in lieu of the 10% holdback amount.

4.0 Project Team Composition

4.1 Please refer to **Schedule F [Key Personnel]** and **Section 4.0 [City Project Team] of Schedule A [Requirements]** for Project Team Composition matters.

5.0 Warranty

5.1 Please refer to **Schedule H [Performance Standard Warranties]** for more instructions regarding warranties.

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6.0 Delivery, System Set-Up and System Acceptance

6.1 As noted in the **Form of Agreement [Appendix 3]**, the City and the Proponent(s) are expected to establish rigorous delivery, system set-up and acceptance mechanisms that fully comply with the terms and conditions set out in the **Form of Agreement [Appendix 3]**. Please refer to **Schedule I [Acceptance Tests]** for more information.

7.0 Software Licenses

7.1 As noted in the **Form of Agreement [Appendix 3]**, the City requires a perpetual, irrevocable enterprise licence for all ERDMS software. The Proponent(s) shall ensure that the licensing of any third party software is included in its Proposal and any additional costs are clearly set out.

8.0 Insurance Requirements

8.1 The Proponent is advised to refer to the **Form of Agreement [Appendix 3]**, for the insurance requirements pertaining to this RFP should the Proponent be selected as the successful Proponent.

8.2 Proponents are to submit with their Proposals a Certificate of Existing Insurance in the form set out in the attached **Certificate of Existing Insurance [Appendix 3]** as evidence of their existing insurance coverage. **Appendix 3** may be amended where appropriate to add the types of insurance currently carried by the Proponent which are not explicitly referenced on the Certificate.

8.3 The City prefers Proponents who carry, in the ordinary course of their business,

- (a) commercial general liability insurance of \$5,000,000, and
- (b) technology errors and omissions coverage of \$5,000,000.

8.4 The Proponent is to submit with its Proposal a letter from its insurer or insurance broker confirming that they have been advised of the City's insurance requirements under the **Form of Agreement [Appendix 3]** attached to this RFP and that, should the City enter into a Contract with that Proponent, the Proponent would qualify for the type of insurance required by the **Form of Agreement [Appendix 3]**.

8.5 A key part of the evaluation of the Proposals will be the adequacy of the **Certificate of Existing Insurance** and the letter(s) submitted pursuant to **Section 8.4** above.

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PART D – PROPOSAL FORM

PART D—PROPOSAL FORM

Proponent's Name: _____
("Proponent")

Address: _____

Telephone: _____ Fax: _____

Key Contact Person: _____

E-Mail: _____ Incorporation Date: _____

Attach additional pages immediately behind this page for Sub-Contractors, if applicable.

To the City of Vancouver Materials Management Department,

The Proponent, having carefully examined and read the RFP, now submits the following Proposal:

1.0 Required Documents

1.1 In addition to the documents set out in **Part D, Section 3.1**, proponents must submit the following documents:

Document	Required	Submitted
Certificate of Existing Insurance [Appendix 4]	Yes	
Letters of Ability to Comply with Form of Agreement Insurance Requirements (see Part C [Special Conditions], Section 8.0)	Yes	
Third Party documentation as set out in Appendix 2 [Form of Agreement], Schedule H [Performance Standard Warranties] and Schedule K[Deviations and Variations]	If third-party software or hardware is included, yes	

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Document	Required	Submitted
Annual Financial Statements as set out in Section 3.1 of Schedule J [Proponent Reputation and Experience]	Yes	

To be Initialed at Proposal Opening:

Manager, Materials Management or designate

Witness

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2.0 Compliance

2.1 By initialling each item, the Proponent acknowledges it has read and understands the Requirements, has submitted the required addenda, has identified deviations or alternatives, and has provided an explanation of where it does not comply with the Requirements. If additional space is required, detail deviations and/or suggested amendments in **Schedule K [Deviations and Variations]**.

Section Title	Understand, Will Comply	Does Not Comply	Variations, Alternatives or Explanation for Non- Compliance
<u>Part B</u> Instructions to Proponents			
<u>Part C</u> Special Conditions			
<u>Part D</u> Proposal Form			
<u>Part D–Attachment A</u> Legal Terms and Conditions			

3.0 Required Proposal Documents

3.1 By initialling each item, the Proponent confirms it has completed and enclosed the Proposal Form and the required Schedules and any required addenda, and has identified any deviations or items of non-compliance providing an explanation of where it does not comply.

Section Title	Submitted	Variations, Alternatives or Explanation for Non-Compliance
<u>Proposal Form (Part D)</u>		
<u>Part D–Attachment A</u> Legal Terms and Conditions		
<u>Schedule A</u> Requirements		
<u>Schedule B</u> Pricing		
<u>Schedule C</u> Implementation		

ATTACHMENT A—LEGAL TERMS AND CONDITIONS

1.0 Application of these Terms and Conditions

1.1 These legal terms and conditions set out the City's and Proponent's/Sub-Contractors' legal rights and obligations only with respect to this RFP and Proposal process. In no event will the legal terms and conditions of this **Attachment A [Legal Terms and Conditions]** to this **Proposal Form [Part D]** apply to the Contract formed between the City and the successful Proponent.

2.0 Definitions

2.1 The following terms have the following meanings, unless the context otherwise requires:

- (a) **"City"** means the City of Vancouver, a municipal corporation continued pursuant to the Vancouver Charter, and includes, but is not limited to, the Vancouver Police Board, the VPD, the Vancouver Board of Parks and Recreation, the Vancouver Library Board, and VF&RS;
- (b) **"City's Evaluation Team"** has the meaning set out in **Part A [Introduction], Section 9.0 [Evaluation Process]**;
- (c) **"COC"** means the Canadian Olympic Committee;
- (d) **"Contract"** means the legal agreement anticipated to be formed between the City and the successful Proponent substantially in the form set out in the Form of Agreement, separate from the contract between the Proponent and the City formed by this RFP and this **Attachment A [Legal Terms and Conditions]** to this **Proposal Form [Part D]**;
- (e) **"ERDMS"** means the Electronic Records and Document Management System to be implemented pursuant to this RFP;
- (f) **"Form of Agreement"** means the form of agreement attached as **Appendix 3 [Form of Agreement]** to this RFP;
- (g) **"IOC"** means the International Olympic Committee;
- (h) **"Losses"** means in respect of any matter
 - (i) all direct or indirect, as well as
 - (ii) consequential

claims, demands, proceedings, losses, damages, liabilities, deficiencies, costs and expenses (including without limitation all legal and other professional fees and disbursements, interest, penalties and amounts paid in settlement whether from a third person or otherwise);

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- (i) **“Proposal”** means the package of documents, consisting of this **Proposal Form [Part D]** as well as all Schedules, once completed and submitted to the City by the Proponent, and **“proposal”** means any proposal submitted by any other proponent, excluding or including the Proponent, depending on the context;
- (j) **“Proponent”** means the legal entity(ies) who has (have) signed and delivered this Proposal Form, and **“proponent”** means any proponent responding to the Instructions to Proponents, excluding or including the Proponent, depending on the context;
- (k) **“RFP”** means the documents issued by the City as Request for Proposal No. PS07034, including all addenda;
- (l) **“Stage One”**, **“Stage Two”**, **“Stage Three”** and **“Stage Four”** have the meanings set out in **Section 9.0 [Evaluation Process]** of **Part A [Introduction]** of this RFP;
- (m) **“Sub-Contractors”** includes any or all third parties listed in **Schedule C [Sub-Contractors]**;
- (n) **“VANOC”** means the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games;
- (o) **“VF&RS”** means the Vancouver Fire and Rescue Services division of the City of Vancouver; and
- (p) **“VPD”** means the Vancouver Police Department of the City of Vancouver.

3.0 No Legal Obligation Assumed by City

3.1 Despite any other term of this Proposal Form (except only (where applicable) **Section 6.3 [Limitation]**, **Section 6.4 [Dispute Resolution]**, **Section 7.2 [Proponent’s Submission Confidential]**, and **Section 7.5 [Declaration of Confidentiality]**), the City assumes no legal duty or obligation in respect of this RFP or this Proposal process unless and until the City enters into a Contract.

3.2 This RFP and Proposal process is at all times contingent on funds being approved by the Vancouver City Council and a Contract being signed by the City and the successful Proponent.

4.0 Legal Rights and Obligations Suspended

4.1 Despite any other term of this Proposal Form (except only (where applicable) **Section 7.2 [Proponent’s Submission Confidential]** and **Section 7.5 [Declaration of Confidentiality]**), the City and Proponent agree that all of their respective rights and obligations at law and in equity, in contract and in tort, in all matters relating to the RFP and this Proposal process will be absolutely and unconditionally subject to **Section 6.0 [Protection of City Against Lawsuits]**, and the following:

- (a) **No Duty.** The City has no legally enforceable duty or obligation to the Proponent unless and until the City signs a Contract.

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(b) **Proponent's Risk.** The Proponent acknowledges that the City is a public body required by law to act in the public interest. Accordingly, in no event does the City owe to the Proponent (as opposed to the public):

- (i) a contract or tort law duty of care, fairness, impartiality or procedural fairness in the RFP or Proposal process; or
- (ii) any contract or tort law duty to preserve the integrity of the RFP or Proposal process;

and the Proponent now waives and releases the City from all such duties and expressly assumes the risk of all Losses arising from participating in the RFP and Proposal process on this basis.

(c) **Proponent's Cost.** The Proponent now assumes and agrees to bear all costs and expenses incurred by the Proponent in preparing its Proposal and participating in the RFP and Proposal process.

5.0 Evaluation of Proposals

5.1 **Compliance/Non-Compliance.** Any Proposal which contains an error, omission or misstatement, which contains qualifying conditions, which does not fully address all of the requirements or expectations of the RFP or, which otherwise fails to conform to the RFP may or may not be rejected by the City at the City's sole discretion.

5.2 **Reservation of Complete Control Over Process.** The City reserves the right to retain complete control over the RFP and Proposal process at all times except only as otherwise expressly stipulated in any Contract. Accordingly, the City is not legally obligated to review, consider or evaluate the Proposals and need not necessarily review, consider or evaluate the Proposals in accordance with the procedures set out in this RFP and the City reserves the right to continue, interrupt, cease or modify its review, evaluation and negotiation process on any or all Proposals at any time without further explanation or notification to any of the Proponents subject only to the express legal terms and conditions which bind the City, which terms and conditions are expressly limited to those set out in **Section 6.3 [Limitation]**, **Section 6.4 [Dispute Resolution]**, **Section 7.2 [Proponent's Submission Confidential]**, and **Section 7.5 [Declaration of Confidentiality]**.

5.3 **Discussions/Negotiations.** The City may, at any time prior to or after signing a Contract, discuss or negotiate changes to the scope of the RFP, or any of the terms or conditions of the RFP with any one or more of the Proponents without having any duty or obligation to advise the Proponent or to allow the Proponent to vary its Proposal as a result of discussions or negotiations with other Proponents or changes to the RFP, and, without limiting the general scope of **Section 6.0 [Protection of City Against Lawsuits]**, and by way of example only, the City will have no liability to the Proponent as a result of such discussions, negotiations or changes.

6.0 Protection of the City against Lawsuits

6.1 **Release.** Except only and to the extent that the City is in breach of a Contract, **Section 7.2 [Proponent's Submission Confidential]** or **Section 7.5 [Declaration of**

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Confidentiality], the Proponent now releases the City from all liability for any Losses in respect of:

- (a) any alleged (or judicially imposed) breach by the City of the RFP (it being acknowledged and agreed that to the best of the parties' knowledge, the City has no obligation or duty under the RFP or Proposal process which it could breach (other than wholly unanticipated obligations or duties merely alleged or actually imposed judicially));
- (b) any unintentional tort of the City occurring in the course of conducting this RFP and Proposal process;
- (c) the Proponent preparing and submitting its Proposal;
- (d) the City accepting or rejecting its Proposal or any other submission;
- (e) the manner in which the City:
 - (i) reviews, considers, evaluates or negotiates any Proposal,
 - (ii) deals with or fails to deal with any Proposal or Proposals, or
 - (iii) decides to enter into a Contract or not enter into any Contract;
- (f) the Proponent(s), if any, with whom the City enters a Contract.

6.2 **Indemnity.** Except only and strictly to the extent that the City breaches a Contract, **Section 7.2 [Proponent's Submission Confidential]** or **Section 7.5 [Declaration of Confidentiality]**, the Proponent now indemnifies and will protect and save the City harmless from and against all Losses, in respect of any claim or threatened claim by the Proponent or any of its Sub-Contractors or agents alleging or pleading

- (a) any alleged (or judicially imposed) breach by the City or its officials or employees of the RFP (it being agreed that, to the best of the parties' knowledge, the City has no obligation or duty under the RFP or Proposal process which it could breach (other than wholly unanticipated obligations or duties merely alleged or actually imposed judicially)),
- (b) any unintentional tort of the City or its officials or employees occurring in the course of conducting this RFP or Proposal process, or
- (c) liability on any other basis related to this RFP or the Proposal process.

6.3 **Limitation.** In the event that, with respect to anything relating to this RFP or Proposal process (except only and strictly to the extent that the City breaches a Contract, **Section 6.3 [Limitation]**, **Section 6.4 [Dispute Resolution]**, **Section 7.2 [Proponent's Submission Confidential]** or **Section 7.5 [Declaration of Confidentiality]**), the City or its officials, officers, agents or employees are found to have breached any duty or obligation of any kind to the Proponent or its Sub-Contractors or agents whether at law or in equity or in contract or in tort, or are found liable to the Proponent or its Sub-Contractors or agents on any basis or legal principle of any kind, the City's liability is limited to a maximum of \$100, despite any other term or agreement to the contrary.

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6.4 **Dispute Resolution.** Any dispute relating in any manner to this RFP or the Proposal process (except only and to the extent that the City breaches a Contract, **Section 6.3 [Limitation]**, **Section 6.4 [Dispute Resolution]**, **Section 7.2 [Proponent's Submission Confidential]**, or **Section 7.5 [Declaration of Confidentiality]**, will be resolved by arbitration before a single arbitrator in accordance with the *Commercial Arbitration Act* (British Columbia) amended as follows:

- (a) the arbitrator will be selected by the City's Manager – Materials Management.
- (b) this **Section 6.0 [Protection of City Against Lawsuits]** will:
 - (i) bind the City, Proponent and the arbitrator; and
 - (ii) survive any and all awards made by the arbitrator.
- (c) the Proponent will bear all costs of the arbitration.
- (d) the arbitration will take place in Vancouver, British Columbia.

7.0 Access/Ownership of Proposal Information

7.1 **Proposal Documents Remain/Proposal Becomes City's Property.**

- (a) All RFP packages and addenda provided to the Proponent by the City remain the property of the City and must be returned to the City upon request.
- (b) The documentation containing the Proposal, once submitted to the City, becomes the property of the City, and the City is under no obligation to return the Proposal, provided, however, that the foregoing does not entitle the City to ownership of pre-existing intellectual property rights of a Proponent that is embedded in any Proposal.

7.2 **Proponent's Submission Confidential.**

- (a) Subject to the applicable provisions of the *Freedom of Information and Protection of Privacy Act* (British Columbia) and the City's full right to publicly disclose any and all aspects of the Proposal in the course of publicly reporting to the Vancouver City Council on the Proposal results or announcing the results of the Proposals to the Proponent, the City will treat all material and information expressly submitted by the Proponent (and the City's evaluation of it) in confidence in substantially the same manner as it treats its own confidential material and information.
- (b) The Proponent now irrevocably waives all rights it may have by statute, at law or in equity, to obtain any records produced or kept by the City in evaluating its Proposal (and any other submissions) and now agrees that under no circumstances will it make any application to the City for disclosure of any records pertaining to the receipt, evaluation or selection of its Proposal (or any other submissions) including, without limitation, records relating only to the Proponent.

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7.3 **All City Data/Information is Confidential.**

(a) The Proponent will not divulge or disclose to any third parties any information concerning the affairs of the City which may be communicated to the Proponent at any time (whether before or after the closing date and time of this RFP process). Recognizing the need for confidentiality of the City's data, files and other confidential information, the Proponent will not use, exploit or divulge or disclose to third parties any confidential or proprietary information of the City of which the Proponent may gain knowledge in connection with or in the course of discussions or negotiations with the City.

(b) All material and information that has or will come into the Proponent's possession or knowledge in connection with this Proposal process is confidential and may not be disclosed or utilized in any way except in accordance with **Part B [Instructions to Proponents]** and this **Part D [Proposal Form]**.

7.4 **Disclosure Requires Prior Consent.** The Proponent may not divulge any information respecting the Proposal process to any third party without the prior written consent of the City, which consent may be arbitrarily withheld unless it is information which the City has already made public or has been required to disclose pursuant to the *Freedom of Information and Protection of Privacy Act (British Columbia)*.

7.5 **Declaration of Confidentiality.** The Proponent now declares and agrees that, except for the information disclosed by the City in the course of publicly reporting to the Vancouver City Council or any public proposal opening,

(a) the information supplied by the Proponent in response to the RFP is expressly provided in strict confidence,

(b) any records made of the evaluation of this Proposal and all other submissions will be the property of, and private to, the City and will not be disclosed to the Proponent nor anyone else,

(c) the disclosure of the information in **Section 7.5(a)** and **Section 7.5(b)** above to anyone outside of the City's staff would reveal the Proponent's trade secrets or proprietary commercial information concerning its private business affairs, and

(d) the disclosure of the information in **Section 7.5(a)** and **Section 7.5(b)** above could reasonably be expected to harm the Proponent's competitive position, harm the City's ability to engage in competitive procurement of goods and services, and result in undue financial loss to the Proponent and/or the City.

8.0 **Declaration—No Conflict of Interest / No Collusion**

8.1 **Declaration as to Conflict of Interest.** The Proponent now confirms and warrants that there is no officer, director, shareholder, partner or employee or other person related to the Proponent's or Sub-Contractor's organizations (a "**person having an interest**") or any spouse, business associate, friend or relative of a person having an interest who is:

(a) an elected official or employee of the City; or

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(b) related to or has any business or family relationship with any elected official or employee of the City, such that there would be any conflict of interest or any appearance of conflict of interest in the evaluation or consideration of this Proposal by the City, except as set out below:

[The Proponent is conclusively deemed to have declared “none” unless the Proponent deletes this note and describes any or all relationships which might give rise to a conflict of interest or an appearance of a conflict of interest.]

8.2 **Declaration as to Collusion.** The Proponent now confirms and warrants that

(a) the Proponent has no affiliation, whether legal or financial, with any other entity which is in the business of providing the same type of goods or services which are the subject of this RFP; and

(b) the Proponent is not competing within this RFP process with any entity which it is legally or financially associated or affiliated, except as set out below:

[The Proponent is conclusively deemed to have declared “none” unless the Proponent deletes this note and describes any and all affiliations or relationships which might give rise to collusion or an appearance of collusion.]

9.0 Other Conflict of Interest/Solicitation Terms

9.1 **Acknowledgement.** The Proponent acknowledges and agrees that a failure to disclose any information requested in **Section 8.0 [Declaration—No Conflict of Interest / No Collusion]** above may constitute a criminal breach of trust subjecting the directors and officers of such Proponent to prosecution under the *Criminal Code of Canada*.

9.2 **No Unauthorized Communication.** Between the date on which this RFP is issued until the signing of a Contract or cancellation of this RFP process, Proponents, including their consultants and other agents, must not communicate either directly or indirectly in any manner whatsoever with respect to this RFP with any employee, official or agent of the City including, without limitation and by way of example only, any member of City Council or the City’s Evaluation Team except

(a) only in writing and only as set out in **Section 2.0 [Conduct of RFP—Inquiries and Clarifications] of Part B [Instructions to Proponents]**, or

(b) to make submissions (with Council’s consent) prior to Council’s consideration of any Report to Council recommending one of the Short-Listed Proponents.

The City may treat a contravention of this **Section 9.2 [No Unauthorized Communication]** as a contravention of **Section 8.0 [Declaration—No Conflict of Interest / No Collusion]** above and such a contravention may therefore result in automatic disqualification from the RFP process and/or cancellation of any resulting Contract.

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10.0 No Promotion

10.1 The Proponent will not disclose or promote its relationship with the City, including by means of any verbal declarations or announcements and by means of any sales, marketing or other literature, letters, client lists, press releases, brochures or other written materials without the express prior written consent of the City (except as may be necessary for the Proponent to perform the Proponent's obligations under this **Attachment A**). The Proponent undertakes not to use "City of Vancouver", "Vancouver Police Department", "VPD", "Vancouver Fire and Rescue Services", "VF&RS", "Vancouver Police Board", "VPB", "Vancouver Park Board", "VPL", "Vancouver Public Library", "VANOC", "IOC", "COC", "Vancouver 2010", "2010 Games", "2010 Winter Olympics", or any official emblem, logo or mascot of any of the above or any reference or means of promotion or publicity, without the express prior written consent of the City. Furthermore, the Proponent undertakes not to disclose or promote its relationship with the City, VANOC, COC or IOC, in any communication or matter whatsoever as a basis to create an association, express or implied, between the Proponent and the City, COC, VANOC, IOC, the Olympics or the Olympic Movement.

11.0 Security Checks

11.1 The Proponent acknowledges that certain departments and boards of the City have developed a comprehensive security protocol for anyone providing goods or services to such departments. The Proponent agrees that as a condition of submitting its Proposal to the City:

- (a) the City may at any time and from time to time and at any time prior to the award of the Contract, conduct criminal records searches, police history information searches and/or other background checks, investigations and searches (collectively, "**Searches**") pertaining to: (i) the Proponent; (ii) any principals, directors, managers, employees and agents of the Proponent being proposed, directly or indirectly, as having any involvement with this RFP or the anticipated Contract; (iii) the Sub-Contractor(s); or (iv) any principals, directors, managers, employees and agents of the Sub-Contractor(s) proposed to perform directly or indirectly, any part of the anticipated Contract which involves, or may involve, access to security sensitive information (whom, for the purposes of this section (i) through (iv) are, collectively, the "**Proponent Personnel**");
- (b) the Proponent will cause all Proponent Personnel, as a condition of participating in Stage Three of this RFP, to execute and deliver to the City, or on the request of the City, a consent document setting out the individual's consent and authorization to conduct any Searches, including without limitation consent to the collection and submission of such personal data and information as may be required to enable the City to perform such Searches; and
- (c) without limiting any other term of this Attachment A, the Proponent agrees that each of: (i) the failure of any Proponent Personnel to deliver any required consent or authorization; and (ii) receipt by the City of notice from the City that the outcome of any of the Searches is not satisfactory, may or may not result in the Proponent's Proposal being set aside.

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12.0 Survival/Legal Effect of Proposal Contract

12.1 All of the terms of this Attachment A to this Proposal Form which, by their nature, require performance or fulfillment following the conclusion of the Proposal process will survive such process and will remain legally enforceable by and against the Proponent and the City.

As evidence of the Proponent's intent to be legally bound by this **Attachment A**, the Proponent has executed and delivered this **Attachment A** as an integral part of this **Proposal Form [Part D]** in the manner and space set out above.

SCHEDULE A—REQUIREMENTS

This Schedule identifies the Requirements to which the City is seeking a solution or a response. Proponents are to address, but are not limited in their response to, the respective issue(s). Background information and general instructions need not be included in the response, however all requests for information, questions, specific requirements, tables, etc. should be included and the same numbering sequence used.

1.0 Introduction/Terminology

*[Note: All text in “[Italics]” is explanatory and need not be included in the Proponent’s Proposal (and will not form part of **Schedule A [Requirements]** to the successful Proponent’s Contract).*

*This specification (along with the Proponent’s response to same) will be expressly incorporated into and attached to the Contract anticipated to be signed by the City and the successful Proponent in substantially the form attached as **Form of Agreement [Appendix 3]**.*

*For ease of such attachment to the anticipated Contract, where possible, this **Schedule A [Requirements]** refers to the “successful Proponent” as the “Contractor” and utilizes the same defined terms as are set out in **Form of Agreement [Appendix 3]**.]*

1.1 The City requires an Electronic Records and Document Management System (the “**ERDMS**”). This **Schedule A [Requirements]** defines the business, functional, technical, and other requirements for the ERDMS. Additional information about the ERDMS that is not captured in the below sections may be attached by the Contractor as submission appendices.

2.0 General Requirements

2.1 Overall Responsibility

The Contractor will be responsible for all aspects of the supply, licensing, delivery, implementation, testing, training of the trainers, and support and maintenance of the ERDMS and will ensure that the ERDMS meets all of the Requirements.

2.2 General and Functional Requirements

The ERDMS will be capable of performing the functions set out in the tables set out in **Section 2.0 [General and Requirements]** and **Section 3.0 [Technical Requirements]** as completed by the Contractor. The Contractor confirms that the ERDMS meets the Requirements in the manner described by the codes and comments set out in **Section 2.0 [General and Requirements]** and **Section 3.0 [Technical Requirements]** and, specifically, the tables below.

[Note: The Requirements are divided into Mandatory and Desirable for each major functional and technical component of the solution required (i.e. General Requirements, Implementing File Plans, Scheduling Records, Declaring and Filing Records etc.).

All Proponents must complete the Mandatory and Desirable charts for the following functional and technical sections.]

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The Contractor now confirms that, under the “**Vendor Response Code**” column, the Contractor has accurately described the functionality of the ERDMS in accordance with the following definitions for those Vendor Response Codes:

A Functionality and/or feature is currently available as stated through base configuration (e.g. re-labelling fields, loading value lists, establishing workflow rules, etc.);

PA Functionality and/or feature is partially available; workaround is required to provide full functionality and could include writing reports, adding user exits, etc.;

CC Item requires customization to provide full functionality – requires writing/re-writing/extending application programming code such as the creation of new business objects or data access routines; and

NA Functionality cannot be provided.

*[Note: Only codes **A**, **CC** and **PA** will be considered as meeting the requirements in the Mandatory tables. Mandatory requirements completed with **NA** will be considered non-compliant and the submission may be disqualified. Only one code either A, CC, PA or NA should be entered into the field.]*

Under the Vendor Comments column, Proponents should provide details of how the proposed solution meets the identified requirement.

Proponents may provide additional functionality information that is not captured in the Desirable charts in the submission appendices.

2.3 Electronic Records and Document Management System

The following functional requirements deal with classification and retention scheduling, profiling and retrieval of electronic and hard copy documents and records by users, and the administration of the records and document management system. Most mandatory requirements described below originated with, and therefore necessarily incorporate, the Department of Defense standard “Design criteria for Electronic Records Management Software Applications (DoD 5015.2-STD)”, June 2002, United States Department of Defense. A glossary of terms used in these requirements can be found at **Section 1.1 [Glossary of ERDMS-Specific Terms]** of **Appendix 3 [Form of Agreement]**.

(a) General Requirements—Mandatory

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
GR-1	Ability to manage records in accordance with United States Department of Defence Standard DoD 5015.2 v2, and be DoD 5015.2 v2-certified.		

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	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
GR-2	Ability to correctly accommodate and process information that contains dates in current, previous, and future centuries (as per ISO 8601). The capability shall include, but not be limited to, century recognition, calculation, and logic that accommodate same century and multi-century formulas and date values, and date interface values that reflect the century. Ability to store years in a 4-digit format. Leap year calculations shall be accommodated (e.g., 1900 is not a leap year; 2000 is a leap year).		
GR-3	Ability to allow for the implementation of discovery metatagging. This requirement implies the capability for adding user-defined metadata fields, modifying existing field labels, and mapping data fields to standard transfer format fields.		
GR-4	Ability to access information from the ERDMS's superseded repositories and databases. This capability shall support at least one previously verified version of backward compatibility.		
GR-5	Ability to integrate into an organization's information technology enterprise. This shall include the capability to accept and file records from producing applications and provide support to the organization's workflow.		
GR-6	The ERDMS must conform to accepted standards for Windows-based applications with respect to user interface design (e.g. Microsoft Official Guidelines for User Interface Developers and Designers).		
GR-7	Ability for authorized individuals to bulk load the City's pre-existing file plan (See Section 5.2 [VanRIMS]), electronic records, and record metadata.		
GR-8	Ability to manage working and draft versions of documents and other potential record materials as they are being developed, including check-in and check-out functionality.		
GR-9	Ability to provide help for access to user operational information. Help shall be context sensitive to the screens from which help was launched. Global help should be available from a toolbar menu item or keyboard shortcut. Ability to also come with documentation in the form of user guides, technical manuals, and installation procedures.		
GR-10	Ability to provide an Application Programming Interface to enable integration with line-of-business systems such as SAP, Amanda, IMS (SAP-Hansen), Tempest.		
GR-11	Ability to interface with the MS Office suite (MS Word, Excel, PowerPoint, Outlook).		

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	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
GR-12	Ability to interface with the City's templates (See Section 5.5 [City-Wide Template Architecture] for a description of City template architecture and functionality).		
GR-13	Ability to view each file in its stored format or a human-readable rendition.		

(b) General Requirements—Desirable

	Requirement – Desirable	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
GR-14	Ability to generate reports on the information held within the ERDMS's repository based upon user-developed report templates or user queries.		
GR-15	Ability to allow users to interface with the ERDMS through a web browser or other platform-independent means.		
GR-16	Ability to manage records in accordance with United States Department of Defence Standard DoD 5015.2 v2 Chapter 4, and be Chapter 4-certified.		

(c) Implementing File Plans—Mandatory

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
FP-1	Ability for authorized individuals to create, edit, and delete file plan components and their identifiers. Each component identifier shall be linked to its associated component and to its higher-level component identifier(s). Mandatory file plan components are: record category name, record category identifier, record category description, disposition instructions, disposition authority, transfer or accession to City Archives indicator, vital record indicator, and vital record review and update cycle period. Multiple user definable fields shall also be supported.		
FP-2	Ability for authorized individuals to designate the metadata fields that are to be constrained to selection lists, and to create and maintain selection lists for all supported data types (e.g., drop-down lists) for metadata items that are constrained to a pre- defined set of data.		

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	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
FP-3	Ability for authorized individuals to create, edit, and delete file plan and record folder metadata elements or attributes, and their associated selection lists.		
FP-4	Ability for authorized individuals to select where data collection for optional metadata fields is mandatory for a given business unit.		
FP-5	Ability to provide the capability for authorized individuals to create, edit, and delete record folder components and their non- system generated identifiers. Each component identifier shall be linked to its associated component and to its higher-level file plan component identifier(s). Mandatory record folder components are: folder name, folder unique identifier, location, vital record indicator, and vital record review and update cycle period. Multiple user definable fields shall also be supported.		
FP-6	Ability to ensure that identifiers (e.g., folder identifiers, record category identifiers) are unique so that ambiguous assignments, links, or associations cannot occur.		
FP-7	Ability to associate the attributes of file plan components to record folders and records where the records are not associated with folders.		
FP-8	Ability to provide a scripting capability to only authorized individuals that allow them to attach simple process actions such as alerts and notifications to any or all metadata fields or to restrict record access based on the content of fields. This scripting capability shall allow for evaluation of the contents of two or more fields on the same record as well as fields in objects linked to that record.		
FP-9	Ability to sort by one or multiple fields, view, save, and print user-selected portions of the file plan, including or excluding record folders. (See Section 5.2 [VanRIMS] for a description of the City's File Plan and parts)		
FP-10	Ability for authorized individuals to make global changes to all updatable file plan and record folder components. In addition, the ERDMS should provide the capability to reorganize the file plan and automatically propagate the changes resulting from the reorganization to the affected records and record folders.		

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(d) **Scheduling Records—Mandatory**

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
SR-1	Ability for authorized individuals to create, edit, and delete retention schedule components of record categories.		
SR-2	Ability to define an unconstrained number of multiple phases (e.g., transfer to inactive on-site storage, transfer to off-site storage) within a retention schedule.		
SR-3	Ability for authorized individuals to define the cutoff criteria and, for each life cycle phase, define the following disposition components for a record category: retention period (e.g. Calendar year), and disposition action (transfer or destroy), interim transfer or accession location.		
SR-4	Ability to, as a minimum, schedule and reschedule each of all records and/or record folders. Mandatory disposition types include: Time Dispositions, Event Dispositions, Time-Event Dispositions.		
SR-5	Ability to automatically calculate the complete life cycle, including intermediate phases, of record folders and records not in folders. Ability to allow an authorized individual to enter an "as-of" reference date for this calculation.		
SR-6	Ability to reschedule dispositions of record folders and/or records (those not in folders) during any phase of their life cycle if an authorized individual changes the disposition instructions. Includes the ability to change the cutoff criteria of disposition instructions and to change the retention period(s) associated with a disposition.		
SR-7	Ability to recalculate the record life cycle based on changes to any life-cycle date and set the filing status (i.e., open, closed) of the folder according to the business rules associated with date change(s).		

(e) **Scheduling Records—Desirable**

	Requirement - Desirable	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
SR-8	Ability to calculate interim phases and final disposition from the trigger date selected by an authorized individual		
SR-9	Ability to define parallel and interdependent phases within a retention schedule, including the capability for assigning phase precedence or weight.		

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	Requirement - Desirable	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
SR-10	Ability to allow an authorized individual to select cutoff as the trigger to begin final disposition calculations.		
SR-11	Ability for authorized individuals to define and name disposition events. Ability to support multiple events per disposition instruction with one or more being necessary to trigger cutoff, retention and/or interim transfer actions as required. Ability to support recurring events.		

(f) Declaring and Filing Records—Mandatory

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
DF-1	Ability to associate the attributes of a record folder to a record, or, if necessary, for categories to be managed at the record level, ability to associate a record category to a record.		
DF-2	Mandatory Record Metadata Components are: unique record identifier, subject or title, date filed, publication date, author or originator, originating organization, media type, format, date received, addressee, location, and user-definable fields, etc.		
DF-3	Ability for authorized individuals to create, edit, and delete record metadata elements or attributes, and their associated pick lists. Ability for only authorized individuals to indicate whether the field is constrained to a pick list and whether users can select more than one item from the list.		
DF-4	Ability for authorized individuals to select where data collection for optional metadata fields is mandatory for a given business unit.		
DF-5	Ability to assign a unique computer-generated record identifier for each record it manages regardless of where that record is stored.		
DF-6	Ability to create, view, save, and print the complete record metadata, or user-specified portions thereof, sorted and/or grouped by user preference.		
DF-7	Ability to prevent subsequent changes to electronic records stored in its supported repositories. The content of the record, once filed, shall be preserved.		
DF-8	Ability to not permit modification of the metadata fields indicated in the DoD 5015.2 Standard as not editable.		

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	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
DF-9	Ability to (for all records) capture, populate, and/or provide the user with the ability to populate the metadata elements before filing the record. Ability to ensure that fields designated mandatory for data collection are non-null before filing the record.		
DF-10	For records that are being filed via the user interface, ability to edit the record metadata prior to filing the record, except for data specifically identified in the DoD 5015.2 Standard as not editable. For auto-filing, ability to provide the user the option of editing the record metadata prior to filing.		
DF-11	Dates captured electronically shall be valid dates as defined in requirement GR-2. Where data entry/capture errors are detected, ability to prompt the user to correct the error. These prompts shall provide guidance to the user in making corrective actions; for example, "Date format incorrect - use YYYY/MM/DD."		
DF-12	Ability for authorized individuals to define and add user-defined metadata fields (e.g., project number, budget line) for site- specific requirements.		
DF-13	Ability to view, save, or print the metadata, including file plan and folder metadata, associated with a specified record or set of records, or user-specified portions thereof sorted and/or grouped by user preference.		
DF-14	Ability for authorized individuals to limit the record folders and record categories presented to a user or workgroup. Based on these limits, ability to present to users only those record categories or folders available to the user or workgroup for filing.		
DF-15	Ability for authorized individuals to limit the selection or pick list items presented to a user or workgroup. Based on these limits, ability to present to users only selection or pick list items available to the user or workgroup for filing.		
DF-16	Ability for authorized individuals to change a record folder or record category associated with a record.		
DF-17	Ability to link and associate supporting and related records and related information, such as notes, marginalia, attachments, and electronic mail-return receipts, etc., to a specified record. Ability to allow only authorized individuals to change or delete links and associations that affect disposition.		

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	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
DF-18	Ability to label links to indicate the type of relationship between the records, as well as to indicate the direction of the relationship. For example, in a supersedes/superseded relationship, a later record supersedes an earlier one, and the earlier one was superseded by the later one, i.e. the label of the link from the later record to the earlier one should be "supersedes", while the label of the link from the earlier record to the later one should be "superseded by".		
DF-19	Ability to link and unlink records both during and after the process of filing a record. Ability to allow only authorized individuals to remove links that affect disposition.		
DF-20	Ability for authorized individuals to define, update, and assign permissions for use of user-defined link types.		
DF-21	Ability to support multiple renditions of a record, and to associate and link these renditions and to associate each with its own set of metadata.		
DF-22	Ability to increment versions of records when filing. Ability to associate and link these versions and to associate each with its own set of metadata.		
DF-23	Ability to link the record metadata to the record so that it can be accessed for display, export, etc.		
DF-24	Ability for authorized individuals to modify the metadata of stored records, and to not permit the editing of metadata fields that have been specifically identified in the DoD 5015.2 Standard as not editable.		
DF-25	Ability to enforce data integrity, referential integrity, and relational integrity.		
DF-26	Ability to automatically synchronize multiple databases and repositories.		
DF-27	Ability to treat e-mail messages the same as any other record, subject to all requirements described in this RFP.		
DF-28	Ability to capture and automatically store the following transmission and receipt data, if available from the e-mail system, as part of the record metadata when an e-mail message is filed as a record: sender, addressees, date and time message was sent, date and time message was received (if available), subject of the message. Ability to not allow editing of Date and Time Sent or Date and Time Received. Ability to edit all other fields prior to filing. Ability to map email transmission and receipt data to record metadata elements as described. Elements that are copied shall also be maintained separately to facilitate search, retrieval, transfer, and archival.		

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	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
DF-29	Ability to provide user selectable options of filing e-mail and all its attachment(s) as a single record, filing selected e-mail item(s) as individual record(s), or to do both. When the attachment(s) is (are) filed as individual record(s), the user shall have the ability to enter the following metadata: unique record identifier, subject or title, date filed, publication date, author or originator, originating organization, media type, format, date received, addressee, location, and user-definable fields etc.		
DF-30	Ability to not allow separate filing of Object Linking and Embedding (OLE) objects embedded in the body of the e-mail message.		
DF-31	Ability to not require users to save attachments to their hard drive or other media prior to filing them separately from the e-mail message.		
DF-32	Ability to automatically link e-mail records to their attachments when both are filed separately.		
DF-33	Ability to capture the following additional metadata for records to be transferred or accessioned to City Archives: scanned image format and version, image resolution, producing application, producing application version, PDF version, caption, file name, web platform, web site name, web site URL, capture method, capture date, contact, image bit depth, creating application, document security settings, photographer, copyright, bit depth, image size, image source, compression, ICC/ICM profile, EXIF information, content management system.		
DF-34	Ability to provide methods for assisting the user in the selection of the file plan components to be assigned to a record, such as priority-ordered lists or directed searches.		

(g) Storing Records—Mandatory

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
ST-1	Ability to provide at least one portal that provides access to all associated repositories and databases storing electronic records and their metadata.		
ST-2	Ability to prevent unauthorized access to the repository(ies).		

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	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
ST-3	Ability to manage and preserve any record in any supported repository, regardless of its format, structure, or naming convention, so that, when retrieved, it can be reproduced, viewed, and manipulated in the same manner as the original. Ability to not require file extensions or associations to desktop applications as a condition to filing records.		
ST-4	Ability to allow authorized individuals to move or delete records from the repository.		

(h) Screening Records—Mandatory

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
SC-1	Ability to sort, view, save, and print list(s) of record folder metadata and/or record metadata regardless of media based on any combination of record category, disposition, folder and/or record metadata including user-defined metadata and system generated metadata.		
SC-2	Ability to sort, view, save, and print life cycle information, eligibility dates, and events of user-selected record folders and records.		
SC-3	Ability to allow the user to select and order the columns presented in the screening result list(s).		
SC-4	Ability for authorized individuals to indicate when the specified event has occurred for records and record folders with event- and time-event-driven dispositions.		
SC-5	Ability to sort, view, save, and print lists and partial lists of unscheduled record folders and/or records. These items have no approved final disposition but may be cut off and subject to interim transfer.		
SC-6	Ability for authorized individuals to enter a reference "as-of" date to support screening of future life-cycle actions		

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(i) **Closing/Cutting Off Record Folders—Mandatory**

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
CC-1	Ability for authorized individuals to close record folders to further filing after the specified event occurs.		
CC-2	Ability for authorized individuals to add records to a previously closed record folder and to reopen a previously closed record folder for additional end-user filing.		
CC-3	Ability to implement cutoff instructions for scheduled and unscheduled record folders. Ability to identify record folders eligible for cutoff, and present them only to the authorized individual for cutoff approval.		
CC-4	Ability for authorized individuals to add records or make other alterations to record folders that have been cut off.		

(j) **Freezing/Unfreezing Records—Mandatory**

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
FR-1	Ability for authorized individuals to extend or suspend (freeze) the retention period of record folders or records beyond their scheduled disposition		
FR-2	Ability to provide a metadata element for authorized individuals to enter the reasons for freezing a record or record folder.		
FR-3	Ability to identify record folders and/or records that have been frozen and provide authorized individuals with the capability to unfreeze them. Unless the records have been rescheduled in conjunction with the freeze, ability to restore unfrozen records and/or record folders to the calculated phase of their life-cycle as if they were never frozen.		
FR-4	Ability to allow authorized individuals to search, update, and view the reasons for freezing a record or record folder		

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(k) Transferring Records—Mandatory

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
TR-1	Ability to present a list of all the records, record folders and other collections of records that are ready for transfer out of the ERDMS repository when their retention period has expired.		
TR-2	For records approved for transfer, ability to copy the pertinent records and associated metadata of the records and their folders to a user-specified directory, path, repository or device.		
TR-3	Ability to physically export any and all documents or records captured by the ERDMS.		
TR-4	Ability to copy all the descriptive, administrative and technical metadata associated with the transferred records to a user- specified directory, path, repository or device.		
TR-5	Ability to bulk update record and folder metadata to capture information about the transfer transaction.		
TR-6	Ability to transfer additional, user-defined metadata elements.		
TR-7	Ability for the record metadata to conform to the format and elements specified in the Digital Archives transfer metadata schema (see Section 5.3 [Digital Archives Transfer Metadata]).		
TR-8	Ability for the record metadata to include the life-cycle rules, history and status of the transferred records.		
TR-9	Ability for the record metadata to include security and access classification.		
TR-10	Ability to export the record folder metadata, including any life-cycle disposition rules assigned to the folders and, if applicable, the file plan hierarchy.		
TR-11	Ability to provide the option to retain metadata for transferred records and to provide a link to the transferred records in the Digital Archives repository (e.g. so that users searching the ERDMS for a transferred record can be forwarded to the Digital Archives).		
TR-12	Ability to store documentation of each transfer transaction as a record in the ERDMS.		
TR-13	Ability to record all record metadata including all contextual links to other records in the transfer set.		

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	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
TR-14	Ability to generate a log file showing the details for each transfer, including the transfer time, device/network location, filename(s), Digital Archives response message(s), and whether the transfer had any errors.		
TR-15	Ability to provide a user interface to create one or more mappings of the ERDMS metadata schema (including user-defined elements) to the Digital Archives metadata schema (see Section 5.3 [Digital Archives Transfer Metadata]).		
TR-16	Ability to provide a default mapping of the ERDMS metadata to the Digital Archives metadata.		
TR-17	Ability to include the metadata schema and mapping as part of the metadata transfer (e.g. as a XML DTD or Schema).		
TR-18	To facilitate the display and viewing of metadata schemas and mappings, ability to include rendering aids as part of the metadata transfer (e.g. Cascading Style Sheets or XSLT transformations).		
TR-19	Ability to use a common error-checking technique (e.g. cyclic redundancy checks) to ensure that no read/write errors occur during the transfer process.		
TR-20	Ability to prepare a submission information package (the bundled records and metadata) that is compatible with the Digital Archives ingest process.		
TR-21	Ability to send a notification to the Digital Archives that the submission information package is available for transfer/ingest.		
TR-22	Ability to receive a notification from the Digital Archives indicating whether the submission information package was successfully ingested or not.		

(I) **Transferring Records—Desirable**

	Requirement - Desirable	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
TR-23	Ability to transfer electronic documents and records in a format compliant with the City of Vancouver's draft preservation file formats standard (see Section 5.4 [Preservation File Formats])		

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(m) Destroying Records—Mandatory

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
DR-1	Ability to identify and present the record folders and records, including record metadata, that are eligible for destruction, as a result of reaching that phase in their life cycle. Ability to retain and link records assigned more than one disposition to the Record Folder (Category) with the longest retention period, and remove links to Record Folders (Categories) with shorter retention periods as they become due.		
DR-2	Ability, for records approved for destruction, to present a second confirmation requiring authorized individuals to confirm the delete command, before the destruction operation is executed.		
DR-3	Ability to delete electronic records approved for destruction in a manner such that the records cannot be physically reconstructed using commonly available file restoration utilities.		
DR-4	Ability to provide an option to select whether to retain or delete the metadata of destroyed records.		
DR-5	Ability to restrict the records destruction commands to authorized individuals.		
DR-6	Ability to provide documentation of destruction activities, and store that documentation as records.		

(n) Cycling Vital Records—Mandatory

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
CV-1	Ability for authorized individuals to enter the Vital Records Review and Update Cycle Period when creating or updating the file plan.		
CV-2	Ability for authorized individuals to enter the date when the records associated with a vital records folder have been reviewed and updated.		
CV-3	Ability to provide a means for identifying and aggregating vital records due for cycling.		
CV-4	Ability to provide a means for identifying and aggregating vital records by previous cycle dates.		
CV-5	Ability for authorized individuals to enter a reference "as-of" date to plan for future review cycles.		

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(o) **Search and Retrieval—Mandatory**

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
SE-1	Ability to allow users to browse the records stored in the file plan based on their user access permissions.		
SE-2	Ability to allow searches using any combination of the record category, record and/or folder metadata elements, including user-defined and system generated metadata.		
SE-3	Ability to allow the user to specify partial matches and shall allow designation of "wild card" fields or characters.		
SE-4	Ability to allow searches using combinations of Boolean and relational operators: "and," "and not," "or," "greater than" (>), "less than" (<), "equal to" (=), "not equal to" (<>), is blank, is null, not blank, and not null and provide a mechanism to override the default (standard) order of precedence.		
SE-5	Ability to present the user a list of records and/or folders meeting the retrieval criteria, or notify the user if there are no records and/or folders meeting the retrieval criteria.		
SE-6	Ability to provide to the user's workspace (filename, location, or path name specified by the user) copies of electronic records, selected from the list of records meeting the retrieval criteria, in the format in which they were provided to the ERDMS for filing. Ability to not require that applications necessary to manipulate the records be installed on the retrieving workstation.		
SE-7	Ability for filed e-mail records to be retrieved back into a compatible e-mail application for viewing, forwarding, replying, and any other action within the capability of the e-mail application.		
SE-8	Ability to provide users a choice of retrieving filed records to their workspace or into a compatible application for viewing, editing, and any other action within the capability of the application.		
SE-9	When the user selects a record for retrieval, ability to present a list of available versions, defaulting to the latest version of the record for retrieval, but allow the user to select and retrieve any version.		
SE-10	Ability to allow users to select any number of records, and their metadata, for retrieval from the search results list.		
SE-11	Ability to allow the user to abort a search.		
SE-12	Ability to have additional search and retrieval features, such as full text search, to assist the user in locating records.		

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(p) **Search and Retrieval—Desirable**

	Requirement - Desirable	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
SE-13	Ability to create, modify, or import additional thesauri		

(q) **Access Controls—Mandatory**

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
AC-1	Ability for authorized individuals to define roles and responsibilities to fit records management operating procedures		
AC-2	Ability to provide a graphical user interface to authorized individuals to edit the roles defined in this RFP and to create and maintain user-defined roles.		
AC-3	Upon installation, ability to require the default password for the application administrator to be changed.		
AC-4	The ability, in conjunction with the operating environment, to use identification and authentication measures that allow only authorized individuals access to the ERDMS. At a minimum, ability to implement identification and authentication measures that require the following: user ID, Password (definable minimum length), or password alternatives such as Biometrics, Common Access Cards (CAC), or Public Key Infrastructure (PKI) which must provide at least as much security, as well as authentication and encryption functionality.		
AC-5	Ability for only Application Administrators to authorize access for individuals and groups to any combination of the record metadata components identified in requirement DF-33.		
AC-6	Ability to define different groups of users with different access privileges, and to control access to file plan components, record folders, and records based on group membership as well as user account information. At a minimum, ability to restrict access to appropriate portions of the file plan for purposes of filing and/or searching/retrieving.		
AC-7	Ability to provide a web user interface, as a minimum, for filing, and search and retrieval of records. Ability to provide a minimum of 128-bit encryption and be PKI-enabled, as well as provide all the mandatory access controls.		

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	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
AC-8	Ability to support simultaneous multiple-user access to all components of the ERDMS, the metadata, and the records.		
AC-9	Ability to make designated records available for search and retrieval by the public (i.e. non-City staff).		

(r) **System Audits—Mandatory**

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
SA-1	In conjunction with the operating environment, ability to provide an audit capability to log the actions, date, time, unique object identifier(s) and user identifier(s) for retrieving, creating, deleting, searching, and editing actions performed on the following objects at a minimum: user accounts, user groups, records and record folders, associated metadata elements, file plan components.		
SA-2	Ability for authorized individuals to determine which of the objects and specified actions listed in requirement SA-1 are audited.		
SA-3	In conjunction with the operating environment, ability to provide audit analysis functionality whereby an authorized individual can set up specialized reports to determine what level of access a user has and track a user's actions over a specified time period. These are the specified actions listed in requirement SA-1.		
SA-4	In conjunction with the operating environment, ability to provide audit analysis functionality whereby an authorized individual can set up specialized reports to facilitate reconstruction, review, and examination of the events surrounding or leading to mishandling of records, possible compromise of sensitive information, or denial of service.		
SA-5	Ability to file the audit data as a record.		
SA-6	In conjunction with the operating environment, ability to allow authorized individuals to export and/or backup and remove audit files from the ERDMS.		
SA-7	In conjunction with the operating environment, ability to not allow audit logs to be edited.		

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(s) **Product Combinations—Desirable**

	Requirement - Desirable	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
PC-1	Ability for the content and context of the metadata to meet the content and context criteria of the retention schedule tracking component if the producing system maintains metadata with a name specified for the retention schedule tracking component.		
PC-2	Ability for producing system metadata to be mapped to like named metadata in retention schedule tracking component by default.		
PC-3	Ability for product combinations to provide a graphical user interface capability for an authorized individual to map producing system standard and user-defined metadata to retention schedule tracking component standard or user-defined metadata fields.		
PC-4	Ability for product combinations to manage metadata such that users will enter information only one time per record.		
PC-5	If metadata is kept in multiple locations, ability for product combinations to ensure metadata is synchronized across all locations within five minutes of being changed in any location.		
PC-6	Ability for product combinations to provide a single user interface that supports all filing operations including establishing links and/or references among records.		
PC-7	Ability for product combinations to allow users to search and retrieve records from the same interface in which they filed them. (e.g. The user will not have to open a stand-alone records application interface to search for records if that user was able to file from a producing system.)		
PC-8	Ability for product combinations to automatically incorporate or coordinate user permissions in the records scheduling component with the producing system, ensuring that permissions in the retention schedule tracking component take precedence for all records.		
PC-9	Ability for product combinations to synchronize user permissions among the components of the product combination when multiple copies of the permissions are maintained.		

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(t) Physical Folder and Box Management—Mandatory

	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
PF-1	Ability to generate single or multiple folder labels based on user selection or search result lists.		
PF-2	Ability for authorized individuals to create a box and create and edit box metadata, including location status, and other user definable fields.		
PF-3	Ability for authorized individuals to generate single or multiple box labels based on user selection or search result lists.		
PF-4	Ability for authorized individuals to assign folders to a box.		
PF-5	Ability to view, sort and print a detailed box contents list.		
PF-6	Ability to use bar code technology to manage hard copy and other off-line records to support such records management tasks as: file and correspondence tracking to positions, business units, or staff members; creating, printing and reading labels for non-electronic records; boxing records for relocation or transfer; workflow tracking; posting changes in disposition; recording audit and census functions; report writing capability.		
PF-7	Ability for authorized individuals to confirm receipt of item from off-site, semi-active storage.		
PF-8	Ability to create and submit a box and/or folder retrieval (check out) request from off-site, semi-active storage.		
PF-9	Ability for authorized individuals to approve box and/or folder retrieval requests from off-site, semi-active storage.		
PF-10	Ability to create and submit a box and/or folder return (check in) request to off-site, semi-active storage.		
PF-11	Ability for authorized individuals to approve box and/or folder return requests to off-site, semi-active storage.		
PF-12	Ability for authorized individuals to confirm that the item has been picked up for return to off-site, semi-active storage.		
PF-13	Ability for authorized individuals to generate folder and/or box disposition lists for transfer or destruction (as per requirements in TR and DR).		
PF-14	Ability for authorized individuals to distribute box disposition notification/approval request.		

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	Requirement - Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
PF-15	Ability for authorized individuals to approve box and/or folder disposition (as per requirements in TR and DR)		
Pf-16	Ability for authorized individuals to confirm disposition (as per requirements in TR and DR).		

(u) Physical Folder and Box Management—Desirable

	Requirement - Desirable	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
PF-17	Ability to interface with commercial label-making software.		
PF-18	Ability for authorized individuals to submit requests for folder and/or box transfer to off-site, semi-active storage.		
PF-19	Ability for authorized individuals to approve requests for folder and/or box transfer to off-site, semi-active storage.		
PF-20	Ability to interface with a commercial, third party records centre system to transport boxes and/or folders to off-site, semi-active storage.		
PF-21	Ability for authorized individuals to confirm that the item has been picked up and sent to off-site, semi-active storage.		
PF-22	Ability to interface with commercial, third party records centre system to submit a request to return a box and/or folder to off-site, semi-active storage.		
PF-23	Ability for authorized individuals to schedule a box and/or folder return to off-site, semi-active storage.		
PF-24	Ability to interface with commercial records centre system to submit a disposition request to service provider.		

3.0 Technical Requirements

*[Note: Each Proponent should demonstrate that its solution meets or exceeds the City's technical requirements and provide the required details on the solution's capability to integrate with existing City systems. These requirements are listed in this **Section 3.0 [Technical Requirements]**.]*

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*Where possible, the Proponent should provide specific examples of where the proposed solution has been integrated with other required systems in a similar environment in **Schedule J [Proponent Reputation and Experience]**.*

Proponents must complete all charts and respond to all requests provided below. Failure to provide requested information could result in the disqualification of the Proponent.]

The Vendor Response Codes and instructions described in **Section 2.2** apply to this **Section 3.0 [Technical Requirements]**.

(a) **Flexibility and Ease of Use**

	Requirement – Mandatory	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
CE-1	Ability to easily accommodate ergonomic requirements (e.g. left-handed operator, high contrast, magnified screens, text-to-speech)		
CE-2	Ability to provide both menu and function access that is consistent throughout different modules or user/administrator interfaces		
CE-3	Uses pre-filling of data, pop-ups/pick lists, and prompts (including, if available, smart entry based on previous data)		
CE-4	Allows per-user preferences/default settings.		
CE5	Ability to move from screen to screen with a limited number of keystrokes and mouse clicks		
CE-6	Ability to directly print screen information		
CE-7	Ability to search for an absolute match, a similar match or a range.		
CE-8	Ability to maintain system tables for user-defined parameters.		

(b) **System Design/Architecture**

	Requirement	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
CD-1	ERDMS uses TCP/IP communication protocol.		
CD-2	Database uses client server architecture/shared central database.		

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	Requirement	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
CD-3	Database (DBMS) is either MS SQL Server or "Oracle".		
CD-4	Able to open multiple windows/sessions simultaneously.		
CD-5	Allows reports to be queued and generated at a specified time.		
CD-6	Allows reports to be queued and generated in the background.		
CD-7	Allows procedures to be queued and processed at a specified time.		
CD-8	Includes meaningful error messages and error logging.		
CD-9	Includes error messages that can be customized.		
CD-10	Allows a parallel copy of the ERDMS for testing and training purposes, with limited user access.		
CD-11	Compatible with City's standard PC workstation using Microsoft Windows XP SP2		
CD-12	Servers use either Windows 2000/2003 or AIX operating systems.		

(c) System Administration/Security

The City of Vancouver is a decentralized organization. The Vancouver Parks and Recreation Group, Vancouver Police Department and Vancouver Public Library are each governed by a Board. These departments, Human Resources, and Legal Services require that the administration of their records and documents be performed by their own staff. In addition, the Vancouver Police Department and Vancouver Public Library have their own networks.

Please describe how your proposed solution would allow departments to perform the administration of their records and documents, from both a system administration and a records administration perspective.

In addition, please complete the following table:

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	Requirement	Vendor Response Code (A, PA, CC, NA)	Vendor Comments
CS-1	Security settings that manage user access can be defined for individual user or user category.		
CS-2	Security categories include global administrator, site administrator, records administrator, supervisor, data entry, view-only		
CS-3	ERDMS allows flexibility in assigning access to functions to user categories.		
CS-4	Requires user to login and re-logins based on activity		
CS-5	Number of concurrent user logins can be restricted		
CS-6	Enforces periodic password changes (the City standard is every 60 days).		
CS-7	Enforces a minimum password length (the City standard is 7 characters).		
CS-8	Prevents assigning of a previously used password.		
CS-9	Enforces the requirement that passwords contain alpha and numeric characters and symbols.		
CS-10	User name/passwords synchronized with Active Directory.		
CS-11	When logs are cleared, records when and by whom.		

4.0 City Project Team

4.1 City Project Team Description

The City will supply a project support team (the “**City Project Team**”) comprising, at a minimum, the following members:

Project Sponsors: City Clerk
Director, Access Vancouver Program

Process Owner: City Archivist

Project Manager

System Analyst(s)

Record Administrator(s)

Manager, Technical Team

Technical Specialist

Application Systems Specialist

Data Base Administrator

Change Manager

Communications Coordinator

Training Manager

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Learning Specialists

(a) The City reserves the right to select the composition of the final project team. This team will be selected based on skills and knowledge.

4.2 Roles and Responsibilities of the City Project Team

(a) While the City reserves the right to alter the roles and responsibilities prior to the start of the project, the City Project Team will assume lead roles and responsibilities in respect of the following:

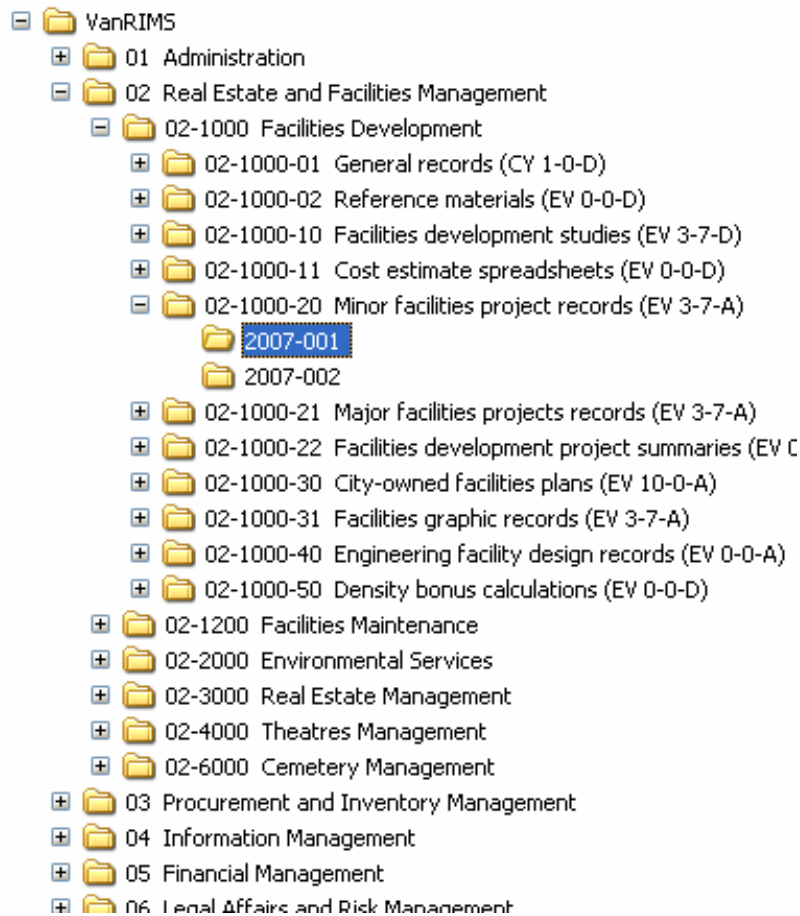
- (i) overall project management, ensuring both the Contractor team members and the City Project Team members work together effectively;
- (ii) providing business and technical expertise to problem resolution and process reengineering;
- (iii) providing problem resolution services to users of the ERDMS by ensuring that they receive timely and expert advice;
- (iv) ensuring that training material is updated and current;
- (v) providing corporate reporting support in the development and ongoing maintenance of the organization's reporting needs;
- (vi) communicating with users, managers and departments;
- (vii) creating and documenting security authorization profiles and authorizing assignment of profiles; and
- (viii) developing and maintaining interfaces.

5.0 Supporting Materials

5.1 "Intentionally Deleted"

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5.2 VanRIMS—VanRIMS (Vancouver Records and Information Management Standard) is the City’s corporate standard for records classification and scheduling. It is a block-numeric, function-based records classification system organized on a three-level hierarchy from Function Group to Primary to Secondary. Records are classified only at the Secondary level where the retention schedule is applied. Each level in the hierarchy has a number and title; each title may be a compound separated by a dash (e.g. Communications – Publications). VanRIMS contains approximately 1200 Secondaries.



The following two pages contain a sample of a Secondary Report output from VanRIMS. The report is attached to provide a general idea of VanRIMS elements and their intended presentation

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03-1200-11 Procurement and Inventory Management : Purchasing : Vendor contract case files

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03-1200-11 Vendor contract case files

DRAFT

Office of Primary Responsibility
Corporate Services - Materials Management

Retention
EV+2 / 4 / D (OPR)
EV+[2]/ 0 / D (XPR)

Trigger Definition
Contract expired or terminated

Scope
Records documenting contracts awarded to vendors who provide equipment, supplies and other products to the City. Contracts may include agreements for equipment servicing (for example, photocopiers). Records include signed contract documents, correspondence and emails, copies of relevant tender and bid submission documents, and documentation related to specifications and pricing information.

For case files related to service contracts for consultants or external contractors, see 03-1200-30 Procurement and Inventory Management : Purchasing : Service contract case files

For records documenting payments to vendors by the City, see 05-3000-10 Financial Management : Accounts Payable : Vendor payments records

Access and Privacy

Personal Information: No
Personal Information Bank: No
Routinely Releasable: No
Staff Access Restriction: Confidential

Essential records status

Disaster Response: No
Disaster Recovery: Yes

General Note

Added "and other products" for VPLs materials SGR 2006-11-15
Original signed contracts are not entered in the AIS under 06-6200-10 jb 2006/10/06
PUR09-1 Commodity Tender/Offer files

Retention Rationale

Retention period consistent with financial audit requirements under the Income Tax Act.

CY - calendar year
EV - event

A - archival records
D - destroy
R - review schedule

OPR - authoritative record(s)
XPR - non-authoritative copies

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03-1200-11 Vendor contract case files

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Administrative Fields

Approval Status: External Review Complete
Description Complete: Yes
Description Restricted: No
R&D Plan Required: No
R&D Plan Created: No
Last Edit: 15 Nov 2006
Legacy Schedules:

CY - calendar year
EV - event

A - archival records
D - destroy
R - review schedule

OPR - authoritative record(s)
XPR - non-authoritative copies

SCHEDULE B—PRICING

Proponents should include the proposed price for the solution and associated implementation service and support costs. The price should be based on the mandatory business/functional and technical requirements provided in **Schedule A [Requirements]**. Any additional costs for desirable requirements should be provided separately.

When quoting the price for the solution and associated services, Proponents should complete the required charts in this **Schedule B**.

1.0 Vendor Instructions

1.1 **Prices.** Prices are to be quoted F.O.B Destination, including freight, unloading at destination, import duties, brokerage, royalties, handling, overhead, profit and all other costs included.

1.2 **Taxes.** Goods and Services Tax and Provincial Sales Taxes are to be excluded.

1.3 **Currency.** Proponents located in Canada may quote in Canadian Funds and where the product is imported from the USA or from other countries, prices may be quoted in the currency of the country from which they are imported. Proponents located outside Canada may quote prices in the monetary currency of their location or the jurisdiction from which the product is being obtained.

1.4 **Total Cost.** The Proponent, having reviewed all terms, conditions and Requirements and Services set out in the RFP and the Attachments thereto, shall provide the following pricing which projects the total cost of the completed project. The costs shall be broken down to allow for analysis (e.g. licensing, database licensing, implementation, integration, training, consulting, technical upgrade, etc.).

1.5 **Unit Prices.** Unit prices for software and maintenance are to be fixed and firm for the five (5) year term (which term is to start only after “go-live” and acceptance by the City) and then capped by the Consumer Price Index thereafter.

1.6 **Fixed Price.** The intent of this RFP is to seek fixed price proposals from Proponents based on their understanding of the Requirements as at the time of submitting their Proposals.

1.7 **Terms and Conditions.** Proponents are to carefully review **Appendix 3 [Form of Agreement]** and the payment terms set out therein. As with the rest of such Appendix, it will be assumed that such payment terms are agreed to and built into the pricing set out in this **Schedule B** unless specifically noted otherwise by the Proponent in **Schedule K [Deviations and Variations]**.

2.0 Estimated System Cost

2.1 Each Proponent is requested to complete the pricing sheets (Charts 1 through 5) included below based on their knowledge of City size and probable needs as per this RFP

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SECHEDULE B - PRICING

document. The pricing sheets should include all expected costs the City would incur implementing the proposed solution. While these prices are estimates only, the purpose is to provide an order of magnitude of the total implementation costs of your solution. Use the following guidelines in completing the cost estimate:

- (a) if possible, base cost estimates on a previous actual installation you have completed for a similar sized City, particularly for modification and implementation costs;
- (b) base hardware costs on the total solution including needs for integration;
- (c) include costs for necessary database or operating system software licenses;
- (d) assume the City will provide all data conversion programming but that you will provide the conversion specifications;
- (e) include any other direct costs which the City will incur in implementing your solution; and
- (f) provide an itemized list of each component of the costs in the pricing sheets, e.g., itemize the cost of integration for each system see **Section 4.0 [Integration—Technical Environment]** of **Schedule C [Integration]**.

2.2 **Chart 1**—The City will be implementing the software in phases, i.e. 300 PCs in 2008, 1700 in 2009, 2000 in 2010, and 1000 in 2011. Identify the licensing options (i.e. enterprise, named users, concurrent users). The City will install up to 4 instances of the applications (i.e. production, training, testing, sandbox/development). In addition, please provide the cost of a separate instance for each of the Vancouver Police Department, Vancouver Public Library, Human Resource Department, and Legal Services – Price should be based on software that meets the Mandatory requirements outlined in **Schedule A [Requirements]**

Software Proposed: _____			
Components	Unit Price for individual license	Total Cost	Comments
Enterprise License			
100 - 300 Named Users			
301-2000 Named Users			
2001 - 4000 Named Users			

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Software Proposed: _____			
Components	Unit Price for individual license	Total Cost	Comments
4001 – 5000 Named Users			
300 Concurrent Users			
301-2000 Concurrent Users			
2001 - 4000 Concurrent Users			
4001 – 5000 Concurrent Users			
Vancouver Police Department – Instance			
Vancouver Public Library – Instance			
Human Resources Department - Instance			
Legal Service Department - Instance			
10 Technical & Administration Support staff			
15 Training Instance users			

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Software Proposed: _____			
Components	Unit Price for individual license	Total Cost	Comments
10 Testing instance users			
10 Sandbox / Development users			

2.3 **Chart 2**—Based on the Implementation services described in **Schedule C [Implementation]**

Implementation Services	Fixed Cost	Cost/day	# Of Days (max.)	Total
Implementation Planning				
Software & Hardware Installation				
Software & Hardware Configuration				
System Design				
System Configuration				
System Testing				
Project Management				
Knowledge Transfer				
Training and documentation Include a breakdown by user group – technical, train the trainer, technical, management Include a breakdown of on-site vs. off-site Cost of duplicating rights for in-house use of materials.				
Other (please specify and itemize, i.e. travel)				

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Implementation Services	Fixed Cost	Cost/day	# Of Days (max.)	Total
Total Chart 2				

2.4 **Chart 3**—Based on the Warranty and Support Services described in Schedule H [Performance Standard Warranties]

Components	Maintenance Cost for Year One	Maintenance Cost for Year Two	Maintenance Cost for Year Three	Maintenance Cost for Year Four	Maintenance Cost for Year Five
Software					
Upgrades / Major Releases					
Other					
Total					

2.5 **Chart 4**—Total Price includes:

- (a) Sum of all software from Chart 1 (using enterprise license), plus
- (b) Total cost of Implementation Services from Chart 2, plus
- (c) Sum of the 5 year maintenance costs from Chart 3

Total Pricing for All Goods and Services	
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2.6 **Chart 5**—Additional Costs for Desirable Requirements

Desirable Requirement Code (e.g. GR-14)	Additional Software Cost for Requirement	Additional Implementation Cost for Requirement	Total Additional Cost for Requirement

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SECHEDULE C - IMPLEMENTATION

SCHEDULE C—IMPLEMENTATION

1.0 Implementation Strategy

1.1 Proponents should include the proposed implementation strategy that defines the general approach for the system implementation. The implementation strategy should include any assumptions made by the Proponent.

1.2 As part of its explanation of its implementation strategy, the Proponent should first state its understanding of the scope of the implementation and integration services required by the City and comment on the reasonableness of the City's objectives.

1.3 The Proponent should then provide a description of the approach, methodology, process, and tools, as well as define the roles and scope of responsibilities for the Proponent and the City for the following items (the Proponent should present this information by way of a Gantt chart):

Implementation Schedule and Milestones

(a)	Implementation Planning (see Section 2.0 [Systems Integration Strategy] below)	Nov 2007 – Jan 2008
(b)	Software & Hardware Installation and Configuration	Jan 2008 – Feb 2008
(c)	System Design	Feb 2008 – Mar 2008
(d)	System Configuration	Apr 2008
(e)	Training (See Schedule G [Training])	May 2008
(f)	Pilot Deployment (City Clerks)	Jun 2008
(g)	Deployment to Priority Business Units	Jul 2008 – Dec 2008
(h)	Deployment to other Business Units	Jan 2009 – Sept 2011

Project management

- (a) Scope
- (b) Timelines
- (c) Cost Control
- (d) Quality Assurance

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- (e) Performance Measurement
- (f) Risk Management and Contingency Planning
- (g) Resources Utilization

1.4 For the methodology described, the Proponent should also describe where and how often the methodology has been used/implemented (and in what type of organizations in terms of size and nature of business) and what role the Proponent played in such implementation.

2.0 Systems Integration Strategy

2.1 1.1 The Proponent should describe the overall approach and strategy for integrating the ERDMS into the City's existing enterprise application environment (see **Section 4.0 [Integration—Technical Environment]** below) and provide a schematic of the proposed architecture. The City's preference is for single point of entry for all data (i.e. Users should not have to re-enter information).

2.2 The Proponent's strategy description should address the following:

- (a) the proposed method of integration (i.e. database level, messaging engine, etc.) for each of real time, transactional, and periodic exchanges;
- (b) references where this integration strategy has been successfully implemented, including a schematic of the implemented architectures;
- (c) how much of the integration strategy is enabled with the standard product offering what additional tools (e.g. middleware) are required;
- (d) relative effort and type of resources required for proposed integration methods how to extract data from the proposed system databases directly (e.g. ODBC, JDBC, OLE/DB);
- (e) integration with MS Outlook and other MS Office Applications; and
- (f) how to dynamically link documents created in other Windows-based DDE or OLE compliant products to the ERDMS system.

2.3 In addition to the integration strategy specific to the City's situation, objective reference information or 'white papers' which will convey the Proponent's overall strategies for integration and the ERDMS architecture may be included as appendices.

3.0 Integration—Proposed Total Solution

Explain how integration is provided between applications/modules for the proposed total solution.

4.0 Integration—Technical Environment

4.1 City Platform and Technical Environment

(a) **City Physical Technology Overview.** The City has about 5,500 desktop computers and laptops deployed across a network of approximately 120 sites. The City has three major data centres connected by redundant fibre.

(b) **City Technology Standards.**

Technology	Description
Desktop	Windows XP SP2 centrally managed through Active Directory. Clients use XP limited user (non-admin) accounts MS Office 2003 SP2 MS Exchange 2003 SP2
Servers	Windows 2003 primarily with AIX for SAP and GIS systems MS IIS web servers 6.0
Storage	SAN storage TSM backup
Network	Windows Active Directory 80% of sites connected by fibre optic cable 100Mbps or faster, remaining sites at 2.0Mbps SDSL
Database Management Systems (DBMS)	SQL Server 2005 and Oracle for enterprise and departmental solutions
In-House Development Languages	C#, VB.NET, ASP.NET, Visual Basic for Applications (VBA)
Security	Preference for application access controlled through Active Directory (AD pass-through authentication)

4.2 Integration Issues

(a) **Internet & Intranet**

(i) **Background:** The City's intranet and internet sites provide information and self service for citizens and staff. The City is currently investigating a solution for Content Management of its intranet and internet sites.

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(ii) **Proponents:** Describe how your solution works with the web, including the names of Content Management packages that your solution has integrated to, and the name of the organizations in which the integrated was implemented.

(b) **Hansen**

(i) **Background:** Hansen is being implemented to manage the City's assets. Modules include Customer Service, Dynamic Portal for Customer Service (Customer Facing), Work Management, Asset Valuation, Use Permit, Plant, Roadway, Sewer, and Water.

Version: 8.0.7. Upgrade pending 8.0.8 for August 2007.

Database type and Version: Oracle Spatial 10g

Server: Windows Server 2003 Enterprise Edition

Development tools: Visual Studio .Net 2005

(ii) **Proponents:** Describe how your solution would integrate with this application, including the names of the organizations in which a similar integration was implemented.

(c) **SAP**

(i) **Background:** SAP is the City's Enterprise Resource Planning system. Modules include financial, human resources, payroll, time entry and materials management functions. It is also anticipated that future SAP modules will be implemented and will require integration.

Version: ECC 5.0

Database type and Version: DB2 version 8.1

Server: IBM P5-570 running AIX 5.31 on 2 LPARs

(ii) **Proponents:** Describe how your solution would integrate with this application, including the names of the organizations in which a similar integration was implemented.

(d) **Tempest**

(i) **Background:** Tempest is the City's Customer Billing and Collection system. Modules include land, property tax, utility billing, bylaw fines, point of sale and local improvements.

Version: 71300

Database type and Version: Oracle 9i, version 9.2.0.7.

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Server: Windows Server 2003 Standard Edition,
SP1.

(ii) **Proponents:** Describe how your solution would integrate with this application, including the names of the organizations in which a similar integration was implemented.

(e) **Amanda**

(i) **Background:** Amanda is the City's Permit and Licensing System. Modules include land, permit, licensing, inspections and development tracking.

Version: 4.4

Database type and Version: Oracle 9.2.0.7

Server: Windows 2003

(ii) **Proponents:** Describe how your solution would integrate with this application, including the names of the organizations in which a similar integration was implemented.

(f) **Lotus Notes**

(i) **Background:** Legal Services are currently using Lotus Notes for Practice Management.

Database: Oracle Spatial 10g r2

Corporate viewer: VanMap using Autodesk MapGuide 6.5 currently, will be upgraded and migrated to Autodesk MapGuide Enterprise (MGE) 2008 in late 2007 or early 2008

Digitizing tools: In-house developed, based on: Cold Fusion MX

6.1/MapGuide 6.5 for web applications, and Autodesk Map 2006 /VBA for client-server. Migrating to Autodesk MapGuide Enterprise 2008 (for Web app) and Autodesk Map 2008 (for client-server)

Web application development environment/direction:

MS .NET with Visual Studio.NET 2005 and Autodesk MapGuide Enterprise (the upcoming release 2008) for WebGIS application migration (of VanMap) and development.

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(ii) **Proponents:** Describe how proposed system would work with Practice Management systems, the name of the various Practice Management systems that you have integrated to, and the organizations in which the integration took place.

(g) **Domino**

(i) **Background:** Domino is currently used by the Community Services Group to store and manage the work flow of images.

Vendor:	Global 360 Enterprise BPM: NX
Version:	9.2.2
Database type and version:	MS-SQL 2000
Server:	Windows 2003
Development tools:	.Net for web application

(ii) **Proponents:** Describe how your solution would integrate with this application, including the names of the organizations in which a similar integration was implemented.

4.3 Digital Archives Transfer Metadata

A comprehensive metadata set will be established for the City's OAIS-compliant Digital Archives as a whole as part of the Digital Archives prototyping project. The comprehensive set will be based on Dublin Core, Rules for Archival Description, PREMIS, METS and the City of Vancouver's own records management processes and standards, including VanRIMS.

The comprehensive set can then be used to identify, more definitively, those metadata elements that should or could be captured in the ERDMS and therefore be included in the Digital Archives Transfer Metadata set (*the current draft of Transfer requirements include the ability to add and map new user-defined metadata elements, so the ERDMS/Digital Archives transfer metadata should be extensible going forward*).

The comprehensive Digital Archives metadata set will include descriptive, administrative, and preservation metadata as well as technical metadata specific to certain types of digital objects (e.g. EXIF metadata elements for image files, SMTP header metadata for email messages, etc.).

Metadata Element	Description	DoD 5015.2 v3 Source
Record Identifier	Unique record identifier	Table C5.T1
Title	Name of the record	Table C5.T1
Creator	Person/Organization that created the record	Table C5.T1

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Metadata Element	Description	DoD 5015.2 v3 Source
Media	Object type (e.g. text, image, sound, etc.)	Table C5.T1
Format	Application file type (e.g. MIME type)	Table C5.T1
Date Created	Date created	Table C5.T1
Date Filed	Date filed in the ERDMS	Table C5.T9
Originating Organization	Organization which created/sent the record	Table C5.T9
Addressee(s)	Person/Organization which is the intended recipient/user of the record	Table C5.T9
Folder Identifier	Foreign key or other link to folder	Table C5.T1
Record Category Identifier	Link to the record category	Table C5.T12
Disposition Authority	Name and Identifier of applicable Record Schedule	Table C5.T22
Last Disposition Action	Most recent record lifecycle event	Table C5.T12
Last Disposition Action Date	Date of most recent record lifecycle event	Table C5.T12
Final Disposition Action	Last record lifecycle event (e.g. destruction or transfer to archives)	Table C5.T12
Final Disposition Date	Date of last record lifecycle event	Table C5.T12
Disposition Trigger(s)	Information about the event, time or user-based trigger(s) which start a disposition action	Table C5.T25
Permanent Record Indicator	Identifies permanent records	Table C5.T22
Vital Record Indicator	Identified vital records	Table C5.T22
Vital Record Review Date	Date on which vital record status is reviewed	Table C5.T22
Location	Physical location of record (e.g. a network directory path and filename or the location of a filing cabinet)	Table C5.T9
Links to Supporting Files	Links to other records/files that are necessary to properly render this content	Table C5.T1
File Identifier	Unique identifier for the computer file(s) that constitute the record	Table C5.T19
File Name	File name as stored on the media	Table C5.T19
File Extension	Extension as stored on the media	Table C5.T19

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Metadata Element	Description	DoD 5015.2 v3 Source
Creating Application	Name, version number and/or link to application that created the computer file(s)	Table C5.T19
File Timestamp	The file's create, modify, and last viewed timestamp information	Table C5.T19
File Encoding	Encoding standard (E.g. ASCII, Unicode UTF-8)	Table C5.T19
File Security	Any security features that have been applied directly to the file (e.g. digital signature)	Table C5.T19
Current Security Classification	Strictly confidential, official use only, public	Table C5.T20
Previous Security Classification(s)	Previous security classifications, including the date when these were changed	Table C5.T20
Next Security Classification	Date and reason for future changes, if any, to the record's security classification	Table C5.T21

4.4 Preservation File Formats

Using file normalization as a preservation plan requires converting the information objects to standard, open file formats. Choosing the best file format for this purpose is dependent on a combination of factors:

- the ubiquity or adoption rate of the file format;
- openness (non-proprietary formats);
- availability of technical specifications (ease of building tools to manage the files); and
- interoperability (between applications and operating systems) (see *Selecting File Formats for Long-Term Preservation*. (Adrian Brown, United Kingdom National Archives, 2003)).

The selection of preservation strategies and the specification of preservation file formats are outside the scope of this RFP.

Below is draft list of preservation file formats. It includes a description of each format type and its suitability as preservation file format.

File Type	Recommended Format	Alternate Format
Data Character Sets (including XML)	Unicode UTF-8	ASCII

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File Type	Recommended Format	Alternate Format
Word Processing, Email Spreadsheet and Presentation Documents	PDF/Archival	ODF
Still images	TIFF	JPEG
Moving images	MPEG4	MPEG2
Audio files	MPEG-1: Layer 3 (MP3)	WAV

(a) Unicode UTF-8

(i) Unicode is an industry standard designed to allow text and symbols from all of the writing systems of the world to be consistently represented and manipulated by computers. UTF-8 (8-bit UCS/Unicode Transformation Format) is a variable-length character encoding for Unicode. It is able to represent any universal character in the Unicode standard, yet the initial encoding of byte codes and character assignments for UTF-8 is coincident with ASCII (requiring little or no change for software that handles ASCII but preserves other values). UTF-16 is not ASCII compatible and therefore is not a good candidate as a preservation format.

(ii) For these reasons, UTF-8 is the preferred encoding for email, web pages, and other places where characters are stored or streamed. The Internet Engineering Task Force (IETF) requires all Internet protocols to identify the encoding used for character data with UTF-8 as at least one supported encoding.

(iii) UTF-8 uses one to four bytes (strictly, octets) per character, depending on the Unicode symbol. Only one byte is needed to encode the 128 US-ASCII characters (Unicode range U+0000 to U+007F). Two bytes are needed for Latin letters with diacritics and for characters from Greek, Cyrillic, Armenian, Hebrew, Arabic, Syriac and Thaana alphabets (Unicode range U+0080 to U+07FF). Three bytes are needed for the rest of the Basic Multilingual Plane (which contains virtually all characters in common use). Four bytes are needed for characters in other planes of Unicode.

(b) ASCII—ISO/IEC 8859-1:1998 ASCII character set for encoding. The standard defines a set of 256 characters where each character is defined using 8-bit binary numbers. It is the default desktop standard in the English speaking world.

(c) PDF/Archival

(i) The Portable Document Format (PDF) is a proprietary format defined by Adobe Systems Incorporated but the specification has been formally published which, along with its ubiquity and cross-platform functionality, makes it suitable for a long-term preservation format.

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(ii) The PDF format is designed to precisely describe pages of documents; one purpose of PDF is to ensure that documents are printed identically irrespective of the printer used. This is a key benefit of using PDF in preserving record content: in PDF each page is rendered exactly as the creator intended. Unlike other representations (e.g. Word, or XML) a new version of the PDF reader will not result in text or other objects moving around a page or between pages, or changing font size or color.

(iii) PDF/Archival (PDF/A) is an international standard that prohibits the use of certain features of PDF which otherwise may make it difficult to render (display) portions of a PDF document at some point in the indefinite future. The restrictions include:

(A) Embedded font definitions—All PDF/A files must include the font definitions of all characters included in the file. Not including the font definitions makes the PDF file smaller, but means that the file cannot be accurately displayed.

(B) No externally referenced content.—All of the content of a PDF/A file must be included in the file. Content that exists outside a PDF file is most likely to be lost.

(C) No encryption or password protection—The use of encryption and password protection opens the possibility of losing the record if the decryption key or password is lost. Protection against unauthorized access should be implemented at the archival repository level using standard system security.

(D) No scripts or embedded files that require additional viewers or interpreters —e.g. Javascript actions, plug-in extensions, file attachment annotations, sound annotations, movie annotations

(d) ODF

(i) OpenDocument or ODF, short for the OASIS Open Document Format for Office Applications, is an open format for saving and exchanging office documents such as memos, reports, books, spreadsheets, databases, charts, and presentations. This standard was developed by the OASIS industry consortium and based upon the XML format originally created by OpenOffice.org. ODF was approved as an OASIS standard on May 1, 2005, and was approved for release as an ISO and IEC International Standard (ISO/IEC 26300) on May 8, 2006.

(ii) The OpenDocument standard has been developed by a variety of organizations and is publicly accessible. This means it can be implemented into any system, be it free software/open source or a closed proprietary product, without royalties. The OpenDocument format is intended to provide an open alternative to proprietary document formats so organizations and individuals can avoid being locked in to a single vendor. ODF is the first standard for editable office documents that has been vetted by an independent recognized

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SCHEDULE C—IMPLEMENTATION

standardization body. It is being adopted as an institutional standard by organizations such as the National Archives of Australia and the State of Massachusetts.

(iii) The advantage of using ODF over PDF/Archival is that the content embedded in the document can be much easily revised and repurposed at some point in the future. If this is a preservation requirement, then ODF might be a better alternative to PDF which renders the document content to a raster image. Of course, if the preservation requirement is to prevent any future alteration or re-use of the document content (i.e. for legal authenticity purposes) then PDF/Archival is the better choice.

(e) TIFF

(i) TIFF is the best practice preservation format for storing raster image data from scanners, faxes and digital photography applications. It is capable of describing bilevel, grayscale, palette-color, and full-color images in several color spaces. TIFF is extensible, portable and does not favour a particular computer operating system, compiler or processor. The TIFF copyright is owned by Adobe, but the specification is openly available and is supported by most conversion tools and photography software applications.

(f) JPEG

(i) JPEG is a standardized lossy image compression mechanism that is designed for compressing full-color and greyscale images. The International Organization for Standardization (ISO) standardized the JPEG compression format in 1990. The format is designed upon a specification that controls the compression ratio of the associated output image. It uses lossy compression that is designed to exploit the fact that humans perceive small color changes less accurately than small changes in brightness. JPEG works well for photographs and artwork, but does not accurately represent lettering, cartoons or line drawings.

(ii) ISO has developed a new version of JPEG know as JPEG2000. This standard was released in January of 2001, but it is still not widely used or supported by vendors. There are also some possible issues related to the licensing of algorithms used in the compression as well as much higher performance demands for processing JPEG 2000 images. Therefore, in the immediate future, JPEG should probably be considered the second choice to TIFF as a preservation format. (This is based on the advice provided by the Victoria Public Records Office:
http://www.prov.vic.gov.au/vers/standard/advice_13/7-5.htm)

(g) MPEG-4

(i) MPEG-4 was designed to support interactive multimedia on viewers ranging from handheld screens (e.g. iPod) to high definition TV (HDTV). It provides an almost bewildering array of technologies. Apart from multiple methods of compressing conventional video and audio, MPEG-4 includes

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facilities to represent shapes, animations, text, and so on. Unlike a conventional video stream, MPEG-4 is defined in terms of objects within scenes. These objects may be derived from 'real sources' (e.g. conventional video), or 'synthetic sources' (e.g. CAD, computer animation). Synthetic sources even include symbolic representations of musical scores.

(ii) MPEG-4 is preferred over MPEG-2 (the format used on DVDs) for the following reasons:

(A) Superior compression of the video stream.

(B) Better support for non-television video. This includes non-standard frame sizes, and in particular, non-standard frame rates.

(C) Potential for future improvements in the standard. Whereas MPEG-2 appears to have completed development, MPEG-4 is still being actively developed.

(h) MPEG-2—MPEG uses a lossy compression schema that sequentially stores changes from one picture and audio frame to the next. The most widely applied MPEG standard is MPEG-2. While MPEG-2 is based on MPEG-1 and is fully backward compatible, it produces much higher quality video and sound files. It has become the *De facto* standard for transmitting and storing digital video. MPEG-2 is an appropriate alternate to MPEG-4 for moving image files because of its status as an international standard, its market acceptance and penetration, and its apparent stability within the industry. During interchange, the MPEG-2 format should be MXF (Material eXchange Format) compliant.

(i) MPEG-1: Layer 3 (MP3)—The MP3 format is a compression system for music and audio that reduces songs by a factor of 10 to 14 without changing the quality of a song's sound. The compression method used is lossy, thus data from the original file will be lost during compression. Nevertheless, it is a recommended preservation format because of the low relative loss of quality and, in particular, because MP3 has been so widely adopted by both software manufactures and users.

(j) WAV—WAV files are probably the simplest of the common formats for storing audio samples and unlike MPEG and other compressed formats, WAVs store samples in a raw ASCII format. Support for WAV files was built into Windows 95, making it the *De facto* standard for sound on PCs. The format supports many bit resolutions, sample rates, audio channels and a number of lossless compression methods. WAV is widely used in professional programs that process digital audio waveforms. As a long-standing digital audio format, WAV remains the *De facto* standard for audio files in use today.

4.5 City-Wide Template Architecture

The City-wide Templates provide City staff with access to a number of common templates and tools from within Microsoft Word.

- The City has pre-defined templates designed to assist staff in preparing documents using templates that help ensure a common look and feel to City documents.

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SCHEDULE C—IMPLEMENTATION

- Examples of these documents include City standard letters, memos and faxes, Council Reports and Minutes, etc.
- The master copies of templates are located on a network server and are copied to local user folders (PC) via start-up scripts
- Word has been extended (via VBA programming) to allow access of these templates from within MS-Word.
- In some cases, VBA code is embedded within the templates to assist the user in preparing the template (I.e. logic to produce minutes from a meeting agenda)
- There are two components, a City-wide menu/toolbar with templates and tools available to all users, and department specific menu/toolbars that provide staff with access to department specific templates and tools.
- Many templates are pre-populated with data via a user interface
- Templates and menu structures are maintained by users and are retained in a SQL Server database
- Online Help exists for the application

5.0 Proponent Value Added Services

In addition, Proponents may describe any value added services it is prepared to supply as part of the contract. Unless otherwise stated, it is understood that there are no extra costs for these services.

SCHEDULE D—HARDWARE AND SOFTWARE PLATFORM

1.0 Technical Summary

The Proponent should provide a maximum four (4) page summary specific to the City's situation set out in **Section 4.0 [Integration—Technical Environment] of Schedule C [Implementation]** describing:

- (a) the optimal platform and technical environment required to run the ERDMS;
- (b) the optimal server environment for performance for this size of organization for real time transfers, and operational reporting including any data warehousing requirements;
- (c) the proposed approach and architecture to address security requirements for the web;
- (d) the approach and architecture to provide 7x24 availability;
- (e) any other technical components needed to run the ERDMS, e.g.:
 - (i) web servers;
 - (ii) data bases;
 - (iii) application servers;
 - (iv) middleware/messaging;
 - (v) reporting tools; and
 - (vi) desktops;
- (f) footprints for:
 - (i) server; and
 - (ii) desktop; and
- (g) the recommended total solution and the proposed partners if selected for further evaluation, including other modules available to expand system to incorporate other City applications.

2.0 Proposed Technical Architecture

2.1 The Proponent should provide details and information and fully answer the questions posed in the following subsections:

(a) Servers and Workstations

(i) Hardware Requirements

(A) Describe the client workstation hardware and software requirements, including, without limitation, operating systems (including service pack release requirements), RAM and processor speed, hard disk and video requirements, monitor resolution and other hardware required.

(B) Describe typical server requirements, including, without limitation, CPU, memory, disk drives, number of drives, size of drives, RAID configuration.

(ii) **Administration and Monitoring**—Describe the ERDMS's capabilities for measuring and monitoring system health, including automatic alerts.

(iii) **Response Time**—For specified data volumes and number of users, provide typical response times for various transactions, reports and inquiries.

(iv) **Scalability**—Describe the ERDMS's scalability, including any limits inherent in the design of the ERDMS.

(b) Platform

(i) Is the ERDMS client-server, web-enabled, or web-architected? Please describe.

(ii) Is the client browser-based?

(A) If not, is a browser version under development, and when will it be available?

(B) If browser based, what browsers does the ERDMS support? Does it require any plug-ins?

(iii) Does the interface use Windows standard screens, dialogues, menus, controls?

(c) Development Tools

(i) What development language(s) is the ERDMS written in? What version?

(ii) Does the ERDMS provide a standard application programming interface to enable in-house extensibility?

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SCHEDULE D—HARDWARE AND SOFTWARE PLATFORM

(iii) What reporting tool(s) does the ERDMS use? What version?

(d) Database—What database software systems (DBMS) and which versions are supported?

(e) Physical Database Size

(i) To the extent that the database is quantifiable per record or per unit of calculable measurement, please describe the database's

(A) estimated size in megabytes, gigabytes or terabytes

(B) estimated rate of growth over time, and

(C) estimated record counts for key tables.

(ii) Are all tables normalized?

(iii) Do all tables have primary keys?

(iv) Is referential integrity enforced at the database level?

(v) Are data constraints enforced at the database level?

(vi) Will the vendor provide design documentation, describing logical and physical design? Will the vendor provide a database schema showing all tables, indexes and relations?

(vii) Describe how historical information is archived and how archived data is accessed.

(viii) Describe transaction processing including commit and automatic rollback capabilities.

(f) Enabling Technology—Describe overall partnering strategy with other enabling technology vendors and any formal or informal relationships.

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SECHEDULE E – SUB-CONTRACTORS

SCHEDULE E—SUB-CONTRACTORS

If the services proposed by the Proponent include the use of subcontractors, they must be identified below and the history and related experience of the organization and its personnel included in the Proposal. The Proponent will assume full responsibility for any software or services provided by any subcontractor. Sub-contractors must be approved by the City of Vancouver.

The Sub-Contractors shown below are the Sub-Contractors that the Proponent proposes to use to carry out the Requirements. The City expects that the Proponent will engage the listed Sub-Contractors and no others in their stead unless previously authorized in writing by the City.

If no Sub-Contractors will be used, indicate “Not Applicable”.

Company Name, Address	Contact Name and Telephone Number	Area of Responsibility

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SCHEDULE F – KEY PERSONNEL

SCHEDULE F—KEY PERSONNEL

1.0 Key Personnel

1.1 Identify the key personnel to be assigned to this project, setting out their names, responsibilities and relevant experience and training on the proposed solution. Include the names of the projects on which the personnel have been a primary resource.

Name and Location	Title and Responsibilities	Experience and Training

1.2 Resumes should be provided in an appendix for all key resources.

1.3 It is understood by the City that, given the project start date is estimated to be Winter 2007, the project team proposed by the Proponent(s) may not be the team that works on this project. However, the City expects that the composition of the successful Proponent's team will be equal in skills, knowledge and experience as that set out in their Proposal. The City reserves the right to approve the composition of the final project team.

1.4 The Proponent(s) must ensure that there is continuity of the key personnel over the duration of the project. Any changes must be approved by the City's project manager. Where key personnel are changed, the Proponent(s) will be required to ensure a smooth transition between personnel and cover all transition costs.

2.0 Additional Information

2.1 In addition, the Proponent should provide:

- (a) its policy relating to ensuring proposed project resources, once assigned and mobilized to the project, are not reassigned to other proponent projects;
- (b) its policy relating to the replacement of resources should that become necessary;

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SCHEDULE F—KEY PERSONNEL

- (c) a description of staffing levels and mix in BC, Canada and USA locations for the Proponent's organization;
- (d) your firm's policy to ensure that proposed project resources, once assigned and mobilized to the project, are not reassigned to other proponent projects;
- (e) a description of staffing levels and mix in BC, Canada and USA locations;
- (f) the total staff the company employs;
- (g) the ratio of customer support staff to installed solutions; and
- (h) which staff members assigned to the project will have the "Enhanced Reliability" security clearance required to work at some of the City sites, without a security cleared escort (for example, at VPD sites and E-Comm).

SCHEDULE G—TRAINING

1.0 General

The Proponent should provide detail on how it will provide information on how it intends to provide assistance with:

- (a) the technical landscape, team training in configuration, integration functionality, and reporting,
- (b) the development of training material,
- (c) the development of system test plans, scripts to adequately test the functionality and integration with other City applications,
- (d) the testing of the functionality and integration; and
- (e) the completion of documentation.

SCHEDULE H—PERFORMANCE STANDARD WARRANTIES

1.0 Warranty

1.1 In completing this Schedule the Proponent, shall:

- (a) review the Maintenance Agreement ("City Warranty/Maintenance Requirements") attached as **Schedule J [Maintenance Agreement]** to the **Form of Agreement [Appendix 3]** and set out pricing in **Schedule B [Pricing]** for warranty, maintenance and support in compliance with the City Warranty/Maintenance Requirements;
- (b) as an alternative to the City Warranty/Maintenance Requirements, Proponents may also describe alternative warranty, maintenance, and support periods and terms, and extended term options, if any, and all such alternatives are to be separately listed with separate pricing in **Schedule B [Pricing]** and all details of same are to be set out in and/or attached to **Schedule K [Deviations and Variations]**;
- (c) with respect to any alternative software warranty, support or maintenance proposals (pursuant to (b) above) and with respect to all hardware and third party software components in the solution, **attach copies of actual hardware and software warranty, maintenance, and support agreements to this Schedule (and attach any alternative software warranty, maintenance or support agreements to Schedule K [Deviations and Variations])** so that the City can evaluate the actual proposed legal terms and conditions relating to matters including, without limitation, scope of coverage, length of warranty, exclusions and inclusions, parts, labour, response time/service guarantees, travel costs and transportation costs; and
- (d) ensure that pricing for all warranty, support, maintenance, extended term, and alternative options are clearly and separately set out in **Schedule B [Pricing]**.

1.2 All information set out pursuant to Section 1.1(a) of this Schedule will be assumed by the City to be in full compliance with or additional to the warranties set out in **Schedule J [Maintenance Agreement]** as well as in **Article 3 [General Requirements]**, **Article 4 [Installation, Site Preparation and Platform]**, **Article 5 [Vendor Responsibilities]**, **Article 8 [Service Level/Performance Guarantees]**, **Article 13 [Representations, Warranties, and Covenants]**, and **Article 24 [Intellectual Property Protection]** of the **Form of Agreement [Appendix 3]** unless otherwise expressly indicated by the Proponent in **Schedule K [Deviations and Variations]**.

2.0 Performance Standard Warranties

2.1 Proponents are encouraged to fully describe the performance capabilities of the Software and Services offered by them.

2.2 For example, if the proposed Software has performance characteristics which are objectively verifiable for their overall reliability, speed, or any other relevant criterion, these should be stated in this Schedule with the intent that unless otherwise noted in **Schedule K [Deviations and Variations]** the statements in this Schedule will form the basis for

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SCHEDULE H—PERFORMANCE STANDARD WARRANTIES

contractually guaranteed service level targets and minimum service levels as further noted in **Article 8 [Service Levels/Performance Guarantees]** of the **Form of Agreement [Appendix 3]**.

2.3 The City prefers Proposals where performance and service levels are contractually guaranteed by the inclusion of specified rebates, discounts, and equitable compensation for any and all failures by the Proponent to deliver on such guaranteed measures. Accordingly, Proponents should describe all such rebates, discounts, and equitable compensation in this Schedule.

SCHEDULE I—ACCEPTANCE TESTS

Except as specifically noted in its Proposal, the Proponent(s) are to be fully responsible for the timely delivery and installation of all application software and all other system components supplied under the terms of the Proposal.

The Proponents will be required to provide at time of delivery, tests and test data which will allow the City to verify that the system functions in accordance with the Proposal and to a level acceptable to the City. These tests will not be to the same level of detail as the system and service acceptance Tests performed later in the implementation process, but should be of sufficient detail to prove that all processing functions included within the package are present, including occasional use functions such as those required for year end processing.

Due to the complexity of the applications, each functional module will undergo a rigorous acceptance test before being placed into production. Upon the successful completion of the acceptance test of the last functional module, a test of the full system (the “System and/or Service Acceptance Test”) will be conducted.

For greater clarity, final System acceptance will not occur until the final deployment on the final set of desktops is up and working on the System. System and/or Service Acceptance Criteria will be developed based on the final configurations and options selected by the City.

The System and/or Service Acceptance Tests will include, but not be limited to:

- (a) integration test to confirm that the delivered software/service fully performs on the hardware and operating system configuration;
- (b) functional test to confirm that the delivered software/service meets the functional requirements agreed upon in the legal Form of Agreement;
- (c) performance test to confirm that the delivered software/service meets the performance and technical requirements agreed upon in the legal Form of Agreement;
- (d) all education and training has been completed to the satisfaction of the City;
- (e) documentation of a quality acceptable to the City has been delivered; and
- (f) where applicable, all hardware supplied under the Proposal functions according to the manufacturers’ specifications and the performance expectations as set out in the Proposal.

SCHEDULE J—PROPONENT REPUTATION AND EXPERIENCE

Key determinants of how well the Proponent(s) will be able to meet the Requirements include the following: the Proponent's profile; the Proponent's experience; the resources available to the Proponent for future expansions and upgrades; financial viability of the Proponent; and the Proponent's references. All are important factors on which each Proponent will be evaluated.

If this Proposal involves Sub-Contractors, identify all members and provide information for each member as required below. Also, clearly describe and delineate roles and responsibilities of each party and their relationship and responsibility to the single, prime contracting Proponent.

Due to the size and complexity of the ERDMS project, the City requires that the Proponent's company and staff assigned have considerable experience in working on large and complex projects with the specific solutions that have been proposed. The Proponent (and as applicable, each Sub-Contractor named in **Schedule E – [Sub-Contractors]**) should:

- have been in business for at least five years;
- as a company, successfully completed at minimum two projects of similar size and nature, preferably within North America;
- provide a project team with extensive experience on the proposed solution;
- ensure project staff is available for the duration of the project;
- provide key project team members that are preferably local; and
- assign staff (including contractor staff) with the required security clearances where required.

Proponents are to address, at a minimum, the following elements.

1.0 Company Profile

1.1 The Proponent should provide a brief description of the company, its purpose and history of successes, including:

- (a) company profile and history
- (b) financial information, including annual sales volumes
- (c) the length of time in business and serving Vancouver
- (d) basic corporate or organizational structure

2.0 Solution Installations

2.1 The Proponent should list all clients where the proposed ERDMS has been successfully installed. Of these installations, indicate the number of times the Proponent installed the proposed ERDMS versus where other vendors have installed such system on the Proponent's behalf.

2.2 ***Please Note that the City may request a list of go-live dates and corresponding contact names and phone numbers.***

3.0 Financial Viability

3.1 To establish the Proponents financial viability and stability, please provide annual financial statements prepared in accordance with generally accepted accounting standards (containing at least a balance sheet, income statement) for the previous five (5) years (including gross revenue, revenue splits between consulting vs. software sales, sales expense, R&D expense).

4.0 Experience

4.1 Describe how the proposed ERDMS is tailored specifically for the function identified in a local government context including the following:

- (a) ERDMS capabilities and any limitations
- (b) Functionality that is specific for a municipal context
- (c) Extensions or special configuration specific to a municipal context

4.2 Please provide descriptions and site references for three (3) completed implementations for a similar range of functions. For each reference, please provide contact details for key project resources such as executive sponsor, project manager, business lead and technical lead.

4.3 Provide a list of clients for which you have successfully installed the ERDMS you are proposing for the City of Vancouver.

4.4 Describe your company's experience with the proposed products used in similar projects over the last two (2) years. Any relevant experience in the Canadian and British Columbia municipal sector should be included.

5.0 Transition Plan

5.1 Due to the complexity and size of the transition to an integrated records and document management system, a phased approach will be used. The project is expected to take three years to complete.

- (a) Highlight the key components of a transition plan you have successfully executed for a project of similar size and nature.

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SCHEDULE J—PROPONENT REPUTATION AND EXPERIENCE

- (b) What do you see as the major obstacles or challenges with this approach?
- (c) How have you overcome these challenges on other projects of similar size and nature?

6.0 References

6.1 The Proponent shall provide a minimum list of three specific and comparable installations, including the name of the organization, address, the contact name and telephone number and details of the project including the system components, size and date of the installation.

6.2 The Proponent agrees that the City may contact these references at its discretion. In addition, the City may also contact any other organization for the purposes of evaluating the Proponent's company and proposal.

Name and Address of Company	Contact Name and Telephone Number	Brief Description of Work and Date Performed

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SECHEDULE K – DEVIATIONS AND VARIATIONS

SCHEDULE K—DEVIATIONS AND VARIATIONS

Further to **Section 0 [Compliance] of Proposal Form [Part D]**, Proponents are to use this Schedule to detail any deviations and/or variations from the terms and conditions set out in this RFP and, if applicable, detail proposed amendments.



CORPORATE SERVICES GROUP
 Materials Management
 Purchasing Services

Request for Proposal No. PS07034
 The Supply and Installation of an Electronic Records and Document Management System (ERDMS)

To acknowledge your intent to attend the Proponents' Informational Meeting being held as per Part A Introduction, Section 3.1, and to ensure that you receive the required information, please submit this form to the person identified below on or before August 2nd, 2007.

Megs Gatus
 Administrative Assistant
 City of Vancouver
 Fax: (604) 873-7057
 Email: purchasing@vancouver.ca

Your details:

Proponent's Name: _____
 "Proponent"

Address: _____

Telephone: _____ Fax: _____

Key Contact Person: _____

E-mail: _____ Incorporation Date: _____

Our company WILL / WILL NOT attend the informational meeting for
 "PS07034 - The Supply and Installation of an Electronic Records and Document Management
 System (ERDMS)"

 Authorized Signatory and Name of Company (Please print)

 E-mail Address (Please print)

 Date



CORPORATE SERVICES GROUP
 Materials Management
Purchasing Services

Request for Proposal No. PS07034
The Supply and Installation of an Electronic Records and Document Management System (ERDMS)

To acknowledge your intent to submit a Proposal, and to ensure that you receive the required information, please submit this form to the person identified below before close of business day August 3rd, 2007 .

Megs Gatus
 Administrative Assistant
 City of Vancouver
 Fax: (604) 873-7057
 Email: purchasing@vancouver.ca

Your details:

Proponent's Name: _____
 "Proponent"

Address: _____

Telephone: _____ Fax: _____

Key Contact Person: _____

E-mail: _____ Incorporation Date: _____

Our company WILL / WILL NOT submit a Proposal for
 "PS07034 - The Supply and Installation of an Electronic Records and Document Management
 System (ERDMS)"

 Authorized Signatory and Name of Company (Please print)

 E-mail Address (Please print)

 Date

[To be issued as an Amendment to this RFP]



CERTIFICATE OF EXISTING INSURANCE TO BE COMPLETED AND SUBMITTED ALONG WITH

Section 1 - to be completed by City staff
Section 2, 3, 4, 5, 6, 7 & 8 - to be completed by the Insurer or its Authorized Representative

1. THIS CERTIFICATE IS ISSUED TO: City of Vancouver, 453 W 12th Avenue, Vancouver, BC, V5Y 1V4
Attn
Tel (604) Fax (604)
Email

And certifies that the insurance policy (policies) as listed herein has been issued to the Named Insured and is in full force and effect as of the effective date of the agreement described below.

2. NAMED INSURED
BUSINESS TRADE NAME or DBA DOING BUSINESS AS

BUSINESS ADDRESS

DESCRIPTION OF OPERATION, CONTRACT, AGREEMENT, LEASE, PERMIT OR LICENSE

3. PROPERTY INSURANCE (All Risks Coverage including Earthquake and Flood)
INSURER Insured Values (Replacement Cost) -
TYPE OF COVERAGE Building and Tenants Improvement \$
POLICY NUMBER Contents and Equipment \$
POLICY PERIOD From to Deductible Per Loss \$

4. COMMERCIAL GENERAL LIABILITY INSURANCE (Occurrence Form)
Including the following extensions: INSURER
• Personal Injury POLICY NUMBER
• Property Damage including Loss of Use POLICY PERIOD From to
• Products and Completed Operations Limits of Liability (Bodily Injury and Property Damage Inclusive) -
• Cross Liability or Severability of Interest Per Occurrence \$
• Employees as Additional Insureds Aggregate \$
• Blanket Contractual Liability All Risk Tenant's Legal Liability \$
• Non-Owned Auto Liability Deductible Per Occurrence \$

5. AUTOMOBILE LIABILITY INSURANCE for operation of owned and/or leased vehicles
INSURER Limits of Liability -
POLICY NUMBER Combined Single Limit \$
POLICY PERIOD From to If vehicles are insured by ICBC, complete and provide Form APV-47.

6. UMBRELLA OR EXCESS LIABILITY INSURANCE Limits of Liability (Bodily Injury and Property Damage Inclusive) -
INSURER Per Occurrence \$
POLICY NUMBER Aggregate \$
POLICY PERIOD From to Self-Insured Retention \$

7. PROFESSIONAL LIABILITY INSURANCE Limits of Liability
INSURER Per Occurrence/Claim \$
POLICY NUMBER Aggregate \$
POLICY PERIOD From to Deductible Per Occurrence/Claim \$

If the policy is in a "Claims Made Form", please specify the applicable Retroactive Date:

8. OTHER INSURANCE Limits of Liability
TYPE OF INSURANCE Per Occurrence \$
INSURER Per Occurrence \$
POLICY NUMBER Aggregate \$
POLICY PERIOD From to Deductible Per Loss \$
TYPE OF INSURANCE Limits of Liability
INSURER Per Occurrence \$
POLICY NUMBER Aggregate \$
POLICY PERIOD From to Deductible Per Loss \$

SIGNED BY THE NAMED INSURED (Contractor/Tenant/Lessee/Permittee/Licensee) Dated

SIGNED BY THE INSURER OR ITS AUTHORIZED REPRESENTATIVE Dated

PRINT NAME OF INSURER OR ITS AUTHORIZED REPRESENTATIVE, ADDRESS AND PHONE NUMBER