



**Workers' Compensation Board of British Columbia
Corporate and Health Care Purchasing**

Request for Information & Qualification (RFIQ)

Small Case Management Solution

RFIQ #041-2011

Issue Date: July 21, 2011

WorkSafeBC is seeking responses from qualified vendors who can provide a Case Management Software solution that will be used by multiple independent business areas.

WorkSafeBC requests that responses be submitted by:

2:00 PM Pacific Time on August 11, 2011

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.
- 1.8 The information provided to the Respondent in this RFIQ is confidential and proprietary; it must be kept strictly confidential and the Respondent must not disclose any of the information to any

person or entity except to those of the Respondent's employees, officers, and directors who have a clear and bona fide need to know the information in order to prepare a Response to this RFIQ.

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 August 11, 2011:**

- **Signed WorkSafeBC RFIQ Response Form contained in Section IV 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 indicated below (A, B or C):

A. Hardcopy:

Respondents are requested to remit **one (1) original response plus 3 (three) copies of the response in printed hardcopy, and** one (1) electronic version of their submission on CD/DVD or USB flash drive in Adobe PDF format or Microsoft Office (2007 or earlier version) e.g. Word, Excel, PowerPoint;

- If there is any inconsistency between the hardcopy and the electronic version of the submission, the hard copy form of the document prevails;
- It is the Proponent's responsibility to ensure the data integrity of the electronic version of their submission, as failure (e.g. inaccessible file/data, corrupted file/data) may impact the scoring of their submission.

B. Electronically through BC Bid:

- An electronic copy of the response will only be accepted in MS Word or Adobe PDF format, Microsoft Office 2007 or earlier.
- 6 MB maximum file size.
- 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.
- ZIP or like files will not be accepted.
- 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 HOW TO SUBMIT A HARCOPY OF RESPONSE
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- 3.1 Please ensure all hardcopies of bids are delivered during normal operating hours: Weekdays 7:30 AM to 5:00 PM (before 2:00 PM on Closing Date), in an envelope identified with the name and address of the Bidder, **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

4.0 REQUESTS FOR ELECTRONIC COPY OF RFIQ

- 4.1 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.
- 4.2 For requests of electronic copies of this Request for Information & Qualification, please contact Dianne Tatoy at 604-276-3344 and provide the appropriate RFIQ number, your name, phone number and email address.
- 4.3 Respondents who have obtained the RFIQ electronically shall not alter any portion of the document, with the exception of adding the information requested.

5.0 CLARIFICATION

- 5.1 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:	Rachel Lemos, Sr. Purchasing Officer Corporate and Health Care Purchasing Phone #: (604) 276-3179 Fax #: (604) 276-3260 Email: purchase@worksafebc.com
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- 5.2 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.
- 5.3 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.

- 5.4 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.

6.0 GOVERNING LAW / JURISDICTION

- 6.1 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.

7.0 TRADE AGREEMENTS

- 7.1 If the value of any response(s) resulting from this Request for Information & Qualification and any subsequent process exceeds the cost thresholds stipulated in Article 502 of the Agreement on Internal Trade then all provisions of Chapter Five: Procurement of the Agreement on Internal Trade will apply.
- 7.2 The New West Partnership Trade Agreement (NWPTA) Article 3, 4, 14 and Part V will apply to any responses resulting from this Request for Information & Qualification.
- 7.3 The language used in all responses to this Request for Information & Qualification shall be English.

SECTION II – BUSINESS OBJECTIVES

1.0 PURPOSE

- 1.1 Currently a collection of office tools and manual processing practices are used by several independent business areas within WorkSafeBC to manage their own unique case management activities. This has hindered effectiveness and efficiency gains due to process duplication, technology workarounds and data reconciliation efforts.
- 1.2 Each business area has their own set of disciplines however collectively their business case requirements are quite similar:
- Case intake
 - Case Assignment
 - Manage case
 - Create and store case content
 - Case disclosure
 - Common case tools to manage/administer
- 1.3 WorkSafeBC requires a case management software solution that:
- (1) delivers robust tools consisting of all aspects of case processing based on core functional business requirements for use across all business areas.
 - (2) is built using industry technologies that are in line with WorkSafeBC technology practices (see #8 Technology Requirements).
 - (3) ensures current functionality and processing levels are not negatively compromised.
 - (4) will accommodate 50 – 300 total users across different business areas and allows for security of data and configuration within each business area.
- 1.4 The scope of this project will include analysis, design, testing, training documentation, data conversion strategy, configuration, implementation services, post implementation support and project expertise for successful implementation of a Case Management solution that will be rolled out to two (2) distinct business areas as first implementers. And it is the intention that this solution will be used by other business areas in the future. It is anticipated that this project will conclude based on timeframes that reflect defined activities and deliverables as described during the project planning phase.

2.0 OVERVIEW OF BUSINESS AREAS WHO WILL BE USING THE CASE MANAGEMENT SOLUTION

2.1 Compliance Department

Under WorkSafeBC's Investigation Division, the Compliance department enforces Occupational Health and Safety (OHS) cases through the adjudicative process of WorkSafeBC and the Worker's Compensation Appeal Tribunal. Governed by the Workers Compensation Act and Workers Compensation Board Occupational Health and Safety Regulations Compliance:

- prepares and presents WorkSafeBC's case in support of OHS orders and/or administrative penalties at the adjudication stage by way of written and/or oral submissions.
- deals with advocates for the employers and other parties.

- provides advice to officers and management on the conduct of investigations and imposition of sanction by way of administrative penalties or prosecution.
- researches and provides written recommendations on policy and procedural matters as they relate to OHS investigations and enforcement.
- provides advice on and adjudicates worker complaints of discriminatory action.

Examples of Compliance case files:

- A case stating that an employer is not complying with the OHS regulations resulting in an administrative penalty¹.
- A case stating a discriminatory complaint against an employer.

Current technology used to manage case files:

- Microsoft Office products

Number of Business Users:

- 30 FTE's

Volume:

- Discrimination Complaints: Approximately 250/year
- Opened Admin Penalty cases: Approximately 300/year (encompasses Admin Penalty, Reviews & Appeals)

2.2 Legal Services

Legal Services' mission is to support strategic goals and objectives of WorkSafeBC by providing the organization and its stakeholders with prompt, efficient, and effective legal and related services required by the Workers Compensation Act (the Act) and other statutes through in-house expertise; and to ensure compliance with the Act. Through the FIPP Office, Legal Services also administers and performs the legal obligations of WorkSafeBC under the Freedom of Information and Protection of Privacy Act.

Legal Services Departments²:

- General Legal Services
 - A legal case file is opened for every matter being handled by the legal department. Some of these files are referred to outside counsel who will use their own case management and workflow systems(s). General Legal Services update the case within the WorkSafeBC systems as needed with information such as case assignment, communications, outcomes, etc.
 - Many different case types are accepted within the department and the type of case can dictate who it is assigned to.
 - The department liaises with many stakeholders and service providers through the course of these files.
 - The department relies on monthly reports to inform them of the status of their cases and their recoveries.
- Freedom of Information and Protection of Privacy (FIPP)
 - Freedom of Information (FOI) requests must be tracked when received and responded to within 30 business days.

¹ Refer to Appendix E – Example Business Scenario – Case Management #2

² Refer to Appendix E – Example Business Scenario – Case Management #3

- Queries for advice, reports of privacy breaches, projects that require privacy impact assessments are received and must all be tracked.
- Other types of files are information sharing agreements and memoranda of understanding.
- The office liaises with many external and internal contacts in the process of business.
- The office relies on several reports for internal use and corporate reporting.
- Their cases may have more than one outcome and may have different tasks to support internal or external outcomes.
- Number of Business Users - 26 FTE's
- Volume: In 2010, there was an average case load of 925 general legal cases and 1536 FIPP cases.

3.0 PROCESS

3.1 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.

3.2 WorkSafeBC reserves all rights defined herein Section I, Instructions to Respondents, "1.0 Introduction", as deemed in the best interest of WorkSafeBC.

3.3 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.

4.0 CONFLICT OF INTEREST

4.1 WorkSafeBC reserves the right to reject submissions from Respondents, who in the opinion of WorkSafeBC, are in a conflict of interest, in relation to the Services described in this RFIQ. The determination of a conflict of interest will be at WorkSafeBC's sole discretion.

5.0 EVALUATION

5.1 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:

1. Company Profile, Qualifications and Experience	5%
2. Respondent's ability to meet WorkSafeBC's first Implementations Business Functional requirements	20%
3. Respondent's approach, methodology, proposed deliverables, and ability to provide the services specified in this RFIQ	5%
4. Estimate Cost	10%
5. Respondent's ability to meet WorkSafeBC's Corporate Business Requirements	30%
6. Respondent's ability to meet WorkSafeBC's Technical Requirements	10%
7. Reference and Experience with previous implementations	5%
Total:	85%

5.2 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%

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

5.4 Respondents that score highly in the initial evaluation process will be assessed to determine their ability to comply with the Protection of Information and Personal Privacy. WorkSafeBC reserves the right not to award a contract to Respondents that score unsatisfactory on Appendix B, Protection of Privacy Assessment.

5.5 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 IV. **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

- 2.1 Please provide the following:
 - A short overview of your company, its history and its future plans.
 - An overview of your customer base in Canada/North America, including market experience for your proposed solution.
 - Details of your proposed solution including its age, history, whether it is web-based and any other information you would like to provide.
 - Contact information for the individual who can respond to any questions that we may have.

3.0 ABSENCE OF CONFLICT OF INTEREST

- 3.1 State if there are any potential areas of conflict of interest that may exist with the provision of the services to WorkSafeBC. If yes, provide a description of the nature of the conflict of interest.

4.0 EVIDENCE OF RELEVANT COMPANY EXPERIENCE

- 4.1 Please 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.

Please enclose Appendix A (References), your capabilities and experience (including resumes of proposed resources).

5.0 RISK ASSESSMENT REGARDING THE PROTECTION OF PRIVACY

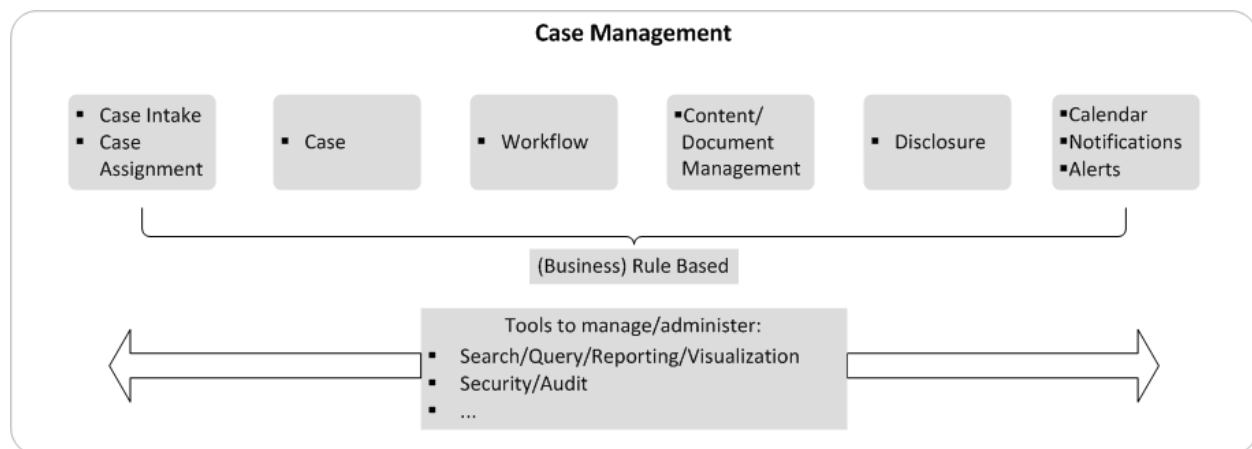
- 5.1 Please complete Appendix B and provide the details requested regarding the protection of Personal Information.

6.0 BUSINESS FUNCTIONAL REQUIREMENTS

Outline of Functional Business Requirements³

WorkSafeBC requires a case management solution that can help diverse business areas across the organization to better manage cases. The solution must have the capability to manage case and case information (documents, audio & visual files, etc), workflows, security and reporting. Because WorkSafeBC is comprised of many different business areas that have their own procedures and business rules around processing cases, the ideal case management solution will be configurable to fit the needs of each department.

Figure 1. Overview of Small Case Management Solution Components



Please describe how your solution meets the following requirements. Where deemed advantageous include additional functions and/or supplemental information.

6.1 (Business) Rule Based: require the ability to manage case based on business rules. For example:

- a. case assignment/reassignment based on case type
- b. case status change based on prescribed policy
- c. case workflow change based on new evidence or decisions
- d. case manual overrides (e.g. reassign existing case or task to different resource or group, ability to manually update case status)

6.2 Case Intake and Assignment

- a. Provide a facility to intake a case, check for duplicates, setup the case file, establish workflow and allow for automatic or manual assignment of a case to case resource(s) (e.g. in house and outside legal counsel)
- b. Ability to accept an Outlook form into the system and automatically create a new case by populating information from the form (ex. Privacy Impact Assessment form)
- c. Ability to add case participants in various roles. Preference in some cases for these participants to be available through integration to external systems
- d. Ability to maintain a resource repository
 - repository would include role, expertise, area of responsibility, employment status, availability

³ Refer to Appendix E Example Business Scenarios-Case Management

6.3 Case

- a. Ability to create multiple case types (e.g. Administrative Penalty, Discrimination Complaint, Collections matter, 3rd party personal injury, etc.) and apply their own business rules, resources, workflow, etc.
- b. Ability to create a case and generate a unique identifier
 - Ability to specify the format of the unique identifier
- c. Ability to create and modify custom fields to any case type (e.g. Legal cases require court and trial type)
- d. Ability to link or cross-reference cases together based on defined business rules
- e. Ability to create and send emails from within a case
- f. Ability to provide a summary of changes to a case file
- g. Ability to store all case history and maintain audit trail

6.4 Case Workflow

- a. Provide the ability to create and configure workflows based on various parameters such as case type, business rules, business function, and task function (automated or manual).
- b. Elements of Workflow: manual/automated events and actions (e.g. approval, confirmations and notifications via email), tasks (including case and task assignment, reminders), activities (e.g. reviews), input/output parameters, alerts (send escalation alerts on overdue cases and actions) , transition to follow-on processes
- c. Ability to automatically set up tasks with due dates going forward (ex. Future due date triggered by completion of preceding task/event) or backward in time (ex. based on a future court date, task/event due dates are calculated backwards from that future court date).

6.5 Case Content/Document Management

- a. Case content is made up of documents, electronic artefacts (e.g. video, audio files), scanned images, emails, and other structured/unstructured information
Example of key functions Case Content:
 - Ability to create and categorize, access, view, modify, store and manage case content
 - Ability to import and export content from/to other consuming resources (e.g. Line of Business applications)
 - Ability to link content to other cases, other content or a task within workflow
 - Ability to index, track and document (including reason) case content movement
 - Ability to annotate content and delink for disclosure purposes
 - Ability to search content within single or multiple cases
 - Ability to print case content
 - must adhere to document/image reproduction standards (e.g. scan and scale large documents such as building or equipment blueprints)
- b. Document Management consists of documents such as forms, letters, PowerPoint presentations, audio, video, etc. and provides enforcement practices on how they are created, edited, viewed and stored
Example of key functions Document Management
 - Document Versioning and document record (lock documents so no further editing can take place)
 - Ability to create Document Templates with intelligent links
 - Ability to auto populate key fields within a document based on data import and validation practices

- Ability to create and store meta data
 - Ability to identify if content is currently being updated so multiple users do not overwrite each others' changes at the same time.
- c. Archiving capability

6.6 Case Disclosure

- a. Track disclosure lifecycle:
- e.g. log disclosure request → assign request → compile disclosed documents, electronic artefacts, data reports (ie. any other information that is disclosable but not in a document) → perform redaction process → review/approval process → disclose → track disclosure (audit trail) and report
- b. Track collaboration and communication in relation to disclosure effort between participants
- Example of key functions:
- Must work with scanned document or image, office software (Word, Excel, PowerPoint), email, PDF documents, etc.
 - Ability to remove hidden meta data
 - Must be integrated with Acrobat Reader
 - Must be integrated with document management tools (e.g. redacting templates for redacting structured documents/forms)
 - Ability to identify regular expressions (e.g. name, contact information, personal information such as SIN, etc.)
 - Ability to document the reason(s) for disclosure and redaction, what can be disclosed and what must be redacted
 - Ability to conduct redaction
- c. Disclosure packages can be very large, therefore the case management solution must be able to accommodate large file sizes

6.7 Contacts, Calendar, Notifications and Alerts

- a. Ability to schedule meetings, appointments, events, etc. and log calendar particulars (e.g. meeting details, who attended, purpose of meeting, level of importance, notes, etc.)
- b. Ability to link case workflow to calendar (such as schedule task deadlines)
- c. Ability to provide a legal date calendar (e.g. docket scheduler such as hearings or court dates)
- d. Ability to search calendar entries
- e. Ability to manage contacts (ex. Add, edit, delete)
- f. Ability to integrate contacts with parties in core systems
- g. Ability to synchronize calendar and contact information with electronic devices (e.g. Smartphone, tablet, laptop)

6.8 Search/Query/Reporting/Visualization

- a. Search and query functionality that enables both simple and advanced analytics capabilities using:
- Search parameters and filters (e.g. partial search terms, document identifiers, Boolean expressions, key words, meta data, and point in time) for fielded data, structured/unstructured text, documents, etc.
 - Query building tools (e.g. ability to create drag and drop fields)
 - Fine-tune searching with additional grouping, sorting and filtering of search results
 - Access previously searched values
 - Save custom queries and outputs for future use

- Create data extract of query result
- b. Supports WorkSafeBC reporting tools (e.g. Crystal, Xcelsius)
- c. View reports online, via dashboard, hardcopy/softcopy
- d. Ability to create global (e.g. KPI's) and personal Dashboards (e.g. individual workload) with various visualization and viewing styles (e.g. various chart types), and drill down capabilities
- e. Provide the ability to track and report on the state of workflows (e.g. to identify bottlenecks)
- f. Management type report (number of cases, case types, assignments, etc)
- g. Ability to set up scheduled reports

6.9 Security/Privacy Protection/Audit (also see #8 Technical Requirements)

- a. Ability to ensure case data and information is secure and complies with WorkSafeBC's Security Management protocols and standards
- b. Provide security within department roles and/or across departments that are unrelated but sharing the application or database.
- c. Ability to track, maintain, view a complete audit trail of all case activities including :
 - users who have viewed data or generated reports by date/time, username/ID, screen or port
 - any information such as information inserted/deleted, name of end user, date/time of change
- d. Your software ensures audit records are protected against unauthorized deletion, modification or disclosure

6.10 Administrator

- a. Administrator has ability to create, modify and delete user accounts and groups
- b. Ability to create and manage security settings based on role, functionality, document type, workflow process, report, etc.
- c. Administrator has ability to facilitate the set up of user identification and authentication, sign-on and password authentication, and account lockout/change controls
- d. Administrator has ability to change passwords of users
- e. Software provides role based access controls and separation of incompatible duties

6.11 Other

- a. Ability to access Case Management application outside of WorkSafeBC by WorkSafeBC staff and authorized external users.
- b. Ability to work offline (disconnected) and synchronize when reconnect
- c. Ability to integrate with other WorkSafeBC applications
- d. Ability to send/receive data/information from external systems (e.g. BCOonline)
- e. Ability to print address labels

6.12 Product Profile

- a. Please provide a one-page product profile in the response to this RFIQ. Please include the following:
 - Product name
 - Product description
 - Current release level
 - Date current release level was generally available
 - Projected general availability of next release level
 - Current product install base
 - Number of organizational clients

- Number of users
- b. What are core functions of your base module vs optional add-on modules? Describe modules available.

7.0 SCOPE OF WORK

(This is in addition to addressing how the solution satisfies the specified Business Functional and Technical Requirement)

7.1 Project Approach

- a. How many times has your company deployed this application?
- b. Do you provide direct integration services through your company or do you use a third-party integrator? Or will it be the done by WorkSafeBC staff?
- c. If your company provides integration services, do you have a local integration presence in BC? If not, please provide location details.
- d. If an integrator would be used for implementation, please provide information on the number of implementations the integrator has been involved in, and provide references for the integrator.
- e. Is an on-site team available for implementation and initial training & testing? Describe the services available and indicate which services are optional, required or recommended
- f. Describe the services you can provide to successfully implement the solution you are proposing including:
 - Analysis, Design, Testing, Documentation, Configuration, Implementation Services and any other additional services (please specify)
- g. Using the your case management solution describe how this project will be implemented including:
 - Implementation/transition (rollout plan)
 - Project assumptions and constraints
 - Proposed schedule including kick-off calls, technical reviews, design reviews, tasks, user acceptance testing, resource requirements (WorkSafeBC and Vendor), milestones, deliverables and timeframes for completion
 - How issues, threats and high risk findings are reported, discussed and prioritized during implementation
 - What tools, if any, are required
- h. Please describe what set-up is required to configure the system (e.g. setting up users, data hierarchies, etc.)
- i. Is data conversion part of your services? If so, please describe your data conversion strategy

7.2 Project Management

- a. The vendor's project manager will be required to work closely with WorkSafeBC's project management team. Describe your Project Management methodology for all phases of this solution.

7.3 User Training Requirements

- a. Describe your approach for user training
 - include various training methods, courses, etc
 - include type of training material and documentation

- b. State the experience and qualifications of individuals in terms of years of product training experience and other relevant professional qualifications
- c. What are the options to the type of training modes offered (on-site at WorkSafeBC / off-site in a Canadian or American location / software providers location / etc.)
- d. Is a 'Train-the-Trainer' program available?
- e. Is web-based training available?
- f. What are the restrictions on the number of participants per session to small groups (specify numbers)
- g. What is the frequency and number of days per training session by content type each calendar (provide an actual illustrative training calendar)
- h. What type of training material(s) is provided (ex. Manuals, on-line help, web-based question & answer service, etc.)?

7.4 Support and Maintenance

- a. Do you provide direct support for your product or is this handled through a third-party?
- b. Does your company have a local support presence? If not, please provide location details.
- c. Do you have different levels of support (Gold, Platinum, Premium) and if so what services does each level provide? Provide details of your support program.
- d. Specify software support your company will provide for the expected life of the system. Identify qualifications relevant to the support role envisioned
- e. Please provide your company's procedures and duration for responding to reporting software problems, obtaining evidence, diagnosing, correcting and updating the software on a real-time/urgent basis depending on the acuity.
- f. What are your company's response timeframes expressed in hours & days in deploying fixes, patches and software updates, both scheduled as a service pack release and for urgent fixes?
- g. Does your company provide support during normal business hours from 8:30am to 4:30pm (PST)?
- h. Does your company provide toll-free telephone service support and/or web support?
- i. What is your company's average service response time for your company representative to respond to an initial inquiry/question from WorkSafeBC? Does your company guarantee this response time? What are your guaranteed average response times by acuity of the inquiry, e.g. urgent?
- j. Does your company provide after hours service? If so, please describe the type of service provided.
- k. What is your policy in respect to enhancements and customization after initial implementation? What is the availability and charges for those enhancements and customizations?
- l. How do you distribute upgrades, updates and fixes? (i.e. are they automatically sent to your customers or does the customer have to request them?) What is your process for implementing enhancements and what is the general timeframe?
- m. Document the commitment to share the availability of the software source code, in the event that support or maintenance is no longer provided by your company.
- n. Describe the documentation that is provided with your system and provide a sample.

8.0 TECHNICAL REQUIREMENTS

The proposed solution must be compatible with:

- Microsoft Windows XP (SP3) & Windows 7 (32 bit & 64 bit) operating system
- Microsoft Office 2007 and 2010 platform.
- Microsoft Server 2008 R2 (64 bit)
- Microsoft SQL Server 2008 R2
- Microsoft Exchange 2007/2010
- Microsoft OCS 2007 & Microsoft Lync

Please provide responses to the following questions:

8.1 Architecture

- a. What is the architecture of the proposed solution (e.g. client server, n-tier)?
- b. What is the preferred combination of hardware, operating systems, web servers (if applicable), and client software used by the majority of your clients?
- c. Provide a one-page architecture diagram of the preferred architectural design, including information on recommended operating system and server version combinations for each server (physical or virtual including any web, file and application servers).

8.2 Workstation components

- a. Does the product require a workstation client component or is all user interaction via a browser?
- b. If a workstation client component is required:
 - i. Which workstation operating systems are supported?
 - ii. Identify any runtime environments that are required and their versions (e.g. Java Runtime Environment JRE V6.25, .NET Framework 3.5, etc).
- c. If the user interaction is via a browser:
 - i. Identify which browsers and browser versions are supported.
 - ii. Is the browser interface mobile aware, and are there specific mobile optimized versions of the interface (e.g. for Blackberry OS, iPhone, iPad, etc).

8.3 Server components

- a. What server operating system is supported by the product (e.g. W2008R2)? Does it support 64 bit hardware
- b. Does the product require a Web Server? Which Web servers are supported (e.g. IIS, Apache)
- c. Does the product require an application server (e.g. WebSphere, Jboss, Windows 2008 R2 AppFabric, etc.)
- d. What is the underlying runtime environment for the product (e.g. Java, .Net, PHP, etc.)
- e. If the product uses a Web Server, can it be deployed in a load balanced environment on a Web farm?
- f. Do you support the deployment of your product in a virtualized environment?

8.4 Database

- a. What database platform(s) are supported by your product (e.g. SQL 2008 R2, DB2 Z/OS, DB2 LUW, Sybase, Oracle)? Please identify specific versions.

8.5 Security

- a. Please 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
- b. Does the product manage user identities internally, or can the product authenticate users based on the MS Active Directory credentials.
- c. Does the solution support integrated authentication with MS Active Directory or is a logon required?
- d. If a logon is required, are passwords stored in the system?
- e. Does the product manage user roles internally (e.g. in a role table), or can the product make authorization decisions based on the user's MS Active Directory group memberships.
- f. How are these roles mapped to users of the system? Are the roles mapped to individual user accounts or can the mapping be based on Active Directory groups?
- g. Are administrative rights required for client or service accounts?

8.6 Configuration & Customization

- a. What customization/configuration options are available with the product (e.g. adding new data element, new screens, new workflows).
- b. Can configuration be done without writing code?
- c. What tools are provided for customizing or extending the product?
- d. Are customizations done using a proprietary language, or are they accomplished using an industry standard language? (e.g. Java, JavaScript, HTML, C#, VB.NET etc.)
- e. Can your product be customized or extended by the user?
- f. Describe how configuration and customization changes are migrated from a development environment to a production environment.
- g. Can configuration and customization changes be managed as separate artifacts in a source control system (e.g. MS TFS) outside of your product?

8.7 Source Code

- a. Is the source code shipped with the product, and are changes to it permitted?
- b. Is the data model accessible? Can it be changed?

8.8 Programmatic APIs

- a. Are there programmatic APIs to permit external applications to integrate with the product?
- b. Describe the type of programmatic APIs that are available (e.g. JavaScript, C++, Java, Managed .NET , Web Services)
- c. Does the product offer Web Service APIs to allow external applications to integrate with the product?

- i. Can you list the application functions that are exposed via Web Services (e.g. is it all the functionality exposed via the UI or is it a limited sub-set)
- ii. Is there a Web Service interface to create a case, and load any associated documents?
- iii. Is there a Web Service interface that allows for the creation of a workflow?
- iv. Are there Web Services available to integrate with the document management features of the product?
- v. Can a workflow event notification call an external Web Service instead of sending an email?

8.9 Office Integration

- a. Does the proposed solution support and integrate with Office 2007 and Office 2010 products? If yes, then please provide details of integration (e.g. calendar integration between the product and MS Exchange).
- b. Does the product provide any integration features with MS OCS or MS Lync?

8.10 Mail Merge

- a. Does the product provide any mail merge functionality?
- b. Does the mail merge take place on the client or server?
- c. If on the client, does it use MS Word, and what versions are supported or required?
- d. If on the server, does it use MS Word to do the merge or the OpenXML SDK? If Word is required on the server, what version is supported or required?
- e. Does the product support bulk mail merges?
- f. Are output formats supported other than Word (e.g. PDF)?

8.11 Workflow

- a. Please describe what workflow elements can be created by a business administrator vs those that require a technical analyst/developer to implement. Example, can a business administrator create new case types or must that be done by a developer? If there is a change in business rules, can the business administrator implement the change?
- b. Does the solution implement its own workflow engine, or are the workflows based on a 3rd party Framework (e.g. Windows Workflow Foundation)?
- c. Are there plans to move to Windows Workflow Foundation in future versions?
- d. Are there any limits to the number of workflows that can be active in the system at the same time?
- e. Is there a visual IDE to allow the customization of delivered workflows? If so, is the IDE native to the product or shipped as a plug-in for another standard IDE (e.g. Eclipse, Visual Studio)?
- f. Does the workflow engine support delegation of tasks to other users (e.g. can all the tasks assigned to a user be delegated to another user without having to manually re-assign each task individually?)
 - i. Do delegated approvers automatically inherit the original approvers security rights
- g. Does the workflow engine support the following flows:
 - ii. Serial approval
 - iii. Parallel approvals – all must approve
 - iv. Parallel approvals – x out of n must approve (e.g. 3 out of 4 approvers must approve)
 - v. Circular flows where the task is sent back to the originator or a previous approval step for re-work or clarification

8.12 Document Management

- a. Are documents stored directly in the DB2/SQL Server/Oracle database or are they stored on the file system?
- b. Is it possible to integrate the Document management features of the product with an external document management system, specifically SharePoint 2010?
- c. Are there any restrictions on the file types that can be uploaded into document management? Identify all the document types can be managed by the product (e.g. .DOCX, .JPEG, .WMV, .AVI, .PDF, etc.)
- d. Are there any limits on the size of files that can be uploaded (if the user interface is Web based, are there restrictions due to the HTTP request limitation)?
- e. Is there any way to access documents and their meta data outside of the product (e.g. through a Web Service)
- f. Do the document management features of the product support document versioning?
- g. Do the document management features of the product support the annotation of documents, with the annotations stored as separate layers?

8.13 Miscellaneous

- a. Is there a way to easily extract all data for a case type (e.g. Admin Penalty, Discrimination Complaint) from the database if there is a need to convert/migrate data to another database?
- b. Is there a user group? If so, how frequently does it meet?

8.14 Backups & Disaster Recovery

The proposed solution should have the following features:

- a. The ability to perform periodic backups either in a full or incremental state. It should allow for backup while the system is active.
- b. The ability to salvage and restore data in the event of a catastrophic failure.
- c. Provide examples of how your clients have implemented a disaster recovery procedure/system for your proposed solution.

Please provide responses to the following:

- d. How are backups performed on your product?
- e. Describe your database maintenance plan and approach including database backup, restore (planned or recovery), and maintenance activities. Are there any activities not typically performed by your company and should be considered by WorkSafeBC?
- f. Does your proposed solution integrate with Veritas Net Backup solutions?

8.15 Licensing

- a. How do you license your proposed solution? For example, per server instance license, perpetual license vs. annual license renewal, concurrent vs. named user license, site license, server license, development license vs. production license, and etc.
- b. If you offer concurrent and or site license, is licensing based on number and type of users? For example, one to fifty (1- 50) concurrent user license, fifty-one to one hundred (51 – 100) concurrent user license, and unlimited user for a site license.
- c. Does your product provide the ability to allow WorkSafeBC staff and governance related individuals external to WorkSafeBC access to case information, documents, artefacts, etc. through internet access? If this is provided through your product rather than through external collaboration/reporting tools, how do you license occasional or reporting only users including those reviewing work statuses, dashboards, collaboration content, etc.

8.16 Product Upgrades

In order to gain an understanding of future internal technical 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:

- a. Do you perform periodic maintenance including updates and upgrades to this application?
- b. What is the frequency of upgrades?
- c. How are customizations and/or configurations rolled forward in an upgrade?
- d. Have any of the product upgrades over the past seven years required bulk data conversion?
- e. When your upgrades require data conversion, do you provide the required conversion services as part of the upgrade services?
- f. 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.?
- g. Can a customer continue using your proposed solution without renewing annual maintenance/support? What is your maintenance/support reinstatement policy?
- h. How many back version(s) do you currently support at one time? How long are prior releases supported?
- i. 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 (3) years including services.
- j. Provide details of your ongoing product support and maintenance program including approach, services provided and any expectations of WorkSafeBC technical resources.

8.17 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.

- a. 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.
- b. WorkSafeBC intends to use this product to service multiple business units, with each business unit seeing an isolated view of the product (e.g. separate configurations, separate roles, etc). Does a deployment of this type require separate instances of the product to be deployed (e.g. on separate servers), or can different business units share a single instance of the product.

8.18 Technical Training

WorkSafeBC recognizes that some proposed solutions may require technical product training in addition to business user training.

- a. Based on your previous installed sites, please provide an outline of the technical training specific to your product that may be required by WorkSafeBC. Please include information on the type of training offered, such as on-site at WorkSafeBC/off-site training, which people provide 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.

(Note: Initial and ongoing functional and business configuration training requirements are outlined in the Business Requirements Section and should be responded to in that section).

9.0 COST ESTIMATE

- 9.1 Provide Order of magnitude cost estimates. Costs are requested for budgetary purposes and should include the following:
- Estimated costs based on the number of business users (approximately 50 users)
 - An estimate of initial acquisition (including configuration and implementation costs), future expansions, and ongoing support and maintenance (costs are to be broken down by costs type and quantity such as hardware, software/licensing, training, effort, etc.)

10.0 VALUE ADD

- 10.1 Please take the opportunity to describe the unique contributions your proposed solution can deliver for WorkSafeBC. You may wish to discuss one or more of the following:
- Your proposed value adds not captured elsewhere in the response.
 - Proposed additional functionality components to meet WorkSafeBC's business requirements.
 - Other considerations WorkSafeBC should weigh that are not covered in the RFIQ.
 - Include any no charge service(s) that is of value to WorkSafeBC. For example, web conferencing with other user groups.

Please indicate examples of value add services that can be confirmed by your references.

SECTION IV - RFIQ RESPONSE FORM – RFIQ #041-2011

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>Date:</i>
<i>Print Name:</i>	<i>Title:</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>Telephone Number:</i>
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Provide three (3) projects your organization has completed in the past five(5) years, that are similar in type and size to WorkSafeBC's requirements.

WorkSafeBC reserves the right to contact the references to confirm the nature of the work provided by a Respondent and to obtain additional references regarding the Respondent's performance. WorkSafeBC will not enter into a contract with any Respondent whose references, in WorkSafeBC's sole opinion, are found to be unsatisfactory.

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

PROTECTION OF PRIVACY ASSESSMENT
The Freedom of Information and Protection of Privacy Act (FIPPA) requires 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. As a condition of contract award, the Contractor must provide evidence of their compliance. Submit the following information as an attachment to your submission.

Further information is available regarding this requirement at:
http://www.cio.gov.bc.ca/cio/priv_leg/foippa/index.page

<p>1.1 Is your company a subsidiary and/or has any affiliation of any type with any entity outside of Canada? If yes, state their names and relationships:</p>	<p><input type="checkbox"/> Yes or <input type="checkbox"/> No</p>
<p>1.2 State the legal status of the business. E.g. Sole proprietor, partnership or limited company. 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.</p>	
<p>1.3 Is your company wholly owned by a Canadian entity? If no, state the nature of the foreign ownership:</p>	<p><input type="checkbox"/> Yes or <input type="checkbox"/> No</p>
<p>1.4 Is your company controlled and operated by a Canadian entity? If no, state the nature of the foreign control and operations:</p>	<p><input type="checkbox"/> Yes or <input type="checkbox"/> No</p>
<p>1.5 State the location where personal information is currently stored, by whom and who would have access to this information.</p>	

1.6	State how and the location where you propose to store and access personal information you obtain from WorkSafeBC, if successful.
1.7	State who provides systems & equipment maintenance and data recovery services for your data systems and state their location. If it is not an employee, answer 1.1 to 2.0 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).
1.9	Provide a description of an existing operational privacy plan in the event of a security or privacy breach relating to personal information (eg. email breach, home invasion, theft).
2.0	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 2.0 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 million workers and about 185,000 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, 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 300 Intel-based Microsoft Windows 2003 and 2008 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 and 2008 R2 64-Bit operating systems. Examples of the services delivered on Windows Servers are: file/print sharing, Web and application servers, Microsoft SQL Servers, Microsoft Office Communication Server and Microsoft Exchange. WorkSafeBC-supported application servers include: Microsoft Internet Information Server (IIS), Microsoft Standard and Enterprise Servers (.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 2010 using C# and .NET 3.5 (transitioning to .NET 4.0) and J2EE development using Eclipse. 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.

Database Management System

The principal corporate data store (DBMS) is DB2 on the mainframe. The standard DBMS on Intel Servers is Microsoft SQL Server 2008 R2. 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 (transitioning to Windows 7). The desktop application suite is Microsoft Office 2007, IE 7 (transitioning to IE 8) 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 or 802.11ag wireless connected to a Gigabit Ethernet internal network. WorkSafeBC regional locations are connected to the head office via a high speed Wide Area Network.

Internet access is through two links. A 10 Mbps link handles inbound application traffic while a 100 Mbps link handles outbound web browsing, inbound VPN and other internal services. 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), VMware View hosted virtual desktops, Microsoft Outlook Web Access, Checkpoint VPN, and RIM's BlackBerry. RSA SecurID provides 2-factor authentication as an additional security layer to control remote access to the network.

Collaboration & Communication Services

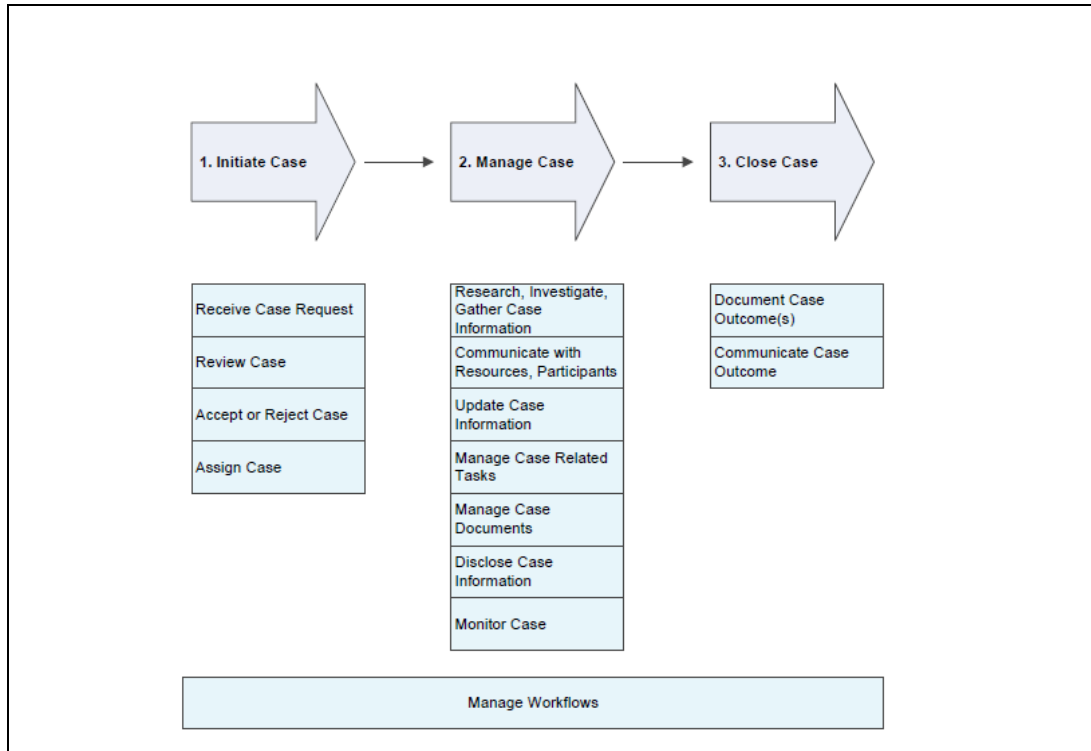
MS Exchange 2007 (migrating to Exchange 2010) provides e-mail services. Collaboration services are based on MS Office Communication Server 2007 R2 and MS SharePoint Server 2010. A corporate Intranet is deployed on a Microsoft Sharepoint Portal Server.

General Information

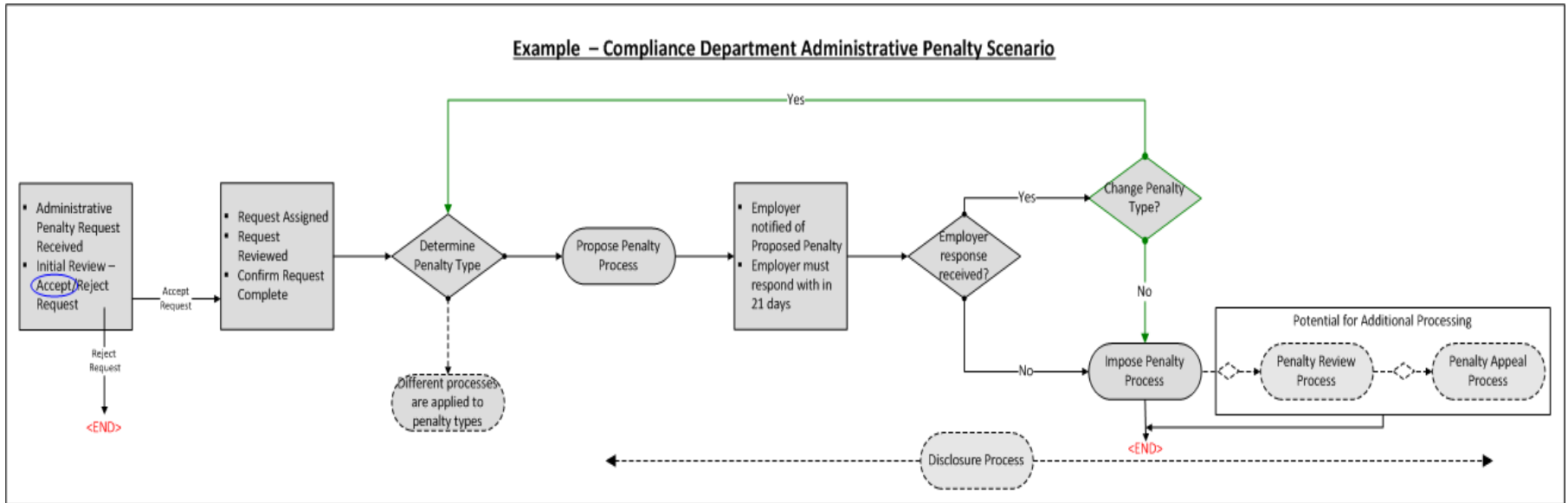
WorkSafeBC maintains an external World Wide Web presence through its "WorkSafeBC Online" site (www.worksafebc.com).

APPENDIX E – EXAMPLE BUSINESS SCENARIOS – CASE MANAGEMENT

1) Generic Case Management Business Model



2) Compliance Department Administrative Penalty Scenario



3) Legal Department Overall Process Scenario

