



Workers' Compensation Board of British Columbia

Corporate and Health Care Purchasing

Request for Information & Qualification (RFIQ)

**ELECTRONIC WORKING PAPER PACKAGE FOR
INTERNAL AUDIT**

RFIQ #002-2009

Issue Date: February 10, 2009

WorkSafeBC is seeking submissions from respondents to provide an Electronic Audit Tool that will improve the planning, timeliness and documentation of the work performed by WorkSafeBC Internal Audit Department.

WorkSafeBC requests that responses be submitted by:

2:00 PM Pacific Time on March 3, 2009

Delivery Instructions:

Mail / Courier / By Hand:
Worker and Employer Services – Main Entrance/Security Desk WorkSafeBC 6951 Westminster Highway Richmond, BC V7C 1C6 Attn: Corporate and Health Care Purchasing
Electronically
Electronic copies of the RFIQ may be submitted in accordance with the BC Bid instructions for e-bidding. Only pre-authorized e-bidders registered on the BC Bid system will be able to submit electronic bids.
Email & Fax responses will NOT be accepted.

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SECTION I - INSTRUCTION TO RESPONDENTS

1.0 INTRODUCTION

Workers' Compensation Board of BC herein referred to as "WorkSafeBC".

- 1.1 This RFIQ is an inquiry and Request for Information & Qualification only and does not imply a commitment by WorkSafeBC to proceed with the work or to purchase any product(s) and/or solution(s). WorkSafeBC will advise **only** the Respondent(s) it decides to proceed with further, as defined herein.
- 1.2 Until such time as a contract is awarded, WorkSafeBC reserves the right in its sole discretion not to proceed with the work, or purchase any product(s) or solution(s), to proceed by way of a Request for Proposal (RFP), to issue one or more further requests for information by a Request for Information (RFI), Request for Information & Qualification (RFIQ) or Request for Additional Information (RAFI) or otherwise, or to negotiate a contract individually with any Respondent to this RFIQ for all or part of the work, product(s), or solution(s).
- 1.3 WorkSafeBC reserves the right to conclude any or all of the processes relating to this requirement should it be in the best interest of WorkSafeBC as determined by WorkSafeBC. WorkSafeBC is not bound to enter into a contract with any qualified Respondent.
- 1.4 If WorkSafeBC elects to proceed by way of an RFP, or if WorkSafeBC elects to request more information by way of a further RFI, RFIQ, or RAFAI or by any other method, WorkSafeBC may in its sole discretion create a Respondent list using any or all Respondents to this RFIQ; may rank responses based on the evaluation and/or requirements defined herein and select a shortlist of one or more of those which ranked most highly; or if deemed in WorkSafeBC's best interest, it may include additional Respondents.
- 1.5 This RFIQ should not be considered a request for or an authorization to perform any work or to supply any goods or services. Any development work undertaken by the Respondent and any costs and/or expenses involved in the preparation of replying to this RFIQ, and for subsequent presentations and/or demonstrations and/or negotiations will be the sole responsibility of the Respondent, including any travel.
- 1.6 WorkSafeBC is subject to the *Freedom of Information and Protection of Privacy Act (FIPPA)* and as such all submissions to this RFIQ will become the property of WorkSafeBC and as such will be held in confidence by WorkSafeBC subject to the FIPPA disclosure provisions. Any clauses in a document received in response to this procurement process which purports to limit WorkSafeBC's obligations under FIPPA will be considered void and severable from the response. By answering this RFIQ the Respondent will be deemed to have accepted this term.
- 1.7 WorkSafeBC reserves the right to modify this RFIQ at any time and at its sole discretion. This includes the right to cancel this RFIQ at any time without entering into a contract with any Respondent.

2.0 RFIQ SUBMISSION AND DELIVERY INSTRUCTIONS
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- 2.1 It is the Respondents' responsibility to ensure that they have received a complete set of documents as listed by the page numbers. By submitting a Response, the Respondent has verified that they have received a complete set of RFIQ documents including any and all addenda.
- 2.2 WorkSafeBC requests that Respondents complete and return all the following by **2:00 PM Pacific Time on –March 3, 2009:**
- **Signed WorkSafeBC RFIQ Response Form contained in Section V of this RFIQ**
 - **RFIQ Response**
 - **Any appendixes and information requested including;**
 - **Appendix A References**
- 2.3 WorkSafeBC requests that responses be delivered by **one** of the following methods:

Hardcopies:

- **One (1) original plus one (1) copy of the response in hardcopy with a copy on CD ROM** MS Word or Adobe PDF format, Microsoft Office 2003 or earlier, **and**
- Please ensure responses are delivered in an envelope identified with the name and address of the Respondent, **addressed to WorkSafeBC, Attn: Corporate and Health Care Purchasing**; with the **RFIQ number and closing date** clearly identified on the outside of the package to the following address:

Worker and Employer Services – Main Entrance/Security Desk
WorkSafeBC
6951 Westminster Highway
Richmond, BC V7C 1C6
Attn: Corporate and Health Care Purchasing

Electronically through BC Bid:

- a. An electronic copy of the response will only be accepted in MS Word or Adobe PDF format, Microsoft Office 2003 or earlier.
 - b. 6 MB maximum file size.
 - c. Please ensure that the entire proposal is submitted as a single file, except for the RFIQ Response Form which requires a signature, digital signatures are acceptable.
 - d. ZIP or like files will not be accepted.
 - e. WorkSafeBC will NOT accept any responsibility for failure to receive or the inability to read any submission for any reason including technical issues, data corruption, failure as a result of BC Bid security system, or failure for any other reason.
- 2.4 **Email & Fax responses will NOT be accepted.**

3.0 REQUESTS FOR ELECTRONIC COPY OF RFIQ

- 3.1 It is the responsibility of the Respondents who retrieve or download this RFIQ document from the BC Bid website (www.bcbid.gov.bc.ca), or the WorkSafeBC website (www.worksafebc.com) to ensure they monitor this site for any addendum to the RFIQ document issued up to and including the closing date.

- 3.2 For requests of electronic copies of this Request for Information & Qualification, please contact Michelle Randall at 604-276-3344 and provide the appropriate RFIQ number, your name, phone number and email address.

- 3.3 Respondents who have obtained the RFIQ electronically shall not alter any portion of the document, with the exception of adding the information requested.

4.0 CLARIFICATION

- 4.1 Please direct any question related to the RFIQ to the Purchasing Officer whose name appears below. Respondents shall not ask questions of the WorkSafeBC department for which the contract is being procured or any other department of WorkSafeBC, unless so directed elsewhere in this document.

RFIQ INQUIRIES:	Nancy Tse, Senior Purchasing Officer Corporate and Health Care Purchasing Phone #: (604) 279-7636 Fax #: (604) 276-3260 Email: purchase@worksafebc.com
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- 4.2 Respondents are asked to submit in writing any questions regarding this RFIQ to the attention of WorkSafeBC not less than three (3) working days before RFIQ Response closing date.

- 4.3 The questions will be reviewed, and where information sought is not already clearly indicated, WorkSafeBC shall issue an addendum to all Respondents which shall become part of the RFIQ documents.

- 4.4 Other than a member of the Corporate and Health Care Purchasing, no employee or agent of WorkSafeBC is authorized to change the content of this RFIQ and/or any addenda.

5.0 GOVERNING LAW / JURISDICTION

- 5.1 This Request for Information & Qualification shall be governed by and construed in accordance with the laws of the Province of British Columbia which shall be deemed to be the proper law hereof and in so doing the Courts of British Columbia shall have exclusive jurisdiction to determine all disputes and claims arising out of or in any way connected with this RFIQ.

6.0 AGREEMENT FOR INTERNAL TRADE
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- 6.1 If the value of any response(s) resulting from this Request for Information & Qualification exceeds the cost thresholds stipulated in Annex 502.1A of the Agreement on Internal Trade then all provisions of Annex 502.1A of the Agreement on Internal Trade will apply.

- 6.2 The language used in all responses to this Request for Information & Qualification shall be English.

SECTION II – BUSINESS OBJECTIVES

1.0 PURPOSE

- 1.1 WorkSafeBC invites you to respond to this RFIQ for an Electronic Audit Tool (proposed solution) that will improve the planning, timeliness and documentation of the work performed by WorkSafeBC Internal Audit Department.

2.0 PROCESS

- 2.1 Based on the responses received for the RFIQ, WorkSafeBC may:
- Decide not to proceed with the project, work, product or solution;
 - Decide to defer the project, work, product or solution;
 - Request further information using an Request For Information (RFI) or Request For Additional Information (RFAI);
 - Develop and issue a formal Request for Proposal (RFP); or
 - Shortlist one (1) or several Respondents to formally present their proposed solution and/or approaches to the WorkSafeBC Selection Committee, or negotiate a contract directly with a Respondent.
- 2.2 WorkSafeBC reserves all rights defined herein Section I, Instructions to Respondents, “1.0 Introduction”, as deemed in the best interest of WorkSafeBC.
- 2.3 If WorkSafeBC requests presentations, short-listed Respondent(s) will be notified after the RFIQ closing of the specific time, date and location for a presentation of their submission. All costs incurred in the preparation of the responses and the presentation, including all travel costs, are the responsibility of the Respondent and are not chargeable to WorkSafeBC. WorkSafeBC will try to accommodate the availability of all Respondent(s). However, WorkSafeBC reserves the right not to continue with Respondent(s) who are not available for a presentation.

3.0 EVALUATION

- 3.1 Evaluation and short-listing of Respondents shall be based on WorkSafeBC’s evaluation of the responses using criteria that include, but are not limited to:

Company Profile, Qualifications, Capabilities, and Experience	5%
Respondent's approach, methodology, proposed solution, and ability to provide the services specified in this RFIQ	35%
Order of magnitude cost estimates	20%
Respondent's proposed resources and delivery timeframes	5%
Respondent's reputation and experience	5%
Respondent's ability to meet WorkSafeBC's Technical Components	15%
After sales and ongoing support	15%
Total:	100%

3.2 WorkSafeBC may invite Respondent(s) to make a presentation to WorkSafeBC. At the discretion of WorkSafeBC, the evaluation for the second phase, if required will be based on the following consideration, in addition to those listed above:

Interview/Presentation: 15%

3.3 Any awarding of a contract will be subject to satisfactory reference checks and protection of privacy assessment, in the sole opinion of WorkSafeBC.

3.4 If WorkSafeBC requests presentation(s) the Respondent will be responsible to ensure that staff attending the presentation are able to respond to detailed business and/or technical questions.

SECTION III - RESPONSE FORMAT

Respondents are invited to be creative and address any other approaches and other deliverables that may achieve the goals. WorkSafeBC requests that you include the following minimum information in your response.

1.0 RESPONSE FORMAT

- 1.1 Please enclose the **signed Section V RFIQ Response Form ON TOP of your submission package.**
- 1.2 Please provide your response in the same sequence of topics as listed below (see 2.0 to 4.0).
- 1.3 Please provide a Table of Contents for your submission.

2.0 COMPANY PROFILE, QUALIFICATIONS AND CAPABILITIES AND EXPERIENCE

- 2.1 Please provide a short overview of your company, its history and its future plans.
- 2.2 Please provide an overview of your customer base in Canada / North America, including market experience for your proposed solution. Please provide details of your proposed solution including its age, history, whether it is web-based and any other information you would like to provide. Do you have other customers using the proposed solution who are similar in scope, size and technical requirements to WorkSafeBC and are located in Canada? If so, please provide reference details about these customers and any others that would aid WorkSafeBC in understanding the information provided, your capabilities and experience (including resumes of proposed resources).
- 2.3 Please provide contact information for the individual who can respond to any questions that we may have.

3.0 EVIDENCE OF RELEVANT COMPANY EXPERIENCE

Please enclose Appendix A (References) and attach it to the RFIQ Response Form. Provide evidence and a description of your experience by providing a minimum of **THREE (3)** company references for work of a similar nature including:

- Names and addresses of clients for whom your organization has provided similar work, products and/or solutions.

4.0 RISK ASSESSMENT REGARDING THE PROTECTION OF PRIVACY

Please complete Appendix B and provide the details requested regarding the protection of Personal Information.

5.0 RESPONSE INFORMATION / DETAILS

WorkSafeBC is seeking information from Respondents regarding an Internal Audit Electronic Working Paper Package. Respondents are asked to provide an overview of their proposed solution and asked to illustrate how their proposed solution satisfies each requested requirement stated in Section IV REQUIREMENTS.

SECTION IV - REQUIREMENTS

1.0 BUSINESS REQUIREMENTS

The proposed Electronic Working Paper Package should be able to address the following audit requirements:

- Audit Universe
- Audit Planning
- Field Work
- Management Action Plan (MAP) Tracking
- Audit Committee Reporting
- Time Tracking

It is desirable that the package could also be used for non-assurance audit engagement or projects.

Please rate each of the “should have” features and the “desirable” features with the following values: 1 = standard feature, 2 = requires customization, 3 = future version and 4 = not available. Include additional comments and/or information on how your proposed solution meets our requirements.

Where additional information is requested, please provide clear and concise answers and apply the above rating if applicable. Please identify clearly areas where your proposed solution does not meet the requested requirements. Respondents may include alternatives or work-around for these areas.

1.1 Audit Universe

The proposed solution should have the following features:

- 1.1.1 Ability to have fields for service centres (numeric) and service centre description (alphanumeric). A service centre represents the smallest unit of the organization.
- 1.1.2 Ability to consolidate service centres based on set criteria.
- 1.1.3 Ability to roll-up service centres and report by different views, such as by department, strategic objectives, legislation, business processes (e.g., payment, revenue, claim processing, etc).
- 1.1.4 Maintain a repository of business processes with links to strategic objectives, applicable laws and regulations and service centres.
- 1.1.5 Maintain systematic and flexible risk assessment framework for the purpose of prioritizing audits and establishing sufficient coverage of the audit universe.
- 1.1.6 Ability to generate a prioritized annual audit plan using results from risk assessments, and other criteria.
- 1.1.7 Have the functionality to create a multi-year audit plan.
- 1.1.8 Ability to incorporate cyclical audits into the audit plan.
- 1.1.9 Ability to estimate total resources (labour hours, cost and manpower) required to complete the audit plan based on estimated time required to complete each audit engagement in the audit plan.
- 1.1.10 Ability to upload previous audit results into the current audit universe database.

The proposed solution should have the following desirable features:

- 1.1.11 Integrate with an Enterprise Risk Management (ERM) tool or with the WorkSafeBC corporate and divisional risks registers to auto populate the related risk ranking data field.
- 1.1.12 Automatic update of risk assessment and audit assurance data to the appropriate data fields in the Audit Universe.
- 1.1.13 Link or update “Notes for future audits” into the Audit Universe.

Please provide responses to the following:

- 1.1.14 Does the proposed solution allow for periodic update of the business process repository, and the risk and control matrix, what is the file format(s) for the business process repository?
- 1.1.15 Can all new business process database incorporated into the original business process documentation to ensure current and accurate information for the next audit?
- 1.1.16 Does the proposed solution have graphs and reports generation capabilities? If yes, please provide overview of this capability and include samples of graphs and reports with your response.

1.2 Audit Planning

The proposed solution should have the following features:

- 1.2.1 Flexibility in creating an audit planning checklist with link to previous audit files.
- 1.2.2 Ability to create a standard audit plan and Terms of Reference templates with options to customize.
- 1.2.3 Ability to import information from previous audits into the current audit plan.
- 1.2.4 Ability to create a standard template for planned calendar of activities with the option to customize or add audit activities.
- 1.2.5 Ability to apply the COSO/COBIT control frameworks and other audit standards.
- 1.2.6 Has the functionality to create the Terms of Reference (TOR) from the audit plan.
- 1.2.7 Ability to “lock down” the audit plan, i.e., not allow any changes unless with proper approval, once it has been approved and the TOR has been issued.

The proposed solution should have the following desirable features:

- 1.2.8 Ability to auto-populate the audit plan with data from corporate and divisional risk registers.
- 1.2.9 Ability to upload data from the time tracking module to the planned calendar of activities.
- 1.2.10 Web-based access for audit clients to review TOR and indicate their comments and/or agreement.

Please provide responses to the following:

- 1.2.11 Are audit plans viewable in a calendar format? Can they be updated from a calendar format?

1.3 Field Work

The proposed solution should have the following features:

- 1.3.1 Auto-population of working papers with project code and name/title.
- 1.3.2 Auto create standard sections of working papers for new projects/engagements.
- 1.3.3 Comply with Institute of Internal Auditors and WorkSafeBC Internal Audit standards for working paper design and structure.
- 1.3.4 Flexibility to select appropriate working paper format (i.e., Word, Excel, PDF, etc).
- 1.3.5 Maintain a library of working paper templates.

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- 1.3.6 Ability to generate a summary working paper with audit objective, work done, audit results and overall conclusion.
 - 1.3.7 Ability to index and cross-reference working papers and automatically update any changes.
 - 1.3.8 Ability to create custom working paper templates. Ability to select audit program in a repository to pre-load into the project file or summary working paper.
 - 1.3.9 Upload of historical and current audit programs into a repository.
 - 1.3.10 Ability for electronic signing-off by authorized personnel (e.g. as preparer, editor, reviewer).
 - 1.3.11 Built-in automatic notification to notify reviewer when section is ready for review.
 - 1.3.12 Ability to create review notes in the working paper and automatic update to repository. The appropriate personnel will automatically receive an alert that new information is ready for review.
 - 1.3.13 Once the review is completed, the individual can append his/her notations and return it to the sender. Sender reviews the notations and has the option to approve and close working paper. This action will clear the review notes from the working paper, mark the working paper as “complete” and “lock” it from further changes but with the option for “unlocking” the working paper if and when required
 - 1.3.14 Ability to create “to-do” list and include notation in the working paper. Once the task is completed and update is made to the repository, the repository will automatically close the completed task(s) and keep any outstanding task(s) on the “to-do” list.
 - 1.3.15 Ability to file emails from Outlook into the project folder with auto-naming convention and cross-referenced to the appropriate working paper.
 - 1.3.16 Ability to generate a listing of documents that have not been cross-referenced to working papers within each audit engagement file.
 - 1.3.17 Ability to link, at minimum, directly to a page in a PDF, Word or Excel document/file.
 - 1.3.18 Ability to attach or embed any files in PDF, Word, Excel and/or Visio format.
 - 1.3.19 Ability to protect any non-Internal Audit generated documents from changes/tampering but allows annotation. Ability to move and/or copy working papers with automatic update of reference fields.
 - 1.3.20 Ability to delete working papers that do not contain review notations and only in work-in-progress status with automatic update of reference fields. Deleted working papers are moved to a repository and can only be deleted manually.
 - 1.3.21 Tracking of working paper sign-offs and completion. Archived files should be password protected to prevent any unauthorized changes. If changes are required, a full audit log tracking is maintained.
 - 1.3.22 Ability to open archives files in Adobe and/or MS Office applications format.
 - 1.3.23 Ability to work offline and synchronize when LAN access is available.
 - 1.3.24 Ability to customize interim audit observation (IAO) report.
 - 1.3.25 Ability to pre-populate and create IAO template with information from the summary working paper.
 - 1.3.26 Ability to consolidate all IAO reports to the main draft audit report.
 - 1.3.27 Any changes to the main draft or final audit report are automatically updated in the IAO reports and summary working paper to ensure consistency.
 - 1.3.28 Ability to track versions of the audit reports.
 - 1.3.29 Allow customers web access to IAO and draft audit reports and to update management action plan (MAP) and management comment sections (i.e., MAP responses, MAP status update).
 - 1.3.30 Built-in automatic update of Quality Assurance Review (QAR) completion checklist.

- 1.3.31 Audit files closing procedures should include procedures to ensure all necessary approvals and sign-offs are received. Alert is issued if the necessary approval(s) is missing. Final approver's full name, date and time of approval are stamped on the working papers.
- 1.3.32 Post audit survey is automatically sent out to client once the final audit report is issued. The survey results/scores are automatically calculated and along with any comments are stored in the appropriate sections of the audit file. An over-ride should be available if a post audit survey is not required.
- 1.3.33 Web access for clients to complete and review survey.

Please provide responses to the following:

- 1.3.34 Is the full version history of every audit report kept automatically?

1.4 Map Tracking

The proposed solution should have the following features:

- 1.4.1 Linking all MAPs from final audit report into one location or repository for tracking and monitoring purposes.
- 1.4.2 Built-in lead time alert to client and Audit Assistant prior to deadline for MAP.
- 1.4.3 Keep track of status of outstanding management action plans.
- 1.4.4 Web access for client to directly update MAP status.
- 1.4.5 Built-in alert to Auditor In-charge (AIC) when a client changes the status of the MAP, e.g., marks the status as complete, risk accepted or revised the due date.
- 1.4.6 Built-in alert to Director of Audit when the maximum allowable extension for MAP has been exceeded.
- 1.4.7 MAP reporting by status (open, complete, risk accepted) and by MAP responsibility.
- 1.4.8 Keep complete history of the MAP (i.e., completion date extension, change in MAP, risk acceptance, etc.).

1.5 Audit Committee Reporting

The proposed solution should have the following features:

- 1.5.1 Ability to pull together information from the lifecycle of the audit and update the appropriate sections of the quarterly and annual Audit Committee report.

1.6 Time Tracking

The proposed solution should have the following features:

- 1.6.1 Ability to track and report on auditor's time spent and corresponding labour cost for all audit-related activities (planning, fieldwork, reporting, travel), and audit file sections.
- 1.6.2 Ability to track and report on auditor's non-audit related activities (e.g., training, administrative functions, vacation).
- 1.6.3 Ability to report on time spent on all audit-related and non audit-related activities of all auditors for specified period or audit engagement.
- 1.6.4 Ability to extract data from the above reports and update the related sections in the quarterly and annual business plan update reports.
- 1.6.5 Alert AIC when deliverables are due at predefined period of time (i.e., one week before, one day, etc).
- 1.6.6 Variance reporting (actual vs. budget) by audit-related activities (e.g., field work).
- 1.6.7 Ability to display in the timekeeping entry screen the scheduled activities of an auditor by specified time period and ability to add and/or delete activities.

The proposed solution should have the following desirable features:

- 1.6.8 Project management capabilities to track key dates to plan, and track project against elapsed time, man hours and cost.

Please provide responses to the following:

- 1.6.9 How is anticipated start and stop dates tracked for planned audits?

2.0 TECHNICAL REQUIREMENTS

The proposed solution should be compatible with:

- Microsoft Windows XP (SP3) operating system
- Microsoft Office 2003 and 2007 platform.

2.1 Please provide responses to the following:

- 2.1.1 What is the architecture of the proposed solution (e.g. client server, n-tier)?
- 2.1.2 What database is supported (e.g. SQL Server, DB2, MS Access, Oracle, Sybase)?
- 2.1.3 What server platforms are supported?
- 2.1.4 Does the proposed solution support and integrate with Office 2007 products? If yes, then please provide details of integration?
- 2.1.5 Is Windows XP Professional supported?
- 2.1.6 Is IE 7.0 a supported browser?
- 2.1.7 Does the software require any additional web browser components?
- 2.1.8 What email programs or other applications (i.e., MS Office suite 2003/2007, Adobe, Visio, etc) are supported?
- 2.1.9 What is the preferred combination of hardware, operating systems, web servers (if applicable), and client software used by the majority of your clients?
- 2.1.10 Provide a one-page architecture diagram of the preferred architectural design, including information on recommended operating system and web server version combinations for each physical server.
- 2.1.11 What is the technology used for the software's document repository?
- 2.1.12 Which data export and import formats are supported?
- 2.1.13 Are administrative rights required for client or service accounts?
- 2.1.14 Does the application support Active Directory?
- 2.1.15 What are the users' ROLES, GROUPS and POLICIES required for implementation?
- 2.1.16 Describe the security architecture of your application including:
- user id
 - password management
 - password encryption
 - authorization rights management
 - integration with Active Directory
 - encryption of data
 - administration of security rules
 - security applied to user connections to the database
- 2.1.17 How are customizations or configurations rolled forward in an upgrade?
- 2.1.18 Can your product be customized or extended by the user?
- 2.1.19 What tools are provided for customizing or extending the product?

2.2 Disaster Recovery

The proposed solution should have the following features:

- 2.2.1 The ability to perform periodic backups either in a full or incremental state. It should allow for backup performance while the system is active.
- 2.2.2 The ability to salvage and restore data in the event of a catastrophic failure.

Please provide responses to the following:

- 2.2.3 How are back ups performed on your product?
- 2.2.4 Does your proposed solution integrate with Veritas Net Backup solutions?
- 2.2.5 Provide examples of how other organizations have implemented a disaster recovery procedure/system for your proposed solution.

2.3 Licensing

Please provide responses to the following:

- 2.3.1 How do you license your proposed solution? For example, perpetual license vs. annual license renewal, single user license, concurrent license, site license, server license, development license vs. production license, and etc.
- 2.3.2 If you offer concurrent and or site license, is licensing based on number of users? For example, one to fifty (1- 50) concurrent user license, fifty to one hundred (51 – 100) concurrent user license, and unlimited user for a site license.

2.4 Product Upgrades

In order to gain an understanding of future internal support and maintenance requirements, WorkSafeBC needs to understand your approach and schedule for product patches, releases and new versions.

Please provide responses to the following:

- 2.4.1 Have any of the product upgrades over the past three years required bulk data conversion?
- 2.4.2 When your upgrades require data conversion, do you provide the required conversion utilities as part of the upgrade package?
- 2.4.3 Does your release/version strategy require a client to implement every release or does your strategy support the ability to easily skip specific releases, etc.?
- 2.4.4 Can a customer continue using your proposed solution without renewing annual maintenance/support? What is your maintenance/support reinstatement policy?
- 2.4.5 How many back version(s) do you support at one time and how long are prior releases supported?
- 2.4.6 What is the frequency of upgrades?
- 2.4.7 Are all releases/upgrades included in your maintenance/support fee or is this an additional cost? If additional, provide the history of costs for upgrades over the past three years.
- 2.4.8 Provide details of your maintenance program.

2.5 Solution Configuration

Although many products can be implemented using multiple technology operating systems and platforms, software developers frequently have a “preferred” or “recommended” technical architecture and environment that most closely reflects their internal development and support environment. For example, although your company may support products operating under a Linux operating system, the majority of external client installations and internal environment focuses on a Microsoft environment.

Provide a detailed description of the preferred/recommended technical architecture/configuration for WorkSafeBC. This architectural description should identify all product dependencies and the releases/versions of the associated products/software which the solution supports or requires.

2.6 Implementation/Integration Planning and Support

If implementation/integration planning and support is required for your proposed solution, please provide information on what implementation and integration services your company provides and your support model post-implementation. Describe a typical implementation approach, including kick-off calls, technical reviews, design reviews and user acceptance testing with associated timeline and resource requirement from both customer and your company.

Please include the following information in your overview.

- 2.6.1 Do you provide direct integration services through your company or do you use a third-party integrator?
- 2.6.2 Do you have a local integration presence in BC?
- 2.6.3 How many times have you deployed your application?
- 2.6.4 Do you provide project planning services as part of your integration package?
- 2.6.5 Is data conversion a part of your services?
- 2.6.6 Do you provide direct support for your product or is this handled through a third-party?
- 2.6.7 Do you have a local support presence?
- 2.6.8 Do you have different levels of support (Gold, Platinum, and Premium) and if so what services does each level provide? Provide details of your support program.

2.7 Training

WorkSafeBC recognizes the fact that some proposed solutions may require more training.

Based on your previous installed sites, please provide an outline of the training required by WorkSafeBC. Please include information on the type of training offered, such as on-site at WorkSafeBC/off-site training, who provides the training, availability of train-the-trainer program, web-based training, number of participants per session and number of days per sessions, and type of training material provided.

2.8 Value-added Services

Please include any no charge service(s) that is of value to WorkSafeBC Internal Audit Department; for example, web conferencing with other user groups.

3.0 COST ESTIMATE

Please provide cost estimates for your proposed solution based on eleven to fifteen (11- 15) users, hardware cost (if any), implementation (including customization/conversion, if any), annual maintenance/support, and training costs.

Costs are requested for budget purposes and will be used to determine whether to proceed.

Respondents may propose estimated costs based on their experience with organizations similar in size and technical requirements as those of WorkSafeBC. Another alternative is to include your standard price list with your response and indicate the components that are applicable to WorkSafeBC.

SECTION V - RFIQ RESPONSE FORM – RFIQ #002-2009

WORKERS' COMPENSATION BOARD OF BRITISH COLUMBIA (WORKSAFEBC)
6951 WESTMINSTER HIGHWAY, RICHMOND, BC V7C 1C6

<i>Company Name:</i>

I/We hereby offer the information in our response to WorkSafeBC for review. I/We understand that this information is provided in response to a Request for Information & Qualification and that nothing in the RFIQ document should be construed as binding on WorkSafeBC or that a contract need be awarded.

APPENDIX(ES) TO RFIQ:

WorkSafeBC requests that any appendixes as called for in the RFIQ be completed and attached to this RFIQ Response form. All appendixes form an integral part of this response. I/We enclose:

Appendix A	References
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ADDENDA

I/We acknowledge receipt of the following applicable Addenda to the RFIQ:

ADDENDUM:	DATE OF ADDENDUM	FROM PAGES	TO PAGES
Addendum No. 1			
Addendum No. 2			

Authorized signing officer

<i>Legal / Business Name:</i>	
<i>Other names under which your Company operates:</i>	
<i>Address:</i>	<i>Telephone Number:</i>
<i>City, Province, Postal Code:</i>	<i>Fax Number:</i>
<i>Signature:</i>	<i>Title:</i>
<i>Print Name:</i>	<i>Date:</i>
<i>Official Email Address:</i>	
<i>WorkSafeBC Registration Number:</i>	

Any clauses in a document received in response to this procurement process which purports to limit WorkSafeBC's obligations under FIPPA will be considered void and severable from the response. By answering this RFIQ the Respondent will be deemed to have accepted this term.

APPENDIX A - REFERENCES

<i>Company Name:</i>	
<i>Address:</i>	<i>Telephone Number:</i>
<i>City, Province, Postal Code:</i>	<i>Fax Number:</i>

Provide three (3) projects your organization has completed in the past three (3) years and that are similar in scope and value to WorkSafeBC's requirements.

1 COMPANY NAME & ADDRESS	
Contact Name	
Telephone No.	
Brief Description of Project	
2 COMPANY NAME & ADDRESS	
Contact Name	
Telephone No.	
Brief Description of Project	
3 COMPANY NAME & ADDRESS	
Contact Name	
Telephone No.	
Brief Description of Project	

APPENDIX B – PROTECTION OF PRIVACY ASSESSMENT
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The Freedom of Information and Protection of Privacy Act (FIPPA) requires that WorkSafeBC and any Service Provider to it, ensures personal information in its custody or under its control is stored or accessed only in Canada except in limited circumstances. Further information is available regarding this requirement at: www.msar.gov.bc.ca/privacyaccess.

Please provide the following information:

- 1.1 State if your company is a subsidiary and/or has any affiliation of any type with any entity outside of Canada, if yes, state their names and relationships.
- 1.2 State the legal status of your company. E.g. Sole proprietor, partnership, limited company or incorporated.
 - 1.2.1 If the business is a partnership, state the countries where the partners reside.
 - 1.2.2 If the business is a limited company, state the countries where the directors reside.
- 1.3 State if your company is wholly owned by a Canadian entity or not, if not state the nature of the foreign ownership.
- 1.4 State if your company is controlled and operated by a Canadian entity or not, if not state the nature of the foreign control and operations.
- 1.5 State the location where personal information is currently stored, by whom and who would have access to this information.
- 1.6 State the location and how you propose to store and access personal information (both hard and soft copies) you obtain from WorkSafeBC, if successful.
- 1.7 State who provides systems and equipment maintenance and the data recovery services for your data systems and state their location. If it is not an employee, answer 1.1 to 1.10 in relation to the proposed subcontractor.
- 1.8 Provide a description of current employee procedures and rules relating to disclosure, access and control of personal information. (E.g. levels of access, circumstances, frequency and familiarity with FIPPA, security clearance requirements, etc.).
- 1.9 Provide a description of an existing operational privacy plan in the event of a security or privacy breach relating to personal information (E.g. email breach, home invasion, theft).
- 1.10 If you propose to subcontract any portion or all of the work under the contract, if you are successful, state where and to whom you intend to subcontract with, and answer 1.1 to 1.10 in relation to the proposed subcontractor.

APPENDIX C – WORKSAFEBC OVERVIEW CORPORATE PROFILE

WorkSafeBC (the Workers' Compensation Board) is an independent statutory agency that serves nearly 2.3 million workers and about 197,000 employers throughout British Columbia. It is funded through insurance premiums paid by registered employers and through investment returns. The *Workers Compensation Act* empowers WorkSafeBC to enforce occupational health and safety standards, provide legislated compensation and rehabilitation benefits to injured workers or their dependents, and collect funds from businesses to operate the workers' compensation system. In administering the Workers Compensation Act, WorkSafeBC remains separate and distinct from government. However, WorkSafeBC is accountable to the public through the provincial government, which is responsible for protecting and maintaining the overall well-being of the workers' compensation system.

WorkSafeBC is dedicated to:

- Working with our partners to achieve our vision: keeping workers and workplaces safe and secure from injuries, disease and fatalities.
- Rehabilitating injured workers and returning them to productive, safe employment.
- Providing sound financial management for a viable workers' compensation system.
- Protecting the public interest.

Most of WorkSafeBC's head office operations are located at 6951 Westminster Highway, in Richmond, B.C.

Major regions throughout B.C. are represented by area offices in Abbotsford, Courtenay, Kamloops, Kelowna, Nanaimo, Nelson, Prince George, Terrace, and Victoria. Four Lower Mainland offices are located in Burnaby, Coquitlam, North Vancouver, and Surrey.

WorkSafeBC currently employs in excess of 2,500 people; approximately 2,000 work in the head office facilities, with the balance located in regional centres.

Our mandate to provide insurance coverage to employers and rehabilitation/compensation to injured workers and their families is just the beginning of our commitment. Our mission is to assist the workers and employers of BC to create and sustain a culture of health and safety in the workplace through our compassionate and supportive services, sound decisions and advice, and solid financial stewardship.

Our commitment is to make a difference one human being at a time.

APPENDIX D – WORKSAFEBC CURRENT IT ARCHITECTURE
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Overview

WorkSafeBC's technology architecture employs a distributed computing model. The production processing environment consists of a single IBM mainframe (z/OS), over 200 Intel-based Microsoft Windows 2003 servers, and several UNIX (AIX) servers. These systems are complemented by approximately 3,000 personal computers used throughout the province.

Distributed Server Platform

Distributed server functions are delivered primarily on HP Intel-based server hardware running Microsoft Windows 2003 operating systems. Examples of the services delivered on Windows 2003 Servers are: file/print sharing, Web and application servers, Microsoft SQL Server, and Microsoft Exchange. WorkSafeBC-supported application servers include: Microsoft Enterprise Server (COM+/.NET), and IBM WebSphere Application Server.

Application Development Platform

New business applications are designed and developed as Internet/Intranet based solutions. The primary tool used for development on the Microsoft Enterprise Server platform is Microsoft Visual Studio 2003 (.NET). Middle-tier business and data access components are hosted on a cluster of load balanced application servers, while UI components, written in ASP.NET, are hosted on a cluster of load balanced web servers. Communication between UI components and middle-tier components is done using web services.

Claims Management System

A new Claims Management application is being designed using the Curam application framework, based on J2EE and deployed on IBM WebSphere Application Servers. The DBMS for the Claims Management application is DB2 on z/OS.

Database Management System

The principal corporate data store (DBMS) is DB2 on the mainframe. The standard DBMS on Intel Servers is Microsoft SQL Server. Data is exchanged between n-Tier applications and mainframe data sources (mainly in DB2) using the IBM DB2 Connect database gateway.

PC Workstation Platform

WorkSafeBC's personal computers are standardized on Intel Pentium processors, and run Microsoft Windows XP (SP 3) Professional operating system. The desktop application suite is Microsoft Office 2003 and move to Microsoft Office 2007 by year-end, IE 7 and Windows Media Player 10. Notebook computers and Tablet PC's are used by employees who work away from fixed office locations.

Network Environment

IP is the network protocol. The Local Area Network consists of Fast Ethernet connected to a Gigabit Ethernet internal network. Most WorkSafeBC regional locations are connected to the head office building through TELUS' IP Networks MPLS service (10/100 Mbps wide area network (WAN) service). Smaller locations use ADSL.

Internet access is through two links provided by TELUS. The 10 Mbps links handle outbound web browsing and inbound application traffic. Outbound user traffic is controlled by Microsoft Internet Security & Acceleration Server integrated with content filtering software. Access to and from the Internet is controlled by perimeter firewalls.

Remote Access Services

Remote access services are offered using virtual private networking (VPN), PSTN dialup, Citrix Terminal Services, Microsoft Outlook Web Access, NetMotion's Mobility XE, and RIM's BlackBerry. RSA SecurID provides 2-factor authentication as an additional security layer to control remote access to the network.

General Information

WorkSafeBC maintains an external World Wide Web presence through its "WorkSafe Online" site (www.worksafebc.com). A corporate Intranet is deployed on a Microsoft Sharepoint Portal Server.