Request for Proposal – Enterprise Content Management (ECM)

Request for Proposals (RFP)	
Scope of Service	**Enterprise Content Management (ECM)**
RFP #	**2018RFP-10**
RFP issued by	First Nations Health Authority (FNHA)
Issue date	**August 18, 2017**
Closing date/time	Proposals must be received before 16:00 hours (4:00 pm) Pacific Time on: **September 5, 2017**
FNHA Contact Information and Questions	All enquiries related to this RFP including any requests for information, questions, and clarification, are to be directed to the following email address: **fnha.contracts@fnha.ca.** FNHA will respond if time permits. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses will be recorded and may be distributed to all Proponents at the FNHA's option.
Delivery of proposals	Two (2) hard copies and one (1) electronic copy (saved on a USB in a Microsoft compatible format) of your proposal must be delivered by hand or courier to the closing location at: **First Nations Health Authority, Attention: Procurement and Contracts** **300 – 1166 Alberni Street, Vancouver, BC, V6E 3Z3** Proposal envelopes should be clearly marked with the name and the address of the proponent, the RFP number and the RFP project name. Proposals may not be sent by regular mail, facsimile or email.
Short Listed Proponents	For those Proponents which **have not** been contacted by end of business day on **September 8, 2017** will serve as notice that their proposal submission was unsuccessful.
Successful Proponent Notified	**September 13, 2017** **Expected Start Date of Project: September 25, 2017** **Expected End Date of Project: September 24, 2020**
Proponent's submissions	A person authorized to sign on behalf of the proponent must complete and sign the **Proponent Section** (below), leaving the rest of this page otherwise unaltered and include the originally-signed and completed page with the first copy of the proposal.

Proponent Section
To be completed by proponent and included as the "cover page" of the Proponents Response

The enclosed proposal is submitted in response to the above-referenced RFP including any addenda. Through submission of this proposal we agree to all of the terms and conditions of this RFP and agree that any inconsistencies in our proposal will not be considered. We have carefully read and examined the RFP including the *Administrative Section* and have conducted such other investigations as were prudent and reasonable in preparing the proposal. We agree to be bound by the statements and representations made in our proposal.

Signature of Authorized Representative:	Legal Name of Proponent (and Doing Business As Name, if applicable):
Printed Name of Authorized Representative:	Address of Proponent:
Title:	
Date:	
Authorized Representative email address (if available):	Authorized Representative phone, fax (if available):

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Request for Proposal – Enterprise Content Management (ECM)

1. Summary of the Requirement

FNHA seeks to implement an ECM (Enterprise Content Management) system and strategy for managing and organizing its electronic and physical information

2. Background, Objectives and Scope

The First Nations Health Authority (FNHA) is a health services delivery organization created and mandated to support BC First Nations to implement a number of guiding agreements and documents seeking to elevate BC First Nations health outcomes through creation of a more effective health care system.

FNHA's Innovation and Information Management Services (IIMS) department is responsible for services related to eHealth, Core Technology, Information and Records Management, Privacy, Project Management, Applications and Business Intelligence/Analytics.

FNHA assumed custodianship of an estimated 45,000 physical records previously held by FNIHB. These consist primarily of health records, but also include financial records, agreements, contracts, program and project files. The physical files are distributed across the province in a variety of geographic locations, and are currently managed using a legacy system, LiveLink Records Server, which tracks the records such as location, description and ID/barcode number. Because the system belongs to Health Canada, FNHA seeks to replace this functionality in its own environment. Currently data about the records is maintained in this system by Health Canada on FNHA's behalf, in accordance with a standard Operating Procedure between the parties.

Due to growth in the number of records in its own file rooms and space constraints, FNHA uses off-site record storage. Although data about records in offsite storage will be maintained by FNHA's offsite storage provider in their system, FNHA requires a system to track box and/or file contents in order to be able to locate records in a timely manner, when required.

FNHA seeks to move from a physical to a digital records model using ECM technologies. The scope of this may increase over time. A solution with features such as electronic document management, optical character recognition (OCR), text search (metadata and text within documents), scanner integration, and customizable hierarchies, is desired. FNHA's electronic documents are currently stored in a variety of systems including SharePoint 2010, SharePoint 2013, business applications, network drives and email. It is envisioned that the solution sought by this RFP will ultimately be the central repository for FNHA's electronic records

The following lists the number of users by type and function for purposes of cost estimation and licensing for the various phases of delivery:

Solution Element	Approx. # of users Admin	Approx. # of users Standard	Approx. # of users Total
Physical RM	2	4	6
SharePoint Content	10	600	610

3. Services

Services will include but not limited to the following:

a) Install and support the solution to operate within FNHA's technical environment, outlined in Appendix G – Technical Environment; and

b) Support the development and implementation of a solution which meets the criteria identified in Appendix G – Implementation and Support Services; and

c) Supply a team of resourses with the required experience and subject matter expertise (business and technical) to advise the FNHA and successfully deploy the solution according to its schedule and budget constraints; and

d) Lead regularly scheduled status meetings and provide weekly (or as agreed to) written status reports (using MS Word/Excel) summarizing deliverables achieved/remaining, progress to date, expected delivery due dates of each as well as issues and concerns affecting specific deliverables, schedule or any other aspect of the project; and

e) Provide comprehensive and high-quality documentation critical to the success of the project for knowledge transfer, ongoing use and operation of the solution by FNHA staff, and for audit purposes. For each of the deliverables as detailed in the "Deliverables" section below, the Proponent will provide written reports and related documentation using MS word; and

f) Such other services that may be reasonably requested by FNHA from time to time.

4. Deliverables

The short-term scope of the project is to implement a solution which meets the requirements to enable:

a) Physical record management and import of 52,000 data files and records from LiveLink record server operated by Health Canada as an ECM. Data about physical records currently residing on an old version of LiveLink Records Server need to be transferred to the FNHA as soon as practicable. Paper records are also tracked in Excel and on SharePoint. The information management systems and business processes must be designed and implemented with minimal interruption of file management services to FNHA departments.

b) Such other deliverables that may be reasonably requested by FNHA from time to time.

c) FNHA is looking for an ECM tool that will provide the following as a Consumer Off the Shelf Solution (COTS) that is configurable for FNHA needs and does not require any customization. This tool will:

1. Allow FNHA IM to discontinue use of legacy Health Canada LiveLink Records Server
2. Facilitate automated retention and disposition schedule(s) on paper and electronic documents
3. Facilitate placing of legal holds on paper and electronic documents
4. Manage paper records located in offsite storage
5. Allow staff at remote locations to create & print file labels for community files
6. Expedite and automate document scanning and data capture with Optical Character Recognition (the software for digitization)
7. Capture metadata from scanned documents
8. Be able to work with network drives including search and find content from network drives.
9. Allow configuration of Workflows to automate document processing workflows such as e-signature, FOIP request etc.
10. Support the ability to work off-line and to share and synchronize documents with remote sites with very low network bandwidth utilization
11. Provide a Central Repository to manage all contents, electronic and physicals records in one place
12. Streamline cases or business workspaces to manage information such as employee files, legal matters etc
13. Allow end enable the use of mobile ready user interfaces
14. Allow classification and cataloguing of physical and electronic library and archival materials with user-created classification (Brian Deer Classification System)
15. Allow tracking of library inventory and check in/check out of items

FNHA Records Management and Enterprise Content Management
High Level Solution Architecture
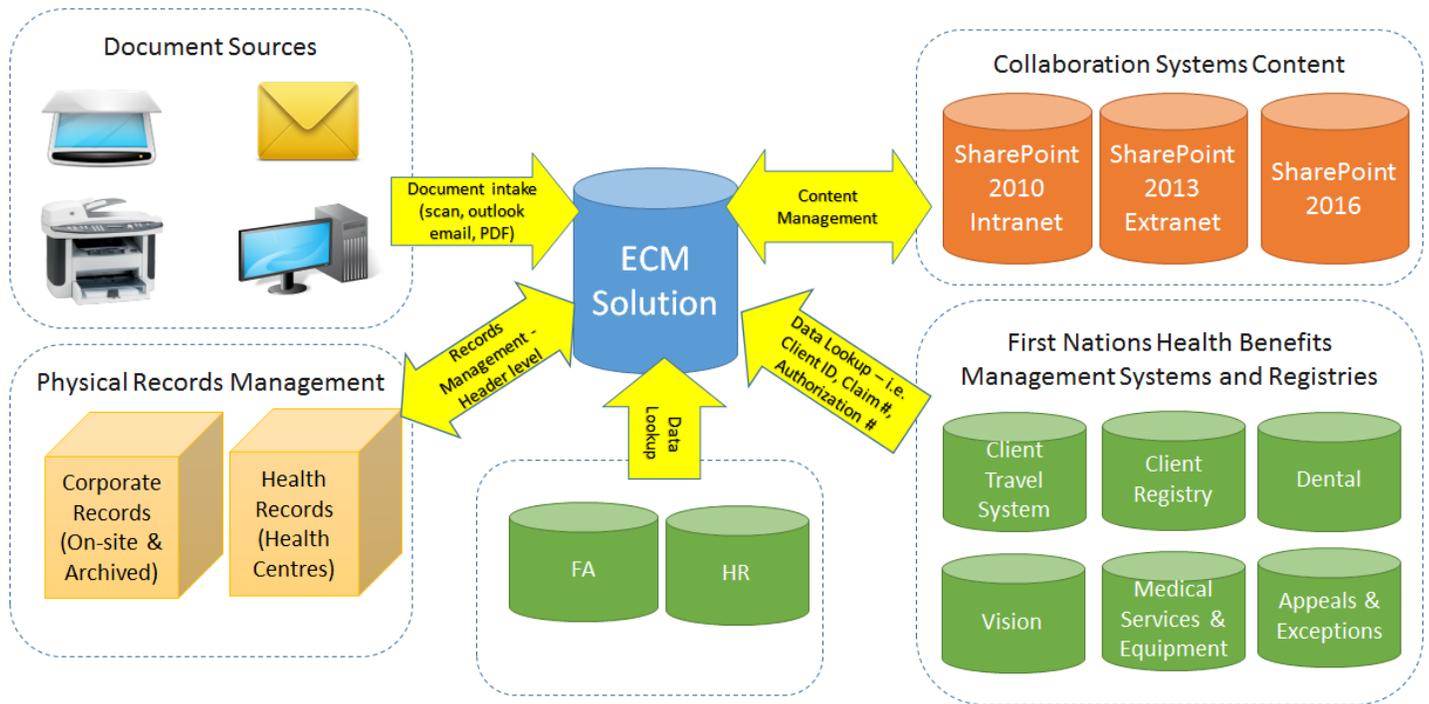
5. Responsibility and Work Performed by FNHA Staff

The successful proponent will:

a) Have the full cooperation of First Nations Health Authority staff and access to information necessary to meet the accountabilities set out in this request for proposal and respond to reasonable inquiries.

The FNHA will:

a) Provide a reasonable level of resources (human and financial resources) to the successful proponent to meet the accountabilities set out in this request for proposal.

6. Evaluation

An evaluation committee will be formed by the FNHA and shall include employees and contractors of the FNHA. All personnel will be bound by the same standards of confidentiality.

The mandatory and desirable criteria against which proposals will be evaluated are identified below. Proponents should ensure that they fully respond to all criteria in order to be comprehensively evaluated.

The FNHA may request and receive clarification from any Proponent when evaluating a proposal. The evaluation committee may invite some or all of the Proponents to appear before the committee in order to clarify their proposals. In such event, the evaluation committee may consider such clarifications in evaluating proposals.

6.1 Mandatory Criteria

Proponent responses must clearly demonstrate that they meet the following mandatory criteria or they will be excluded from further consideration during the evaluation process:

a) The Proponents proposal must be received at the closing location before the specified closing time;
b) The Proponents proposal must be in English and MUST NOT be sent by regular mail, facsimile or email;
c) Proponents must submit Two (2) hard copies and one (1) electronic copy (saved on a USB in a Microsoft compatible format) of their proposal to the following address:

> **First Nations Health Authority**
> **Attention: Contracts**
> **300-1166 Alberni Street**
> **Vancouver, BC, V6E 3Z3**

d) Proponents must submit one (1) *Request for Proposals cover page,* with the *Proponent Section* in its original form, unaltered, fully completed and signed;
e) Description of the Proponents organization, size and structure. Indicate if appropriate, if the Proponent is a small or minority-owned business;

6.2   Desired Criteria

Capability of the Individuals and/or Team, including:

a) Location of the proponent (s);
b) Years and types of experience. Please also provide a description of prior experience, and include the following:
   i.   Names;
   ii. Addresses;
   iii. Contact persons;
   iv. Telephone numbers;
c) The type of assistance that will be required from FNHA staff;
d) The availability of the proponent's resources (IE staff) to ensure that deadlines are met in a timely manner;
e) Price. A detailed description of price, including: Fees, Expenses, GST, PST, and any additional taxes;
f) Work Experience – working with First Nations organizations and/or First Nations; and

FNHA procurement activities will be governed to ensure all vendors are treated fairly and have equal access to procurement activities; to the extent possible preference in awarding contracts will be given to First Nation organizations and/or First Nation individuals.

7. Evaluation Scoring

Once the following two requirements are met, the responses will be evaluated based on the evaluation criteria table below:

1) All responses must satisfy the Regulatory and Security Environments described herein to be considered.
2) The responses must pass all the mandatory criteria to be considered. Responses not satisfactorily meeting all mandatory requirements may be excluded from further evaluation at the discretion of the evaluation committee.
3) Evaluation criteria:

Evaluation Criteria	Description	Weight
1.0 Corporate Strength (See Appendix F)	Proponents must demonstrate that they are positioned so that services and support can be provided to FNHA over the long term.	5%
2.0 Quantitative (See Appendix D & E)	Proponents are to provide the solution that provides the best value for FNHA's investment, and provides the required services and functionality for the lowest total cost of ownership.	35%
3.0 Qualitative(See Appendix G)	Proponents are to demonstrate, in detail, how the proposal will meet all of FNHA's requirements.	55%
4.0 Value Adds	New/innovative and value added approaches to the solution.	5%
Total		100%

8. **Proposal Format**

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

   a) One (1) unaltered and completed *Request for Proposals cover page*, including Proponent Section completed in original form as per instructions;
   b) Table of contents including page numbers;
   c) A short (one or two page) summary of the key features of the proposal;
   d) The body of the proposal, i.e. the "Proponent Response";
   e) Completed costing sheet (Appendix D) in MS Excel;
   f) Provide a list of value added technologies and prices; and
   g) Complete Requirements Matrix (Appendix E, F & G)

The First Nations Health Authority

The first and only provincial First Nations Health Authority in Canada. Transforming health services for First Nations and Aboriginal people in BC.

Why a First Nations Health Authority?

Statistically significant health disparities exist for First Nations people in BC and across Canada with health outcomes that consistently lag behind those of other Canadians. The First Nations Health Authority aims to reform the way health care is delivered to BC First Nations to close these gaps and improve health and wellbeing.

A New Relationship with our Partners

BC First Nations, the Province of BC, and the Government of Canada have all determined that First Nations health disparities are no longer acceptable. A New Relationship between these Tripartite Partners was forged and a series of precedent-setting agreements led to the creation of a First Nations Health Authority. The FNHA is mandated by two health agreements (the Transformative Change Accord: First Nations Health Plan [2006], and the Tripartite First Nations Health Plan [2007] – collectively "the Health Plans"), the BC Tripartite Framework Agreement on First Nation Health Governance [2011] and resolutions at the annual Gathering Wisdom events and the Framework Agreement.

In 2013, the First Nations Health Authority assumed responsibility for the design and delivery of health programs and services for BC First Nations formerly delivered by Health Canada's First Nations Inuit Health Branch – Pacific Region. The FNHA has a broad mandate to improve health services for BC First Nations through new partnerships, closer collaboration, and health systems innovation.

Making History Today and Tomorrow

As the First Nations Health Authority has assumed responsibility for the historic transfer of programs, resources, assets, staff, and responsibilities, we are developing an organization that reflects First Nations culture and philosophy. Establishing a strong foundation prepares us to innovate, transform, and redesign health service delivery with guidance from BC First Nations in the coming years.

Responsive, Visionary, Transformative

The First Nations Health Authority is part of a unique health governance structure that includes political representation and advocacy through the First Nations Health Council, and technical support and capacity development through the First Nations Health Directors Association. Collectively, this First Nations health governing structure works in partnership with BC First Nations to achieve our shared vision.

The mandate of the FNHA is to:

- Plan, design, manage, deliver and fund the delivery of First Nations Health Programs in British Columbia;
- Receive federal, provincial and other health funding for or to support the planning, design, management and delivery of First Nations Health Programs and to carry out other health and wellness related functions;
- Collaborate with the BC Ministry of Health and BC Health Authorities to coordinate and integrate their respective health programs and services to achieve better health outcomes for First Nations in British Columbia;
- Incorporate and promote First Nations knowledge, beliefs, values, practices, medicines and models of health and healing into the First Nations Health Programs, recognizing that these may be reflected differently in different regions of BC;
- Be constituted with good governance, accountability, transparency and openness standards;

- Establish standards for First Nations Health Programs that meet or exceed generally accepted standards;
- Collect and maintain clinical information and patient records and develop protocols with the BC Ministry of Health and the BC Health Authorities for sharing of patient records and patient information, consistent with law;
- Over time, modify and redesign health programs and services that replace Federal Health Programs through a collaborative and transparent process with BC First Nations to better meet health and wellness needs;
- Design and implement mechanisms to engage BC First Nations with regard to community interests and health care needs;
- Enhance collaboration among First Nations Health Providers and other health providers to address economies of scale service delivery issues to improve efficiencies and access to health care;
- Carry out research and policy development in the area of First Nations health and wellness;
- The FNHA may undertake other functions, roles and responsibilities connected to health and wellness of First Nations and other aboriginal people in BC.

The FNHA is governed by members of the Board of Directors who collectively brings years of experience in First Nations health, community development, financial management and political expertise at all levels of government. The Board provides leadership and oversight for all corporate activities of the FNHA.

The FNHA was created in conjunction with the First Nations Health Council, providing support services while the political consensus was being built among BC First Nations. As a result, the FNHA website – http://www.fnha.ca uses the FNHC name. For more information please visit the website or contact us at: info@fnha.ca.

Appendix B - Definitions and Administrative Requirements

1. Definitions

Throughout this Request for Proposals, the following definitions apply:

a) "Contract" means the written agreement resulting from this Request for Proposals executed by the FNHA and the Contractor;

b) "Contractor" means the successful proponent to this Request for Proposals who enters into a written Contract with the FNHA;

c) "the FNHA" means the First Nations Health Authority;

d) "must" or "mandatory" means a requirement that must be met in order for a proposal to receive consideration;

e) "Proponent" means an individual or a company that submits, or intends to submit, a proposal in response to this Request for Proposals;

f) "Request for Proposals" or "RFP" means the process described in this document; and

g) "Should" or "desirable" means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

2. Terms and Conditions
The following terms and conditions will apply to this RFP. Submission of a proposal in response to this RFP indicates acceptance of all terms that follow and that are included in any addenda issued by the FNHA. Provisions in proposals that contradict any of the terms of this RFP will be as if not written and do not exist.

3. Additional Information Regarding the RFP
Proponents are advised to fill out and return the attached *Receipt Confirmation Form*. All subsequent information regarding this RFP including changes made to this document will be posted on the following websites: BC Bid and FNHA at www.fnha.ca. It is the sole responsibility of the Proponent to check for amendments on these websites.

4. Late Proposals
Proposals will be marked with their receipt time at the closing location. Only complete proposals received and marked before closing time will be considered to have been received on time. Late proposals will not be accepted and will be returned to the Proponent. In the event of a dispute, the proposal receipt time as recorded at the closing location shall prevail.

5. Eligibility
Proposals may not be evaluated if the current or past activities or interests of the Proponent, or any sub-contractors proposed by the Proponent, may, in the FNHA's opinion, give rise to an unresolved conflict of interest in connection with the project described in this RFP. This includes but is not limited to, involvement by a Proponent or any proposed sub-contractors in the preparation of this RFP. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the FNHA Contact Person identified in this RFP.

Proposals from not-for-profit agencies will be evaluated against the same criteria as those received from any other Proponents.

6. Evaluation

Evaluation of proposals will be by a committee formed by the FNHA and may include employees and contractors of the FNHA. All personnel will be bound by the same standards of confidentiality. The FNHA's intent is to enter into a Contract with the Proponent who has the highest overall ranking based upon such an evaluation.

7. Negotiation Delay

If a written Contract cannot be negotiated within thirty days of notification of the successful Proponent, the FNHA may at its sole discretion at any time thereafter, terminate negotiations with that Proponent and either negotiate a Contract with the next qualified Proponent or choose to terminate the RFP process and not enter into a Contract with any of the Proponents.

8. Debriefing

At the conclusion of the RFP process, all Proponents will be notified. Unsuccessful Proponents may request a debriefing meeting with the FNHA. FNHA may, in its sole discretion provide such debriefing, at which time, FNHA may advise the proponent in a general manner, of the reason for the non acceptance of the proponent's proposal. Only that proponent's proposal will be reviewed

9. Alternative Solutions

If alternative solutions are offered, please submit the information in the same format, as a separate proposal.

10. Changes to Proposals

By submission of a clear and detailed written notice, the Proponent may amend or withdraw its proposal prior to the closing date and time. Upon closing time, all proposals become irrevocable. The Proponent will not change the wording of its proposal after closing and no words or comments will be added to the proposal unless requested by the FNHA for purposes of clarification.

11. Proponents' Expenses

Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the FNHA, if any. If the FNHA elects to reject all proposals, the FNHA will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing its proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

12. Limitation of Damages

Further to the preceding paragraph, by submitting a proposal, the Proponent agrees that it will not claim damages for whatever reason relating to the Contract or in respect of the competitive process, in excess of an amount equivalent to the reasonable costs incurred by the Proponent in preparing its proposal. Furthermore, by submitting a proposal the proponent further agrees to and hereby waives any claim for damages, loss of profits or loss of opportunity if no contract is made between FNHA and the proponent for any reason.

13. Proposal Validity

Proposals will be open for acceptance for at least 120 days after the closing date.

14. Firm Pricing

For the first one hundred and eighty (180) Business days into the term of the Contract, if the contracted services are offered to other health care institutions/Regional/National Groups (with similar annual volumes and delivery schedules) at a cost that is less than the current Contract Price, the Supplier agrees to reduce the Contract Price to that level. Prices will be firm for the entire Contract period unless this RFP specifically states otherwise.

15. Currency and Taxes

Prices quoted are to be in Canadian dollars, inclusive of duties where applicable; FOB destination with delivery charges included where applicable, and exclusive of the Goods and Services Tax (GST).

16. Completeness of Proposal

By submitting a proposal, the Proponent warrants that if this RFP is to design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the Contractor at no charge.

17. Sub-Contracting

The use of a sub-contractor must be clearly defined in the proposal. This includes a joint submission by two Proponents having no formal corporate links. In such a case, one of the Proponents must be prepared to take overall responsibility for successful performance of the Contract and this must be clearly defined in the proposal.

Where applicable, the names of approved sub-contractors listed in the proposal will be included in the Contract. No additional sub-contractors will be added nor other changes made, to this list in the Contract without the written consent of the FNHA.

18. Acceptance of Proposals

This RFP should not be construed as an agreement to purchase goods or services. The FNHA is not bound to enter into a Contract with the Proponent who submits the lowest priced proposal, or with any Proponent. Proposals will be assessed in light of the evaluation criteria. The FNHA will be under no obligation to receive further information, whether written or oral, from any Proponent.

Neither acceptance of a proposal nor execution of a Contract will constitute approval by the FNHA of any activity contemplated in any proposal that requires any approval, permit, or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

19. Definition of Contract

Notice in writing to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for the goods or services. No Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events.

20. Contract

By submission of a proposal, the Proponent agrees that should its proposal be successful, the Proponent will enter into a Contract with the FNHA.

21. Contract Negotiation and Award

Following the evaluation and recommendation of the Evaluation Committee, the First Nations Health Authority may select one or more Proponents to enter into negotiations for a Contract or Contracts as follows:

(a) The First Nations Health Authority may elect to divide the Services into more than one Contract, and enter into negotiations with a Proponent with respect to a portion of the Services, and award more than one Contract with respect to the Services;

(b) If negotiations with any Proponent are not successful within such time period as the First Nations Health Authority may require, the First Nations Health Authority may at any time after the expiry of such time period discontinue further negotiation with that Proponent by written notice to the Proponent, and the First Nations Health Authority may at any time thereafter commence negotiations with another Proponent to finalize a Contract in accordance with the foregoing process with another Proponent. The foregoing process may be undertaken and/or repeated until either a Contract or Contracts are awarded by the First Nations Health Authority or until negotiations have been terminated by the First Nations Health Authority; and

(c) FNHA reserves the right to negotiate additional services of a similar functional or technological nature from the successful Proponent without further competitive procurements.

22. **Liability for Errors**

While the FNHA has used considerable efforts to ensure information in this RFP is accurate, the information contained in this RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the FNHA, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from the responsibility of conducting their own investigations and research and forming their own opinions and conclusions with respect to the matters addressed in the RFP. Proponents will be solely responsible to ensure their proposal meets all requirements of the RFP, to advise FNHA immediately of any apparent discrepancies or errors in the RFP, and to request clarification if in doubt concerning the meaning or intent of anything in the RFP.

23. **Modification of Terms**

The FNHA reserves the right to modify the terms of this RFP at any time in its sole discretion. This includes the right to cancel this RFP at any time prior to entering into a Contract with the successful Proponent.

24. **Ownership of Proposals**

Proposals submitted to the FNHA become the property of the FNHA. They will be received and held in confidence by the FNHA.

25. **Use of RFP**

Any portion of this document or any information supplied by the FNHA in relation to this RFP may not be used or disclosed for any purpose other than for the submission of proposals. Without limiting the generality of the foregoing, by submitting a proposal, the Proponent agrees to hold in confidence all information supplied by the FNHA in relation to this RFP.

26. **No Lobbying**

Proponents must not attempt to communicate directly or indirectly with any employee, contractor or representative of the FNHA, including the evaluation committee and any officials of the FNHA, or with members of the public or the media, about the project described in this RFP or otherwise in respect of the RFP, other than as expressly directed or permitted by the FNHA.

27. **Collection and Use of Personal Information**

Proponents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any sub-contractors. If this RFP requires Proponents to provide the FNHA with personal information of employees who have been included as resources in response to this RFP, Proponents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the FNHA.

28. **Open for Acceptance**

The Proponent's offer shall remain open for acceptance for **one hundred eighty (180) Business Days** from the Closing.

29. **Electronic Transmission**

Electronic transmission of a proposal will not be accepted unless consented to in writing by the FNHA. If a situation arises that causes the Proponent's original proposal to be delayed that is not within the Proponent's control, a request may be made to accept an electronic copy (email or facsimile) of the Proponent's proposal. FNHA will review the circumstances and make a decision whether or not to accept the Proponent's electronic copy. All decisions will be final. The electronic copy must be received before the Closing and the Proponent will be expected to immediately deliver an original paper copy to support the electronic transmission.

30. Proponents Meeting

FNHA may at their option require Proponents to attend a Proponent's meeting and site visits to clarify the requirements as written in the RFP. Proponents will be advised when the meetings and site visits will occur.

31. Working Language

The working language of the FNHA is English and all responses to the RFP will be in English.

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Appendix C – Receipt Confirmation Form

RFP – Enterprise Content Management
Request for Proposals # **2018RFP-10**

<u>Please fill out this form in order to advise the FNHA that you intend to submit a proposal for this RFP</u>

FNHA CONTACT INFORMATION AND QUESTIONS: All enquiries related to this RFP including any requests for information, questions, and clarification, are to be directed to the following email address: **fnha.contracts@fnha.ca.**

CLOSING DATE/TIME OF RFP: Proposals must be received before **September 5, 2017** 16:00 hours (4:00 pm) Pacific Time.

PLEASE PROVIDE THE FOLLOWING INFORMATION ABOUT YOUR FIRM AND FAX TO (604) 689 1177:

Company: _____

Street Address: _____

City: _____   Postal/ZIP Code: _____

Province/State: _____   Country: _____

Mailing Address, if different: _____

Phone Number: (___)_____   Fax Number: (___)_____

Contact Person: _____

Title: _____

Email Address: _____

Appendix D – Costing Sheet

Please see the attached Costing excel sheet located as an attachment of this RFP posting.

Appendix E – Requirement Matrix- Financial Criteria

ID	Area	Questions	Mandatory	Importance (3= highest, 1=lowest)
1	One-time Cost	Please provide one time license cost for the solution (e.g.: base fees, licensing fees) on a per user basis and in total as per the number of users described in the RFP. Please list each of these costs separately, and by user type (e.g. read/write/manage). If necessary, provide additional information in an attachment.	Yes	3
2	One-time Cost	Please provide the implementation services cost for the solution. Please provide detailed costing and, if necessary, provide additional information in an attachment.	Yes	3
3	One-time Cost	Please identify any other one-time costs that FNHA can expect to incur when implementing the solution.		2
4	Support Cost	Please provide ongoing annual support cost estimate with detailed breakdown of all cost items, based on the proposed solution scope and design.		3
5	Support Cost	Please describe the product's upgrade cycle (frequency, cost). Indicate if upgrades are included in the support cost, or if there are additional fees.		2
6	Licensing and Support Cost	Describe your pricing options for Canadian (hosted solely in Canada) cloud storage vs FNHA hosted on premise storage		1
7	Professional Services	Please provide your professional services hourly/daily rate for work outside the scope of your proposal (e.g. business analyst, project manager, technical architect, process consultant, application managed support)		2

Appendix F – Corporate Criteria

ID	Area	Question	Mandatory	Importance (3= highest, 1=lowest)
1	Experience	Describe your experience to provide service to Federal/Provincial Government agencies and/or departments.		2
2	Experience	Describe your experience implementing records and Information management solutions as described herein. If possible please include examples with Canadian health organizations.		3
3	Experience	Describe using specific examples, how you have successfully supported organizations to transform from paper-based processes to electronic document and records management.		2
4	Financial Stability	Please provide documents that prove your organization's financial stability (e.g.: current financial statement, copy of an independent audit conducted within the last year, documentation of cash reserves)		2
5	Financial Stability	Does your company have software escrow services in place?		2
6	Presence	Please describe your company's presence in BC, Canada (e.g.: BC based organization, Canadian based organization with a representative in West Coast regions, multinational, etc.)		2
7	Presence	Does your company use off-shore labour? If so, what proportion of resources are on-shore vs. off-shore?		2
8	Corporate Structure	What is your company's incorporation type? (e.g. LLC, Partnership, Sole Proprietorship) and what is your GST number?		1
9	Corporate Structure	Does your proposal include services and/or goods supplied by more than one vendor? If so, please list all companies with registered names and describe the role and relationship between all parties. Be sure to state which company is "prime" for this engagement.		2

10	References	Please provide three customer references with similar implementations and requirements to FNHA. Provide: name, address, contact person, phone, software, hardware, solution and date installed.		3
11	Experience	Is your company in the Gartner top right Magic Quadrant for ECM?	Yes	3
12	Experience	Does your company have experience and contracts working with Health Canada	Yes	3
13	Experience	Is your ECM or EIM the primary business of your company?	Yes	3

Appendix G – Requirement Matrix- Functional, Technical, Implementation and Support Services Criteria

	Requirements Matrix- Functional Criteria			
ID	Area	Questions	Mandatory	Importance (3= highest, 1=lowest)
1	Content Management	Describe the solution's ability to specify mandatory metadata fields when users save records into the system for each content type and record type		3
2	Document Management	Describe the software's ability to scan and index documents into the system both as individual documents and in batch import		3
3	Content Management	Does your company have and please describe the software's Optical Character Recognition (OCR) capabilities.	Yes	3
4	Document Management	Describe the software's ability to create searchable PDF's from scanned documents		3
5	Integration	Describe the software's ability to integrate document & record management with other corporate transactional systems and registries		3
6	Document Management	Describe the software's ability to regulate and manage document versioning		2
7	Content Management	Describe the software's ability to store electronic files of various formats (e.g. doc, xls, pdf, jpg, etc.)		3
8	General	Does the solution search text within records without requiring the user to open the file? Describe.		3
9	Content Management	Does this solution have standard metadata fields for electronic content including created date, created by, modified date, and modified by? Describe others if applicable.		2
10	Content Management	Describe the software's ability to automatically name files and place in appropriate container/library/folder according to business rules. (File recognition and classification)		2
11	Integration	Describe the solution's ability to securely capture email content and attachments from an email client		3
12	Import/Export	Describe the solution's ability to securely capture email content and attachments via direct email into the system		1

13	Import/Export	Describe the software's ability to import content directly from the corporate intranet and extranet sites (SharePoint 2010, 2013 and 2016)	Yes	3
14	General	Describe the ability of the solution to search and filter across all records by: content type, keyword/string within document(s), file or folder name, metadata/tags, date or date range, etc.		3
15	General	Describe how an administrative user is able to define custom metadata fields of various formats within the solution (e.g.: free text, date, numeric, dropdown list, etc.).		2
16	General	Describe the software's ability to create and configure custom workflow automation (e.g document routing and approval between system users.)		3
17	General	Describe the solution's report creation and querying capabilities (e.g.: Ad-hoc, Periodic, different levels based on the users role, etc.)		2
18	General	Describe your solution's ability to assist users to save, print, and recall search results		2
19	General	Describe the solution's comprehensive reporting features (standard and custom).		2
20	General	Describe how the solution allows the creation and saving of queries/reports (ad hoc and canned reports)		2
21	General	Describe the software's ability to automate report generation and distribution		2
22	General	Describe the software help features that enable ease of use (e.g.: tutorials, error messages, online guide, video tutorials, help index, FAQ's,...)		2
23	Content Management	Describe the software's ability to run batch updates on file attributes and metadata		3
24	Records Management	Describe the software's ability to track and electronically maintain metadata about physical records and files (e.g.: location, box no., custodian, unique id, date range, active, inactive, archival, doc types, function, activity, retention rules, accession, etc.)		3
25	Records Management	Describe the software's ability to handle requests for loans of individual records/files/accessions/boxes (charge out & bring forward) and maintains retrieval information for tracking purposes		3

26	Records Management	Describe the software's ability to track and electronically maintain metadata about physical records and files within different levels of storage (e.g. Individual document, folder, box, room, building, etc.)		3
27	Content Management	Describe the software's ability to link or associate physical records with electronic content (cross-reference a scanned document with a physical file, for example)		3
28	Records Management	Describe physical record search ability of the solution (e.g.: file(s) or folder name, category, metadata/tags, by date or date range, location, etc.)		3
29	Records Management	Describe the software's ability to apply custom retention rules and manage retention and disposition of all electronic content and physical records according to business requirements, including the ability to batch update (e.g.: rules, reports, alerts, holds, etc.)	Yes	3
30	General	Describe the software's ability to check for duplicate physical records and electronic files and describe controls which prevent duplication.		3
31	Import/Export	Describe how legacy metadata and records from Livelink-Record Server (LRS) will be imported.	Yes	3
32	Content Management	Describe how deletion of electronic content is managed and can be configured according to retention requirements (e.g.: recycle bin feature and permanent deletion, audit trail of disposition)		2
33	Content Management	Describe the software's ability to manage different hierarchies of data (e.g.: numeric, file coding, classification scheme, folder structure, storage location etc...)		3
34	Records Management	Describe how a records classification scheme could be applied to content (both electronic and physical) in the system and how a user could navigate using this structure.		3
35	Case Management	Describe the solutions ability to create, manage, search and display case records		2
36	Case Management	Describe the solutions ability to display metadata about a "case" and associate incoming documents such as faxes or email, with this case - tag case records and attached documents, assign metadata for ease of searching.		2
38	Content Management	Describe how your system can categorize and index files and documents based on the document or content type.		2
39	Content Management	Describe how your system can capture x-ray image files and associate with a case record if required.		1

40	Case Management	Describe how your system can track the "status" of a case, for example: open, closed, suspended, deleted		2
41	Case Management	Describe how your system can assign the management of a case, or tasks to specific users		1
42	Import/Export	Describe how your system can export data for reporting and analysis.		2
43	Case Management	Describe how your system can generate unique identifier for each case record.		2
44	Case Management	Describe how your system can search and display case information based on different views, groups, and metadata fields.		2
45	Case Management	Describe how your system can print a case record/report and associated documentation.		2
46	Records Management	Detail how your solution allows for printing and applying barcodes to physical files and boxes, and how it allows for entry or update of information using a barcode scanner.		3
47	Records Management	Describe how physical file and box labels are configurable to be printed displaying different metadata as required, and can be reviewed and manually enhanced before printing		3
48	Import/Export	Describe the solution's ability to securely <u>send</u> email content and attachments directly from the system		1

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Requirement Matrix - Technical Criteria				
ID	**Area**	**Questions**	**Mandatory**	**Importance (3= highest, 1=lowest)**
1	Privacy & Security	Please describe how your product identifies and authenticates users.	Yes	1
2	Privacy & Security	Does your product store authentication credentials on client computers after a session terminates?	Yes	1
3	Privacy & Security	Are user ID's required to be unique?	Yes	1
4	Privacy & Security	Does your product use Java applets to perform identification and authentication?	Yes	1
5	Privacy & Security	Does your product support multifactor authentication?	Yes	1
6	Privacy & Security	Does your product support Single Sign-on functionality? Please describe.	Yes	2

7	Privacy & Security	Are multiple concurrent sessions of a user accounts permitted?	Yes	2
8	Privacy & Security	Does your product allow users to explicitly log out to terminate a session?	Yes	2
9	Privacy & Security	Does your product allow basic authentication over connections that are not protected by HTTPS and SSL/TLS?	Yes	1
10	Privacy & Security	Does your product transmit and store passwords in clear text? Please describe your security controls for both.	Yes	1
11	Privacy & Security	Please describe the products access controls.	Yes	1
12	Privacy & Security	Does your product support roles based and rules based access? Please describe how this is done. (users and groups)	Yes	1
13	Privacy & Security	Does your product enforce a session timeout after a configurable period of inactivity?	Yes	1
14	Privacy & Security	Can your product reference external authentication databases, specifically Microsoft Active Directory?	Yes	1
15	Privacy & Security	Describe your products audit and logging facility/capabilities. Include: - Types of security events - How and where events are logged - Access controls to the audit records - How audit records are protected from deletion and unauthorized disclosure and modification - Administrator privileges - Configuration capabilities	Yes	1
16	Privacy & Security	Please confirm which of the following information your product is capable of including in an audit record: Please provide as much additional information you feel is applicable. - User ID or process ID causing the event - Success or failed attempts to access security file - Date/Time of event - Event type - Success or failure of event - Success or failure of login attempt - Denial of access resulting from excessive number of login attempts - For add, change or delete events: name of data object written or deleted - Granting elevated privileges - For identification and authorization: origin of request (originating host IP address) - Discreet auditing of specific data elements	Yes	1

17	Privacy & Security	Does your product audit facility bind the user ID of the audited event to the audit record for that event?	Yes	1
18	Privacy & Security	Describe how the product securely transmits event logs to an external audit collection facility.	Yes	1
19	Privacy & Security	Start-up and shut-down [YES or NO]	Yes	1
20	Privacy & Security	Unsuccessful data access attempt [YES or NO]	Yes	1
21	Privacy & Security	User actions (screens, modules, accessed or viewed) [YES or NO]	Yes	1
22	Privacy & Security	Does the audit function record the user ID of the user causing (or associated with) the audited event to the audit record for that particular event?	Yes	1
23	Privacy & Security	Does the product log all security relevant events to its own secure audit/event log?	Yes	1
24	Privacy & Security	Is anyone able to delete the audit log produced?	Yes	1
25	Privacy & Security	Is the audit function configurable to allow the administrator to select which events are to be logged and which data elements are captured about each event?	Yes	1
26	Infrastructure	Describe the disaster recovery options you support for your software. If specific third-party vendor's products are required to enable disaster recover, please identify.	Yes	3
27	Infrastructure	Describe the solution's capability for routine and unscheduled backup.	Yes	3
28	Infrastructure	Describe the system's on-line system diagnostics and remote diagnostics.	Yes	2
	Infrastructure	Describe the system's recovery procedures. Please include descriptions for:		
29	Infrastructure	Application error	Yes	1
30	Infrastructure	Disk failure	Yes	1
31	Infrastructure	Loss of internet connection	Yes	1
32	Infrastructure	Loss of network connection on computers	Yes	1
33	Infrastructure	Operating software error	Yes	1
34	Infrastructure	Other major hardware malfunction	Yes	1
35	Infrastructure	How is the system backup performed? List the different types of backups that your solution has. Is a downtime required to perform a backup?	Yes	3
36	Privacy & Security	Describe how your product supports strong data cryptography at various levels.	Yes	1

37	Technical	Describe in detail the product's import capability (include formats and granularity - flat file, bulk load, XML based, via HL7 interface)	Yes	3
38	Technical	Does the system provide the capability to select data elements and to export them in standard formats (i.e. ASCII, EXCEL, TXT and PDF)?	Yes	3
39	Infrastructure	Describe all remote access that will function properly with the product (e.g. VPN, wireless, etc.). What type of remote access ports and protocols are used?	Yes	3
40	Privacy & Security	Describe how your system audits access and security, logging user usage etc.	Yes	1
41	Privacy & Security	Describe how your system reports security and audit information. Is the information shown intuitive for an investigation?	Yes	1
42	Enterprise Content Management	Describe the software's ability to use SharePoint as a front end to access content and perform search functions to locate information	Yes	2
43	Enterprise Content Management	Describe the solution's ability to accommodate and restrict content based on criteria such as file format, size, or other attributes.	Yes	3
44	Enterprise Content Management	FNHA will need to migrate electronic content (TIFF or PNG with metadata) from an existing system. Describe what services, tools or features will enable this task.		1
45	Infrastructure	Describe the solution's ability to function with a varying number of concurrent users	Yes	3
46	Infrastructure	Is your solution compatible with workstations of 2.0 GHz processor or more and 2-4 GB of RAM	Yes	1
47	Infrastructure	Describe the network bandwidth requirements necessary for the solution	Yes	1
48	Technical	Please list all back-end database server systems that can work with the system (e.g. MS SQL, Oracle, MySQL, etc.)	Yes	2
49	Infrastructure	Describe the solution's ability to run from a virtual hosted server, such as Hyper-V	Yes	3
50	OS Compatibility	Describe the solution's ability to run from different versions of MS Server	Yes	3
51	Infrastructure	Describe the software's ability to integrate with scanner and/or multifunction devices to directly access and store images.	Yes	3
52	OS Compatibility	Describe your solutions support client based Windows 7 OS?	Yes	2

53	Software Compatibility	Please list any third-party software that will be required for your product to be installed and operate. Will you support this software?	Yes	2
54	Privacy & Security	Does your product support digital shredding?	Yes	3
55	Privacy & Security	Describe your products encryption methods and standards used. Include: - For passwords - Data in transit - Data at rest - Web applications	Yes	1
56	Privacy & Security	Does your product use proprietary encryption protocols?	Yes	1
57	Privacy & Security	Does your product support SSL (Secure Sockets Layer)?	Yes	1
58	Privacy & Security	Does your product support data encryption in transit?	Yes	1
59	Infrastructure	Does your product integrate with data loss prevention services?	Yes	1
60	Privacy & Security	Does your product generate activity logs? i.e access logs to sensitive data?	Yes	1
61	Software Compatibility	Describe the solution's accessibility across different devices, EG desktop, tablet, mobile	Yes	2
62	Software Compatibility	Describe how your system supports as a thin client	Yes	1
63	Software Compatibility	Describe how your system supports as a fat client	Yes	1
64	Software Compatibility	List the internet browsers that your product supports?	Yes	3
65	Software Compatibility	Describe how your solution is compatible with Adobe Reader/Acrobat	Yes	1
66	Software Compatibility	Describe the solution's accessibility as a web-based application	Yes	2
67	Software Compatibility	Describe any applications e.g. MS Office that the solution can integrate with, without customization	Yes	2
68	Software Compatibility	Describe the solution's ability to work with different versions of MS Exchange	Yes	2
69	Software Compatibility	Describe the solution's ability to integrate with PeopleSoft	Yes	1
70	Software Compatibility	Describe how your system is able to integrate with Microsoft outlook through configuration changes without customization	Yes	2

71	Privacy & Security	Describe how your solution supports active directory integration with single sign on.	Yes	3
72	Technical	Describe how your solution would integrate with different versions of SharePoint and would be scalable and robust for about 600 to 1000 users.	Yes	3
73	Technical	Describe how your solution can integrate with enterprise search platforms such as SharePoint .	Yes	3
74	Technical	Describe how your solution is able to integrate/import 300 to 400K images of type: tiff 4 standard and pngs	Yes	3
75	Technical	Describe how your system is able to support Microsoft office file types of different versions through configuration changes without customization	Yes	2
76	Technical	Describe how your system is able to capture and digitally store incoming and outgoing faxes	Yes	3
77	Technical	Describe how your product integrates with other applications.	Yes	3
78	Technical	Does your product need to use Telnet, SNMP, mobile code etc. which are considered high-risk services and technologies? If yes, please provide reasons for each that is applicable.	Yes	2
79	Technical	Can an application failure result in an unsecure state? Please describe.	Yes	1
80	Technical	Is your product capable of integrating with the SIEM products listed in the Gartner upper quadrant?	Yes	2
81	Technical	Does your product have Azure certification? Please describe	Yes	3
82	Infrastructure	Does your ECM product have a Canadian Cloud solution with a Canadian Data Center owned by your company?	Yes	3

Requirements Matrix - Implementation and Support Services Criteria				
ID	Area	Questions	Mandatory	Importance (3= highest, 1=lowest)
1	Deployment	Please outline the solution's standard deployment documentation that is provided to the customer (e.g.: overview of deliverables, user acceptance testing and sign off, configuration documents, user manual/guide)		3

2	Deployment	Describe how your organization will provide support to deploy the solution (e.g.: training as an implementation requirement, helpdesk, troubleshooting, etc.)		3
3	Project Management	List the resources that would be allocated to the implementation and describe their roles and qualifications. (please attach resumes)		3
4	Project Management	Describe your expectations from FNHA for implementation (e.g. project manager, business analyst, privacy analyst, end user, super user, etc.) in terms of number of resources and time commitment.		3
5	Project Management	Describe your tools and methods for Risk Management during the project life cycle (e.g.: Risk Areas, Solutions and Plans, Managing the Risks, etc.)		3
6	Project Management	Explain the project scheduling for the different phases and how you will achieve FNHA's critical milestones.		3
7	Project Management	Explain your approach for User Acceptance Testing (UAT) before moving to production		3
8	Post Go-Live Support	Describe your company's post Go-Live support plan and activities after implementation.		3
9	Support Services	Please provide a sample of your Service Level Agreement (SLA) for support services	Yes	3
10	Support Services	Please describe your approach to implementation using client staff and vendor resources. What is your approach to transition to sustainment?		2

Requirements Matrix – Value Add				
ID	Area	Questions	Mandatory	Importance (3= highest, 1=lowest)
1	Functional	Please outline the value add of selecting your solution		3