



Workers' Compensation Board of British Columbia

Corporate and Health Care Purchasing

Request for Information & Qualification (RFIQ)

Corporate Mail, Print, Scanning, and Distribution Services

RFIQ #061-2011

Issue Date: January 12, 2012

WorkSafeBC is seeking responses from qualified, knowledgeable and experienced vendors to provide a fully managed service solution (s) that incorporates operating and managing Mail, Print, Scanning and Distribution Services.

WorkSafeBC requests that responses be submitted by:

2:00 PM Pacific Time on February 2, 2012

Delivery Instructions:

Mail / Courier / By Hand
Worker and Employer Services Main Entrance Clients & Visitors – 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.

TABLE OF CONTENTS

SECTION I - INSTRUCTION TO RESPONDENTS	1
1.0 INTRODUCTION	1
2.0 RFIQ SUBMISSION AND DELIVERY INSTRUCTIONS	2
3.0 HOW TO SUBMIT A HARCOPY OF RESPONSE	3
4.0 REQUESTS FOR ELECTRONIC COPY OF RFIQ	3
5.0 CLARIFICATION	3
6.0 GOVERNING LAW / JURISDICTION	4
7.0 TRADE AGREEMENTS.....	4
SECTION II – BUSINESS OBJECTIVES.....	5
1.0 PURPOSE, BUSINESS OBJECTIVES	5
2.0 PROCESS	6
3.0 COMPLIANCE WITH HEALTH AND SAFETY REGULATIONS	6
4.0 SUSTAINABILITY	7
5.0 INFORMATION SECURITY AND AUDIT	7
6.0 INTERNAL CONTROLS AND PROCEDURES	7
7.0 CONFLICT OF INTEREST.....	8
8.0 EVALUATION.....	8
9.0 SCOPE OF SERVICES.....	9
SECTION III - RESPONSE	13
1.0 RESPONSE FORMAT	13
2.0 COMPANY PROFILE.....	13
3.0 EVIDENCE OF RELEVANT COMPANY EXPERIENCE	14
4.0 BUSINESS OBJECTIVES.....	15
5.0 SCOPE OF SERVICES	15
6.0 SOLUTION SUPPORT	16
7.0 COST ESTIMATE.....	17
8.0 VALUE ADD.....	18
9.0 RISK ASSESSMENT REGARDING THE PROTECTION OF PRIVACY	18
SECTION IV - RFIQ RESPONSE FORM – RFIQ #061-2011	19
APPENDIX A - REFERENCES.....	20
APPENDIX B – PROTECTION OF PRIVACY ASSESSMENT	21
APPENDIX C – WORKSAFEBC CORPORATE PROFILE	23
APPENDIX D – WORKSAFEBC CURRENT IT ARCHITECTURE.....	24

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.
- 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 February 2, 2012:**
- **Signed WorkSafeBC RFIQ Response Form contained in Section IV of this RFIQ**
 - **RFIQ Response**
 - **Any appendixes and information requested including;**
 - **Appendix A - References**
 - **Appendix B – Protection of Privacy Assessment**
- 2.3 WorkSafeBC requests that responses be delivered by either hard copy or electronically through BC Bid.

Hardcopies:

- **One (1) original plus three (3) copies of the response in 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.

Electronically through BC Bid:

- a. An electronic copy of the response will only be accepted in MS Word or Adobe PDF format, Microsoft Office 2007 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 HOW TO SUBMIT A HARCOPY OF RESPONSE

- 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:

**Main Entrance
Clients & Visitors – Security Desk
WorkSafeBC
6951 Westminster Highway
Richmond, BC V7C 1C6**

**Attn: Corporate and Health Care Purchasing
Request for Qualifications #061-2011**

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 Mandip Mailloux at (604) 231-8517 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:

Ranjit Rana, Procurement Specialist
Corporate and Health Care Purchasing
Phone #: (604) 279.8170
Fax #: (604) 276-3260
Email: purchase@worksafebc.com

- 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, BUSINESS OBJECTIVES

1.1 WorkSafeBC is seeking responses from qualified, knowledgeable and experienced vendors to provide a fully managed service solution, that incorporates operating and managing the following Primary Services and including but not limited to:

- **Service 1** : Mailroom Management, Shipping and Receiving
- **Service 2** : Centralized Print Services
- **Service 3** : Imaging and Scanning Services
- **Service 4**: Print Distribution for Services for WorkSafeBC Forms and Publications

These Services are for the distribution of incoming and outgoing internal and external mail; courier service; physical goods; centralized printing, imaging and scanning services; and managing a publication distribution service and self –serve publication and media ordering website.

Respondent (s) have the option to bid for one or more of the service (s) described above.

The successful respondent (s) shall provide a fully qualified manager (s) to oversee and manage service (s), with appropriate staff to provide services described above.

Respondent (s) solution should include the supply and management of all equipment required to deliver their solution to WorkSafeBC.

Respondent(s) solution will need to be flexible and able to expand and contract as WorkSafeBC's requirements scale up or down over time.

WorkSafeBC invites responses to this RFIQ from vendors seeking to work in partnership with WorkSafeBC to optimize services and put forward options on how they can help us achieve our objectives.

WorkSafeBC reserve the right to remove or change the scope of work from the areas of services identified above.

WorkSafeBC reserves the right to award contracts for individual services.

1.2 WorkSafeBC is seeking responses from vendors that demonstrate their ability to meet the following business objectives:

- Flexible and scalable approach to changes in volume, technology, and business processes over time.
- Demonstrates options to maximize capacity
- Implement KPIs/Regular Service Reviews
- Improve business process and efficiencies through cost reduction
- Improve communications between internal and external parties
- Demonstrate ability to be innovative

1.3 WorkSafeBC requires proposed solutions to comply with the following technical boundaries;

- Where possible the proposed solution should comply with WorkSafeBC's current technology infrastructure as described in Appendix D and with our current business systems. Preference will be given to solutions that do not require additions to or alteration of our current infrastructure or business systems.

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 COMPLIANCE WITH HEALTH AND SAFETY REGULATIONS

3.1 **Safety Record:** The successful respondent will possess and maintain in good standing a safety record satisfactory to the Manager, Safety, and Health & Wellness, based upon the records of the Prevention division of WorkSafeBC.

- 3.2 **Regulation Compliance:** WorkSafeBC is responsible for worker and workplace safety in British Columbia, and for ensuring compliance with the Workers Compensation Act (the Act) and the regulations under the Act (the Regulation). As such it is important that any Contractor performing Services for WorkSafeBC complies with the Act and Regulation in order to promote worker and workplace safety.
- 3.3 **Safety Procedures Review:** The successful respondent will have an Occupational Health and Safety Program in accordance with Occupational Health & Safety Regulations under Workers Compensation Act.

4.0 SUSTAINABILITY

- 4.1 WorkSafeBC has a commitment towards environmental best practices in operations and management of their buildings. WorkSafeBC shall, through our own forces and through Contractors; employ processes to encourage a practice of reduce, reuse, recycle and rethink.
- 4.2 WorkSafeBC is committed to using low level environmental impact materials in its facilities. WorkSafeBC shall encourage use of environmentally friendly materials in construction and renovation projects. Materials specified shall minimize land impact, reduce energy use & eliminate the generation of pollutants, toxins, and other hazardous materials.

5.0 INFORMATION SECURITY AND AUDIT

- 5.1 Under the provisions of the British Columbia Workers Compensation Act and the British Columbia Freedom of Information and Protection of Privacy Act, the confidentiality of employee, employer, injured worker and other information must be protected. The Respondent must be able to demonstrate compliance with WorkSafeBC Information Security Policy. For the purposes of this Request for Information and Qualification, certified compliance with ISO 17799 and ISO 27001/2 or an equivalent, internationally recognized Information Security standard, is considered an acceptable equivalent to WorkSafeBC Information Security Policy.
- 5.2 Please indicate your ability to provide a CICA 5970 report on an annual basis and your ability to comply with ISO 17799. Have you provided this in the past to other companies?
- 5.3 WorkSafeBC anticipates that it may from time to time carry out specialized auditing services provided by an independent consulting firm.

6.0 INTERNAL CONTROLS AND PROCEDURES

- a. The Canadian Institute of Chartered Accountants (CICA) Section 5970 Reporting provides assurances regarding the appropriateness of existing internal controls and procedures. The successful Respondent must be able to demonstrate that a 5970 report has been completed within the last 12 months and provide a copy, or demonstrate commitment to completing a 5970 Report within six (6) months of a contract award.

7.0 CONFLICT OF INTEREST

- a. 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.

8.0 EVALUATION

- 8.1 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:

Respondent's Company Profile	5%
Respondent's Evidence of Relevant Company Experience	5%
Respondent's ability to meet WorkSafeBC Business Objectives	20%
Respondent's Solution to meet WorkSafeBC's Scope of Services	25%
Respondent's ability to support its Solution	25%
Cost Estimates	15%
Value Add	5%
Total:	100%

- 8.2 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: 100%

- 8.3 Any awarding of a contract will be subject to satisfactory reference checks and protection of privacy assessment, in the sole opinion of WorkSafeBC.
- 8.4 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.
- 8.5 Respondents that score highly in the initial evaluation process will be assessed to determine the fit of the proposed solution(s) to current WorkSafeBC Business Systems. Where there are gaps or impacts, the options and costs will be explored and considered in further decision making.
- 8.6 If WorkSafeBC requests presentation(s) the Respondent will be responsible to ensure that their staff attending the presentation is able to respond to detailed business and/or technical questions.

- 8.7 No award will be made to any Respondent who cannot give satisfactory assurance their ability to carry out the contract both financially and by reason of previous experience. Lack of familiarity with the type of work may be sufficient cause for rejection of proposal.

9.0 SCOPE OF SERVICES

- 9.1 The successful Respondent (s) will be able to demonstrate a proposed solution that includes the ability to fully operate, manage and deliver a solution that meets all of the following Service requirements:

Service 1: Mailroom Management Requirements

- Hours of operation are 7:00 a.m. to 4:30 p.m., Monday to Friday.
- Receiving, accurately sorting and delivering inbound mail and courier items to eighty internal departments including time-sensitive materials.
- Process inter-office files, goods and correspondence to and from departments for delivery to its destination
- Receiving , inspecting, recording, and delivering inbound physical goods purchased by WorkSafeBC to eighty internal departments
- Sending and receiving internal mail to WorkSafeBC area offices
- Process daily return of mail and goods
- Process daily dispatch of WorkSafeBC courier packages
- Process return of goods to external parties
- Pickup and delivery of mail at hospitals and clinics in the Lower Mainland
- Prepare, process and date stamp claims-related mail and documents
- Process outbound mail received from eighty internal departments
- Process inbound claim related mail, scan, and deliver scanned images to 3rd party vendors
- Print and mail outbound CMS (Claims Management System) generated mail.
- Process inbound prescription claims
- Process outbound employer statements
- Process inbound X-Rays for the Visiting Specialists Clinic
- Process provider invoices
- Process employer remittances and other inbound payments
- Process inbound evidence and printed disclosures
- Record evidence received and deliver to WorkSafeBC's Records Management Unit
- Process outbound accounts payable cheques
- Process outbound evidence and printed disclosures
- Process all other outbound mail to external parties
- Process (inspect and receive) inbound physical goods
- Process inbound internal mail to eighty internal departments
- Process order deliveries for Forms and Publications (e.g., forms, books, DVDs)
- Process outbound X-Rays
- Notify WorkSafeBC recipients and department in real time regarding delivery of courier packages and parcels.
- Track and ensure misdirected goods are delivered to its correct destination.
- Keep up to date and accurate record service issues.

- Answer general enquires regarding delivery and pick up times, postal rates and regulations or general whereabouts of mail.
- Process urgent mail and goods request from WorkSafeBC

The table below illustrates WorkSafeBC's current mailroom volumes.

Mail Category	2009 Avg/Month	2010 Avg/Month	2011 Avg/Month
Internal Mail Richmond Complex	6,371	5,418	5,183
Inbound Canada Post	22,502	19,764	21,691
Outbound Canada Post	195,638	180,795	188,146
Inbound Courier	1,136	1,121	1,102
Outbound Courier	675	554	839
Inbound Materials/Envelopes	2,125	1,915	2,382
Outbound Materials/Envelopes	3,735	23	3
Inbound BC Mail	1,586	1,514	1,420
Inbound Area Mail (Pieces)	6,371	6,849	6,966
Inbound Area Mail DHL Tubs	273	253	258
Outbound Area Mail DHL Tubs/Boxes	432	328	421
Totals	210,844	218,534	229,510
Operating Days	21	21	21
Pieces/Op-Day	11,469	10,406	10,929

9.2 **Service 2: Centralized Print Services**

The successful Respondent (s) will be able to demonstrate a proposed solution that includes the ability to fully operate, manage and deliver a solution that meets all of the following Service requirements:

- Centralized Print Hours of operation are 7:00 a.m. to 5:00 p.m., Monday to Friday
- Print and mail of various .pdf format files, accumulate multiple page documents, fold inserts and mail such documents
- Print and mail high volume claims-related mail
- Process high volume mail with inserts
- Receive print-ready PDF files via FTP or WorkSafeBC network on a daily basis
- Receive and Print - print ready files electronically from WorkSafeBC
- Print and mail multiple page documents, using reading machine control marks for verification of mail pieces
- Ability to perform high volume double-sided printing
- Operate WorkSafeBC-developed application software to place OMR marks and sequence numbering on PDF documents to be printed
- Utilize existing OMR machine control marks to implement automated folding and inserting of a stream of multi-page PDF documents
- Utilize OCR of sequence numbers on windowed envelopes to implement verification of sequencing of document print output
- Participate in testing/verification of disaster recovery procedures

Note: 2011 Centralized Print and Mail volumes are approximately 4858 documents mailed per day.

9.3 **Service 3: Imaging and Scanning Services**

The successful Respondent (s) will demonstrate a proposed solution that includes the ability to fully operate, manage, and deliver a solution that meets all of the following Service requirements:

- Imaging and Scanning Hours of operation are 8:30 a.m. to 4:30 p.m., Monday to Friday
- Image and scanning services of various claims mail, forms and other documents
- Date Stamp all mail to be scanned upon arrival to the mailroom
- Prepare, process and scan claims-related mail and documents to meet WorkSafeBC specifications
- Identify processes to ensure quality, including sorting accuracy, scanning, and image quality
- Participate in testing/verification of disaster recovery procedures

Note: 2011 scanning volumes were approximately 3500 pages per day.

9.4 **Service 4: Print Distribution Services**

The successful Respondent (s) will be able to demonstrate a proposed solution that includes the ability to fully operate, manage and deliver a solution that meets all of the following Service requirements:

- Hours of operation are 7:00 a.m. to 5:00 p.m., Monday to Friday.
- Operate and manage Print Distribution Services of WorkSafeBC forms and publications for employers, workers, health care providers, and internal WorkSafeBC departments.
- Store printed materials using approved inventory control system and manage required stock levels.
- Provide accurate and timely inventory records to track and report on inventory.
- Provide and maintain a website and eCommerce services related to the print distribution services, including but not limited to selling and distribution of safety-related books, videos, etc.
- Manage and process all orders placed either by phone, fax, and/or internet, ensuring orders are processed and shipped to customers in a timely manner.
- Manage and process all orders placed either by phone, fax, and internet, ensuring orders are processed and shipped to customers in a timely manner.
- Record receipt of orders.
- Notification and Order tracking
- Provide the appropriate tools and processes for managing and ensuring that a record is kept of orders not processed daily.

Note: 2011 volume of orders is approximately 250 orders per month.

SECTION III - RESPONSE

1.0 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.

Please enclose the **signed Section IV - RFIQ Response Form ON TOP of your submission package.**

Please provide your response in the same sequence of topics as listed below (see 2.0 to 9.0).

Please provide a Table of Contents for your submission.

Respondents are welcome to provide submissions for more than one solution. If this is the case Respondents are requested to provide separate detailed proposals each containing all relevant information.

2.0 COMPANY PROFILE

2.1 Please include a letter of introduction with an overview of your company (Maximum 2 pages), including but not limited to:

- 2.1.1 Head and Local Offices addresses, phone numbers and shared email address.
- 2.1.2 Name and contact number of a full time account manager.
- 2.1.3 Organizational Structure of the Company.
- 2.1.4 Please provide details of the principle areas of business activities in which your Company specializes and illustrate what percentage of this solution is outside your core business.
- 2.1.5 Is your company a subsidiary of, or affiliated with, a corporate entity or holding company? If so, please provide details. If you are a parent, please indicate as such and list any subsidiaries with your company.

Contact Name	Company	Address

2.1.6 Please list the number of employees by status for 2010 and 2011 :

	Full-Time	Part-Time	Temporary	Total
Employees 2010	_____	_____	_____	_____
Employees 2011	_____	_____	_____	_____

2.2 Please provide details of any mergers and acquisitions in the last 3 years, which have resulted in a significant change in the nature of the Company’s business. Additionally, any plans for any mergers and acquisitions over the next 3 years.

2.3 Please provide a copy of your Insurance Policy as evidence that your organization has Comprehensive General Liability insurance in the minimum amount of not less than \$4,000,000.00 per occurrence.

2.4 Please describe the qualities, services and attributes that distinguish your company from other companies in the same industry and that give you a competitive advantage.

2.5 Please provide **YOUR COMPANY’S** total revenue, operating profit and acid ratios in 2010 and 2011.

	Revenue	Operating Profit	Acid Ratio*	
2010	\$ _____	\$ _____	_____	* Current Assets (less stock)/Current Liabilities
2011	\$ _____	\$ _____	_____	

2.6 Please provide your environmental friendly initiatives and energy conservation practices including those at your other operating locations. If you have an environmental policy, please attached as an Appendix.

Report on your sustainability and social responsibility practices and vision.

2.7 Please confirm your organization has a Occupational Health & Safety Program in accordance with Occupational Health and Safety Regulations under the Workers Compensation Act. If so, please provide a copy of your Health and Safety Program manual.

3.0 EVIDENCE OF RELEVANT COMPANY EXPERIENCE
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- Please enclose Appendix A (References) and attach it to the RFIQ Response Form. Provide relevant evidence and a description of your experience, brief history, number of years of operation in providing services outlined herein Section II, Business Objectives, “1.0 Purpose, Business Objectives”, by providing a minimum of **THREE (3)** company references, using a 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 provide overview of your customer base in Canada / North America, including your future plans and organizations where you have ongoing contracts that are similar to the requirements indentified in this RFIQ.
 - Please provide details of your Organization’s e-business experience and capability.

4.0 BUSINESS OBJECTIVES

Please provide evidence of how your company would meet WorkSafeBC's stated Business Objectives:

- a. Flexible and scalable approach to changes in volume, technology, and business processes over time.
- b. Demonstrates options to maximize capacity
- c. Implement KPIs/Regular Service Reviews
- d. Improve business process and efficiencies through cost reduction
- e. Improve communications between internal and external parties
- f. Demonstrate ability to be innovative

Please describe how you would work with WorkSafeBC to undertake a review and optimization of the Scope of Services. Please provide specifics of any experience with other clients in performing similar optimizations with successful outcomes.

5.0 SCOPE OF SERVICES

The successful Respondent (s) will be able to demonstrate a proposed solution (s) that includes the ability to fully operate, manage and deliver the requirements of the service they are bidding for, outlined as follows:

Respondents must clearly indicate which service (s) they are bidding for.

- **Service 1** : Mailroom Management, Shipping and Receiving
- **Service 2** : Centralized Print Services
- **Service 3** : Imaging and Scanning Services
- **Service 4**: Print Distribution Services for WorkSafeBC Forms and Publications

Provide information outlining your approach to deploying and implementing your solution; including, but not limited to:

- Describe your Project Management methodology for all phases of this solution. (Maximum 500 words).
- Provide a detailed implementation/transition (rollout plan) including the activities, timelines, interdependencies and the critical path activities, for implementing the Solution with corresponding narrative (maximum 500 words).
- Please provide details of the vendor resources and WorkSafeBC resources that will be required to implement the Solution including: role, skills and capabilities, responsibilities and time commitment (maximum 200 words).

6.0 SOLUTION SUPPORT

The successful Respondent (s) will demonstrate how the proposed solution would be supported.

- a. Please provide an overview of the company's support model.
- b. Please provide available hours of support for your solution.
- c. Please provide the qualifications and experience of proposed resources to meet WorkSafeBC's requirements.
- d. Please describe in detail how WorkSafeBC's account will be managed, including your firm's key personnel, their roles and responsibilities, qualifications, level of knowledge, experience, areas of expertise and your escalation process to demonstrate your ability to meet WorkSafeBC's requirements.
- e. Please indicate if you have the willingness to assume the current staff to ensure a smooth transition of service and how you would propose to do this?
- f. Are members of your on-site service staff recognizable as such? Explain if they wear uniforms, shirt, caps, etc. to be recognizable.
- g. Describe your employee screening practices to ensure you are providing employees who will work and conduct themselves accordingly in a highly secured environment such as WorkSafeBC and who will be capable of complying with all security requirements in effect for the premises.
- h. Please provide detail of the equipment, technologies, and supplies that will be used to provide your solution.
- i. Provide details of any proposed sub-contractors and how you would intend to communicate/control the requirement throughout the supply chain. Also provide evidence from your sub-contractors that show their agreement, capacity and participation.
- j. Currently the Services outlined herein Section II, Business Objectives, "1.0 Purpose, Business Objectives are being conducted on-site at 6951 Westminster Highway, Richmond, BC. Do you currently have an off-site location in close proximity to this location that some or all of the services could be relocated to? If the answer is no, would you consider such a relocation?
- k. If services can to be provided offsite, please provide details of how you would comply Freedom of Information and Protection of Privacy Act (FIPPA) and ISO 17799 including, but not limited to how you would secure the physical site, secure documents, etc.

Additionally, please provide any information on facilities proposed; including size and layout of any proposed operations in order to meet WorkSafeBC's requirements.

- l. Please indicate if you have the capability of designating the same site service staff, for purposes of continuity.
- m. Please provide a sample of one of your invoices, with services itemized.
- n. Please provide example of SLAs that you would propose to measure the performance of your solution including Key Performance Indicators (KPIs) and any associated service credit regime.

- o. Provide details of your problem escalation and procedure for both operational and commercial issues. This should include vendor contact, position and timeframe for resolution (maximum 150 words).
- p. Please provide examples of any Standard Operating Procedure manuals and documentation you produce as part of your support model for your solution.
- q. Please provide an overview of your approach for assessing impacts and implementing WorkSafeBC business changes that touch on your solution(s) and related support (e.g., introducing new or changed services, dependent process change(s), dependent system changes, dependent 3rd party provider changes, volume changes).
- s. Please provide details of your approach to business continuity, disaster recovery, and labour stoppages, etc. for your solution (1000 words maximum)

7.0 COST ESTIMATE

- 7.1 Please provide a detailed break-down of cost estimates by volume for your solution for the services outlined herein Section II, Business Objectives for the initial set-up and ongoing fees. Showing a clear breakdown of one-off and recurring prices and if recurring, how frequent, including any, monthly charge for resources, equipment costs, implementation (including conversion, if any), support costs and ongoing service charges/fees,

Additionally, please ensure that the most cost-effective solution is proposed, considering WorkSafeBC's requirements.

- 7.2 Please ensure a cost breakdown for your solution (s) either onsite or offsite is provided.
- 7.3 Please provide details on cost variances for your solution related to increase or decrease in volumes. Please estimate any change cost involved in changes to volume, technology or business process.

Please note: all volumes are subject to change by either increasing or decreasing over time.

- 7.4 What information would you need to accurately quote for WorkSafeBC business (e.g., Specifications, volumes, etc.)? (For Information Only)
- 7.5 Please provide any other costs that have not been included in any of the above.

8.0 VALUE ADD

- 8.1 Please take the opportunity to describe the unique contributions your experience 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.
 - Proposed additional functionality components to meet WorkSafeBC's business requirements.
 - 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.

Respondent (s) may wish to provide information and sample policies on sustainability and quality assurance.

9.0 RISK ASSESSMENT REGARDING THE PROTECTION OF PRIVACY
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- 9.1 Please complete Appendix B – Protection of Privacy Assessment and provide the details requested regarding the protection of Personal Information.

SECTION IV - RFIQ RESPONSE FORM – RFIQ #061-2011

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

Company Name:

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
Appendix B	Protection of Privacy Assessment
Appendix C	WorkSafeBC Corporate Profile
Appendix D	WorkSafeBC Current IT Architecture

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 a minimum of three (3) references in BC your organization has provided service for in the past five (5) years that are similar in type and scope 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	Please use separate page
2 COMPANY NAME & ADDRESS	
Contact Name	
Telephone No.	
Brief Description of Project	Please use separate page
3 COMPANY NAME & ADDRESS	
Contact Name	
Telephone No.	
Brief Description of Project	Please use separate page

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

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:	<input type="checkbox"/> Yes or <input type="checkbox"/> No
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? If no, state the nature of the foreign ownership:	<input type="checkbox"/> Yes or <input type="checkbox"/> No
1.4 Is your company controlled and operated by a Canadian entity? If no, state the nature of the foreign control and operations:	<input type="checkbox"/> Yes or <input type="checkbox"/> No
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 (e.g., 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 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

Overview

WorkSafeBC's technology architecture employs a distributed computing model. The production processing environment consists of a single IBM mainframe (z/OS), over 500 Intel-based Microsoft Windows 2003 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 2005/2008 Servers, Microsoft Exchange, Microsoft Office Communication Server, and Microsoft Sharepoint Server 2007. WorkSafeBC-supported application servers include: Microsoft Internet Information Server (IIS), Microsoft Standard and Enterprise Servers (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 2008 (.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 application is deployed on IBM WebSphere Application Servers running on MS Windows 2003. The application is built on the Curam application framework, based on J2EE, using IBM Rational Rose and Eclipse. 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 and DataStage.

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 (a migration project to MS Office 2007 is underway), 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. WorkSafeBC regional locations are connected to the head office building through TELUS' IP Networks. Wireless LAN (802.11a/g) service is available in all WorkSafeBC offices.

Internet access is through two links provided by TELUS. The 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), 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.

Collaboration & Communication Services

MS Exchange provides e-mail services. Collaboration services are based on MS Communication Server and MS Sharepoint Server. 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)