



Workers' Compensation Board of British Columbia
Corporate and Health Care Purchasing
Request for Information & Qualification (RFIQ)

RISK AND THREAT ASSESSMENT

RFIQ #054-2009

Issue Date: November 20, 2009

WorkSafeBC is looking for a company that is capable of meeting all the requirements identified in this RFIQ in order to provide a Risk and Threat Assessment on our physical facilities.

WorkSafeBC requests that responses be submitted by:

2:00 PM Pacific Time on November 30, 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 (RAI) 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 RAI 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 November 30, 2009:**
- **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:

Hardcopies:

- **One (1) original plus one (1) copy of the response in hardcopy, and**
- **An electronic copy of the response on CD in Microsoft Office 2003 (or earlier versions) e.g. MS Word, Excel, PowerPoint or Adobe PDF;**
- 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 Dianne Tatoy at 604-279-7464 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:	Jason Cherkas, Sr. Purchasing Officer Corporate and Health Care Purchasing Phone #: (604) 231-8362 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 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 a Threat and Risk Assessment relating to the physical make-up of our facilities, which includes but is not limited to, our security infrastructure, hardware, doors, access controls systems, CCTV, monitors, cameras, geographical area, security policy, procedures, reported threats, criminal acts, incidents of vandalism, theft, etc.

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 intends to select a Primary Respondent to provide this Risk and Threat Assessment.
- 2.3 WorkSafeBC reserves all rights defined herein Section I, Instructions to Respondents, “1.0 Introduction”, as deemed in the best interest of WorkSafeBC.
- 2.4 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, Capabilities, Reputation and Relevant Experience	35%
Response Information/Details	35%
Cost Estimates	20%
Value Add	10%
Total:	100%

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

3.3 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.

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 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 6.0).
- 1.3 Please provide a Table of Contents for your submission.

2.0 COMPANY PROFILE, CAPABILITIES, REPUTATION AND RELEVANT EXPERIENCE
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- 2.1 Please include the following:
 - A Short overview of your company, including background, history, profile and future plans.
 - An overview of your customer base in Canada / North America where you have provided similar Risk and Threat Assessments.
 - Evidence of relevant Risk and Threat Assessment experience by including a brief description of your company's role in other projects that are similar to the one proposed for WorkSafeBC.
 - 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.

3.0 RISK ASSESSMENT REGARDING THE PROTECTION OF PRIVACY
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- 3.1 Please complete Appendix B and provide the details requested regarding the protection of Personal Information.

4.0 RESPONSE INFORMATION / DETAILS

- 4.1 WorkSafeBC is seeking information from Respondents regarding:
 - What do you about WorkSafeBC and based on your knowledge what do you think our great threats and risks might be?
 - What in your view are the key questions that need to be answered for the successful completion of a Threat and Risk Assessment?

- Please describe what you believe are the core areas that need to be considered when conducting a Threat and Risk Assessment?
- Based on this RFIQ, please describe in order of priority the steps you would take if you were conducting a Threat and Risk Assessment?
- In your assessment of risk/exposure do you use a ranking or rating model and if you do, could you please explain how it works?
- Please tell us about the best “Threat and Risk Assessment” you ever conducted and why you thought it was your most successful?

5.0 COST ESTIMATE

5.1 Please provide a cost estimate for performing a Risk and Threat Assessment.

6.0 VALUE ADD

- 6.1 Please take the opportunity to describe the unique contributions your services or experiences can deliver for WorkSafeBC. You may wish to discuss one or more of the following:
- Your proposed value-add not captured elsewhere in the response;
 - Other considerations WorkSafeBC should weigh that are not covered in the RFIQ;
 - Please indicate examples of value add services that can be confirmed by your references.

SECTION IV - RFIQ RESPONSE FORM – RFIQ #054-2009

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 five (5) years that are similar in type and size 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

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.msar.gov.bc.ca/privacaccess>

1.1 Is your company a subsidiary and/or has any affiliation of any type with any entity outside of Canada? Yes or No

If yes, state their names and relationships:

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.

1.3 Is your company wholly owned by a Canadian entity? Yes or No

If no, state the nature of the foreign ownership:

1.4 Is your company controlled and operated by a Canadian entity? Yes or No

If no, 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 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 2.3 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.