



# Request for Proposals

All enquiries related to this Request for Proposals, including any requests for information and clarification, are to be submitted by **October 18, 2021** and directed, in writing, to [Bradley.Weaver@bcogc.ca](mailto:Bradley.Weaver@bcogc.ca), who will respond if time permits. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses will be recorded and may be distributed to all Proponents at the Commission's option.

**RFP 21222005**

## Electronic Document and Records Management Planning in Microsoft 365

**Closing Time:** Proposal must be received electronically before **2:00 PM** Pacific Time on: **October 29, 2021**

### Delivery of Proposals

**Proposals must be submitted electronically.**

To: <https://procurement.bcogc.ca/>

### Organization Overview

The BC Oil and Gas Commission (Commission) is an independent, single-window regulatory agency with responsibilities for overseeing oil and gas operations in British Columbia. Regulatory responsibility is delegated to the Commission through the *Oil and Gas Activities Act* and includes specified enactments under the *Forest Act*, *Heritage Conservation Act*, *Land Act*, *Environmental Management Act*, and *Water Act*. The operating costs of the Commission are funded through industry fees and levies on a cost recovery basis.

The Commission's core roles include reviewing and assessing applications for industry activity, consulting with First Nations, ensuring industry complies with provincial legislation and cooperating with partner agencies. The public interest is protected by ensuring public safety, protecting the environment, conserving petroleum resources and ensuring equitable participation in production.

The regulatory responsibility of the Commission extends from the exploration and development phases of oil and gas activities through to facilities operation, and ultimately decommissioning of industry projects. It is charged with balancing a broad range of environmental, economic and social considerations.

## **A. Definitions and Administrative Requirements**

### **1. Definitions**

Throughout this Request for Proposals, the following definitions apply:

- a) "Contract" means the written agreement resulting from this Request for Proposals executed by the Commission and the Contractor;
- b) "Contractor" means the successful Proponent to this Request for Proposals who enters into a written Contract with the Commission;
- c) "Must", or "mandatory" means a requirement that must be met in order for a proposal to receive consideration;
- d) "Proponent" means an individual or a company that submits, or intends to submit, a proposal in response to this Request for Proposals;
- e) "Commission" means the Oil and Gas Commission;
- f) "Request for Proposals" means the process described in this document; and
- g) "Should" or "desirable" means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

### **2. Terms and Conditions**

Submitting a proposal indicates acceptance of all the terms and conditions set out in the RFP, including those that follow and that are included in all appendices and any Addenda.

A proposal must be signed by a person authorized to sign on behalf of the Proponent with the intent to bind the Proponent to the RFP and to the statements and representations in the Proponent's proposal. A scanned copy of the signed cover page of this RFP is acceptable as is a cover letter identifying the Proponent, identifying the RFP and including a signature of an authorized representative of the Proponent that confirms the Proponent's intent to be bound. For proposals submitted to an electronic proposal constitutes the signature of an authorized representative of the Proponent and is acceptable without additional signature.

### **3. Electronic Submissions**

For electronic submissions the following applies:

- a) The Proponent is solely responsible for ensuring that the complete electronic Proposal, is received before Closing Time;
- b) The maximum size of each attachment must be 500 MB or less and uploaded in a single attachment;
- c) Proponents should submit proposal submissions in a single upload and avoid sending multiple submissions for the same opportunity;
- d) Attachments must not be compressed, must not contain a virus or malware, must not be corrupted and must be able to be opened. Proponents submitting by electronic submission are solely responsible for ensuring that any emails or attachments are not corrupted. The Commission may reject proposals that are compressed, cannot be opened or that contain viruses or malware or corrupted attachments.

### **4. Additional Information Regarding the Request for Proposals**

All subsequent information regarding this Request for Proposals, including changes made to this document will be posted on the BC Bid website at [www.bcbid.ca](http://www.bcbid.ca). It is the sole responsibility of the Proponent to check for amendments on the BC Bid website.

### **5. Late Proposals**

Proposals will be marked with their receipt time once submitted. Only complete proposals received and marked before closing time will be considered to have been received on time. Proposals that are received late will be marked late and will not be considered or evaluated. In the event of a dispute, the proposal receipt time as recorded by the electronic date stamp shall prevail whether accurate or not.

### **6. Eligibility**

- a) Proposals will not be evaluated if the Proponent's current or past corporate or other interests may, in the Commission's opinion, give rise to a conflict of interest in connection with the project described in this Request for Proposals. This includes, but is not limited to, involvement by a Proponent in the preparation of this Request for Proposals. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the Commission Contract Management Analyst prior to submitting a proposal.
- b) Proposals from not-for-profit agencies will be evaluated against the same criteria as those received from any other Proponents.

### **7. Evaluation**

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

**8. Negotiation Delay**

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

**9. Debriefing**

At the conclusion of the Request for Proposals process, all Proponents will be notified of the award by BCBid. Unsuccessful Proponents may request a debriefing meeting with the Commission.

**10. Alternative Solutions**

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

**11. Changes to Proposals**

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

**12. Proponents' Expenses**

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

c)

**13. Limitation of Damages**

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

**14. Proposal Validity**

Proposals will be open for acceptance for at least 90 days after the closing date.

**15. Firm Pricing**

Prices will be firm for the entire Contract period unless this Request for Proposals specifically states otherwise.

**16. Currency and Taxes**

Prices quoted are to be:

- a) In Canadian dollars;
- b) Inclusive of duty, where applicable; FOB destination, delivery charges included where applicable; and
- c) Exclusive of taxes

**17. Completeness of Proposal**

By submission of a proposal the Proponent warrants that, if this Request for Proposals is to design, create or provide a system or manage a program, all components required to operate the system or manage the program have been identified in the proposal or will be provided by the Contractor at no charge.

**18. Subcontracting**

- a) Using a subcontractor (who should be clearly identified in the proposal) is acceptable. This includes a joint submission by two Proponents having no formal corporate links. However, in this case, one of these Proponents must be prepared to take overall responsibility for successful performance of the Contract and this should be clearly defined in the proposal.
- b) Subcontracting to any firm or individual whose current or past corporate or other interests may, in the Commission's judgment, give rise to a conflict of interest in connection with the project or program described in this Request for Proposals will not be tolerated. This includes, but is not limited to, any firm or individual involved in the formulation of this Request for Proposals. If a Proponent is in doubt as to whether a proposed subcontractor gives rise to a conflict of interest, the Proponent should consult with the Commission Contact Person listed on page 1 prior to submitting a proposal.
- c) Where applicable, the names of approved sub-contractors listed in the proposal will be included in the Contract. No additional subcontractors will be added, nor other changes made, to this list in the Contract without the written consent of the Commission.

**19. Acceptance of Proposals**

- a) This Request for Proposals should not be construed as an agreement to purchase goods or services. The Commission is not bound to enter into a Contract with the Proponent who submits the lowest priced proposal or with any Proponent. Proposals will be assessed in light of the evaluation criteria. The Commission will be under no obligation to receive further information, whether written or oral, from any Proponent.
- b) Neither acceptance of a proposal nor execution of a Contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

**20. Definition of Contract**

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

**21. Contract**

By submission of a proposal, the Proponent agrees that should its proposal be successful, the Proponent will enter into a Contract with the Commission in accordance with the terms of the [Commission's General Service Agreement](#).

**22. Liability for Errors**

While the Commission has used considerable efforts to ensure the information in this Request for Proposals is accurate, the information contained in this Request for Proposals is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Commission, nor is it necessarily comprehensive or exhaustive. Nothing in this Request for Proposals is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this Request for Proposals.

**23. Modification of Terms**

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

**24. Ownership of Proposals**

All proposals submitted to the Commission become the property of the Commission. They will be received and held in confidence by the Commission, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and this Request for Proposals.

**25. Use of Request for Proposals**

Any part of this document, or any information provided by the Commission in relation to this Request for Proposals may not be used or disclosed, for any purpose other than for the submission of proposals. Without limiting the generality of the foregoing, by submission of a proposal, the Proponent agrees to hold in confidence all information provided by the Commission in relation to this Request for Proposals.

**26. Reciprocity**

The Commission may consider and evaluate any proposals from other jurisdictions on the same basis that the Commission purchasing authorities in those jurisdictions would treat a similar proposal from a British Columbia supplier.

**27. No Lobbying**

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

### 1. Summary of the Requirement

The BC Oil and Gas Commission (Commission) is seeking an interested party to create a management framework for unstructured electronic information, encompassing necessary analysis, planning and recommendations for the configuration of Microsoft 365 (M365) as a corporate recordkeeping system. The goal is to effectively manage the end-to-end life cycle of official Commission records in accordance with provincial legislation, policies and standards for government recordkeeping, in the places where staff collaborate and create records.

Secondary to this, the Commission requires an assessment of any functional gaps that may exist between M365 and the Commission’s system requirements for Electronic Document and Records Management (EDRM) and provincial requirements.

This work will provide the Commission with a clearly defined framework and methodology for a “total” records management solution available to all employees.

### 2. Anticipated Schedule

The following table outlines the anticipated schedule for this RFP. All times identified in the table are in Pacific Time.

<b>Event</b>	<b>Anticipated Date</b>
Enquiries deadline	October 18, 2021
Request closing time	October 29, 2021, before 2:00PM PST
Interviews and reference checks as required	November 1-5, 2021
Preferred Proponent selected by	November 8, 2021
Commencement of work	November 2021

### 3. Commission Situation/Overview

The Commission is the provincial regulatory agency for permitting and overseeing oil and gas activities, from exploration and development through to operations and ultimately decommissioning of oil and gas industry projects under British Columbia jurisdiction. The Commission’s current legislated mandate, regulatory framework, core activities and organizational structure are described in the [2020/21 - 2022/23 Service Plan](#) available on the Commission’s website at [www.bcogc.ca](http://www.bcogc.ca).

### 3.1 Commission Responsibility

#### Oil and Gas Activities Act (OGAA):

The purposes of the Commission, outlined in Section 4 of the Oil and Gas Activities Act, are briefly summarized as follows:

- (a) to regulate oil and gas activities in British Columbia in a manner that
  - (i) provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well-being,
  - (ii) conserves petroleum and natural gas resources,
  - (iii) ensures safe and efficient practices, and
  - (iv) assists owners of petroleum and natural gas resources to participate equitably in the production of shared pools of petroleum and natural gas;
- (b) to provide for effective and efficient processes for the review of applications for permits and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects;
- (c) to encourage the participation of First Nations and aboriginal peoples in processes affecting them;
- (d) to participate in planning processes;
- (e) to undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the commission.

#### Information Management Act (IMA):

The Commission is subject to the provisions of the Information Management Act (IMA), government's primary information management law. Compliance with the IMA requires the head of a government body to ensure that an appropriate system is in place for creating and maintaining government information that is an adequate record of that government body's decisions.

Section 19 of the IMA defines the responsibility of the head, as follows:

#### Responsibility of head of government body

- 19 (1) The head of a government body is responsible for ensuring that an appropriate system is in place within the government body for managing and securing government information.
- (1.1) Without limiting subsection (1), the head of a government body is responsible for ensuring that an appropriate system is in place within the government body for creating and maintaining, in accordance with applicable directives or guidelines issued under section 6 (1) *[directives and guidelines]*, government information that is an adequate record of that government body's decisions.
- (2) The head of a government body must take reasonable steps to ensure that the government body
- (a) complies with directives issued under section 6 (1), and
  - (b) is guided by guidelines issued under that section.
- (3) [Repealed 2017-7-5.]
- (4) The head of a government body must take reasonable steps to ensure that the government body complies with the following:
- (a) [Not in force.]
  - (b) section 10 *[when information schedule applies]*,
  - (c) section 13 *[information must be digitized before archiving]*.
- (5) Despite subsection (4) (b), the head of a government body must ensure that no government information held by the government body is disposed of, except in accordance with an information schedule or an approval by the chief records officer under section 11 (1) (b) *[when no information schedule applies]*.

## 3.2 Commission Overview

The BC Oil and Gas Commission (Commission) has a complex array of information with long term value to the province, and a continuously evolving business and regulatory environment. As a government body, the Commission is required to manage its records using the government standard for classification, retention and disposition, including the [Administrative Records Classification System \(ARCS\)](#), the Commission's [Operational Records Classification System \(ORCS\)](#) and other approved records schedules. An integrated software solution is necessary to meet this responsibility and effectively manage Commission information, regardless of media, from creation to final disposition.

### 3.2.1 Background

The Records and Information Services and Information Systems and Technology branches have initiated a multi-phased approach to achieving a state of EDRM readiness.

Phase One: Information Schedule Redesign: The first phase, initiated in 2017, included modernization of the Commission's outdated Operational Records Classification System (ORCS), with the objective of:

- Achieving media neutrality (to ensure official records can exist in any format);
- Addressing functional gaps within the classification system (to ensure all records are covered); and
- Reviewing record retention periods for appropriateness (to ensure records are being retained long enough to meet business and legal requirements).

This schedule amendment was approved by the Chief Records Officer and is being implemented through the shared drive classification project (see below). A second amendment is underway to cover new functional program areas and create a data retention plan for structured data in systems. This is considered a long-term project.

Phase Two: Classification of unstructured records on shared drives. This work commenced in 2019, and includes de-duplication, addressing long file paths, permission review, organization and classification of electronic records on shared drives in accordance with the Commission's ORCS, ARCS, and other applicable schedules. A program-by-program approach is being taken. This work is ongoing and recognized as a long-term initiative.

Phase Three: EDRM Needs Assessment. Completed in the spring of 2021, the Commission engaged an external consulting company to evaluate Commission EDRM requirements, based on the BC government EDRMS Request for Proposal (RFP). The final report outlined high level Commission EDRM system criteria (refer to *Appendix A: EDRM Business Requirements Summary*).

### 3.2.2 Current Situation

The Commission is migrating to Microsoft Office 365 (M365) and Azure for enterprise usage and intends to use existing M365 information governance functionality to manage unstructured digital records (both content created within M365 and currently residing on shared drives). While current licensing is E3, the Commission is intending to purchase additional E5 licensing in fall of 2021.

Unstructured records in the Commission exist in various locations:

- Multiple Shared Drives
- Outlook
- Teams
- OneDrive

Teams Sites have been created for departments and projects and continue to be established on a case-by-case basis. SharePoint sites have been provided for specific purposes. A key driver of this project is the need to determine the best approach to embed RM foundations in SharePoint as it is rolled out across the Commission and provide necessary RM foundations in the entire M365 environment.

#### 4. Budget/Schedule

Funding to support this project in fiscal year 2021/2022 is \$30,000. Proponents are encouraged to provide their best, realistic estimate for the work that they propose to meet the Commission's requirements. The Commission welcomes innovative proposals that reduce costs or duration, or that provide added value.

Preferred timeline for completion of contract deliverables is by **February 28, 2022**, or sooner, if possible.

#### 5. Requirements

##### 5.1 Scope of Services

The successful Proponent who enters into a written contract with the Commission is expected to provide the following services:

1. Delivery of a design for end-to-end records management within M365, including, but not limited to the labelling of content as a record (e.g., retention labels), retention requirements, specific deletion settings, specific permissions for records management functions, etc.
2. Recommendations and a detailed plan for configuring M365 as a recordkeeping system that addresses Commission requirements within the BC legislative and policy framework.
3. Analysis of any gaps between M365 functionality and Commission EDRM requirements.
4. Consultation, communications, and demonstrations with appropriate stakeholders.
5. Project schedule, and reporting – Proponent resources must be able to define project timelines, support meetings and/or reporting at the discretion of the Commission including regular status reports to inform on progress, risks, issues, spend to date, etc.
6. Presentation of findings to Commission Executive, if required.
7. Project closure – Proponent resources to be available to participate in project close out activities as required.

*All deliverables will require the approval of the Commission before being accepted.*

The Commission's Records and Information Services Branch will serve as the primary project contact. The Branch Director, and Specialist, EDRMS & Information Management Solutions will act as the product owners and work directly with the proponent as agreed to by both parties. Key members of the Information Systems Branch will be involved to provide necessary oversight, technical information and help facilitate contract deliverables.



## **5.2 Scope of Work**

### **5.2.1 Understand Commission framework and environment**

The selected Proponent will be able to demonstrate an understanding of the Commission's environment and how to ensure compliance with applicable legislation, policies, and best practices. This will include:

- Reviewing relevant documentation such as records classification and retention requirements, Commission M365 interim policies, and the EDRM Needs Assessment report.
- Understanding the current state of the unstructured data environment.
- Discussing project objectives, including high level goals and desired outcomes.

### **5.2.2 Develop a configuration plan that, at a minimum:**

- Identifies the best approach/strategy for the Commission environment.
- Focuses on managing unstructured information within the M365 environment.
- Ensures a framework that supports collaboration.
- Provides configuration guidance for policies and retention labels and how they will be applied.
- Focuses on best practices and the user experience.
- Considers future migration of unstructured information into M365 through configuration.
- Addresses baseline metadata.
- Explore options for email classification and retention.

### **5.2.3 Document any gaps between Commission EDRM requirements and M365.**

## **5.3 Deliverables**

Project deliverables will include:

- A customized plan for an approach and methodology to configure M365 as a recordkeeping system. It will include practical guidance and instruction.
- Documented assessment and identification of any EDRM functional gaps that could impact the Commission's ability to comply with applicable legislation and policy.
- A project schedule.
- Status reports (format to be approved by Commission).
- Monthly invoicing including detailed hours worked.
- Executive presentation, if required.

## **5.4 Format Requirements**

The following format, sequence, and instructions must be followed to provide consistency in Proponent response and ensure each proposal receives full consideration. With all pages consecutively numbered, the proposals should contain the following parts:

- a) Table of contents with page numbers.
- b) Executive summary.
- c) The body of the proposal in accordance with the content requirements.

## 5.5 Content Requirements

Responses should be succinct and should focus on specific services and deliverables being proposed – please be considerate of the time it will take to review the submission.

To expedite a fair and unbiased proposal review process, the Commission's preference is for all proposals to use the following outline:

- a) Project Approach (description the proposed approach, based on the scope described in section 5.2)
- b) Costs/Schedule (including hourly rates, overall timelines, and total cost) provided in Canadian dollars (CAD).
- c) Overall timeline
- d) Budget breakdown
- e) One example of **relevant** previous work
- f) Resumes (max half page each)

## 6. Evaluation of Proponent Response

The evaluation of responses will be conducted by a team consisting of employees and/or contractors of the Commission. All members of the team will be bound by the same standards of confidentiality.

This section details all the mandatory and desirable criteria against which proposals will be evaluated. Proponents should ensure that they fully respond to all criteria to receive full consideration during the evaluation.

The lowest price or any Proposal will not necessarily be accepted. The Commission reserves the right to refuse any proposed based on quality, service, price, reputation, experience, and other criteria.

The Preferred Proponent will be the Proponent scoring the most points after evaluation. The evaluation process will consist of the following stages:

- Stage One – Mandatory Criteria
- Stage Two – Desirable Criteria
- Stage Three – Informational Interviews (optional and not scored)

### 6.1 Mandatory Criteria

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration during the evaluation process:

- **The Proposal must be received before the designated closing date and time.**
- **The Proposal must be in English.**
- **The Proponent must confirm that any personal information received, collected or held over the course of the review will be stored and used only in Canada.**
- **The Proposal must contain an independence and objectivity statement confirming the Proponent is free of any actual or perceived conflict of interest and free of bias with respect to the Commission, its officers, and employees.**

Failure to meet all mandatory criteria above will disqualify the Proponent's Proposal from further review.

## 6.2 Desirable Criteria

The Commission seeks to enter into an agreement with the Proponent who, in the opinion of the Commission, has the resources, knowledge and competence to provide the greatest value. Proposals meeting all the mandatory criteria will be further assessed against desirable criteria.

Desirable Criteria	Weight
<b>Proponent’s Qualifications and Relevant Experience</b> <ul style="list-style-type: none"> <li>• Proposal demonstrates Proponent’s advanced understanding of records management principles and EDRM functionality.</li> <li>• Proposal demonstrates Proponent’s advanced knowledge of M365’s Records Management / Information Governance functionality.</li> </ul>	40%
<b>Suitability of Proposed Approach</b> <ul style="list-style-type: none"> <li>• Proposal provides a clearly defined plan to address project requirements.</li> </ul>	40%
<b>Pricing</b> <ul style="list-style-type: none"> <li>• Total price, hourly rates</li> </ul>	20%

## 6.3 Informational Interviews

The top ranking (to a maximum of three) Proponents may be asked to attend an interview with the evaluation team. During the interview, the evaluation committee may clarify and/or verify statements made in the written Response.

The requirement for interviews is optional. The Commission reserves the right to complete the evaluation process without Proponent interviews.

## 7. Appendices

### 7.1 Appendix A: EDRM Business Requirements Summary