



# Sunshine Coast Regional District

# Request for Proposal

**Number: 2311001**

**for**

**Meeting Management Software**

**Issue Date:**

**March 14, 2023**

**Closing Date of**

**April 10, 2023 at 3:00 PM local time**

**CONTACT:** All enquiries related to this Request for Proposal, including any requests for information and clarification, are to be submitted by March 28, 2023 and directed, in writing, to [purchasing@scrd.ca](mailto:purchasing@scrd.ca), who will respond if time permits with a Q&A on BCBid by April 4, 2023. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses providing new information will be recorded and posted to BC Bid or otherwise distributed to prospective Proponents.

**DELIVERY OF PROPOSALS:** Proposals must be in English and must be submitted using one of the submission methods below, and must either **(1)** include a copy of this cover page that is signed by an authorized representative of the Proponent or **(2)** be submitted by using the e-bidding key on BC Bid (if applicable), in accordance with the requirements set out in the RFP.

**BC Bid Electronic Submission:** Proponents may submit an electronic proposal using BC Bid. Proposals must be submitted in accordance with the BC Bid requirements and e-bidding key requirements (found at [www.bcbid.ca](http://www.bcbid.ca)). Only pre-authorized electronic bidders registered on the BC Bid system can submit an electronic proposal using the BC Bid system. Use of an e-bidding key is effective as a signature.

**OR**

**Email Submission:** Proponents may submit an electronic proposal by email. Proposals submitted by email should be submitted to [submissions@scrd.ca](mailto:submissions@scrd.ca) in accordance with the instructions at Section 1.3 of the General Terms and Conditions of this RFP.

**OR**

**Hard Copy Submission:** Proponents must submit **ONE (1)** hard-copies and **ONE (1)** electronic copy on a USB Drive of the proposal. Proposals submitted by hard copy must be submitted by hand or courier to:

**Sunshine Coast Regional District  
1975 Field Road  
Sechelt, BC V7Z 0A8**

Regardless of submission method, proposals must be received before Closing Time to be considered.

**A proposal is deemed to incorporate the Confirmation of Proponent's Intent to Be Bound below, without alteration.**

## **CONFIRMATION OF PROPONENT'S INTENT TO BE BOUND:**

The enclosed proposal is submitted in response to the referenced Request for Proposal, including any Addenda. By submitting a proposal the Proponent agrees to all of the terms and conditions of the RFP including the following:

- a) The Proponent has carefully read and examined the entire Request for Proposal;
- b) The Proponent has conducted such other investigations as were prudent and reasonable in preparing the proposal; and
- c) The Proponent agrees to be bound by the statements and representations made in its proposal.

**PROONENT NAME (please print):** \_\_\_\_\_

**NAME OF AUTHORIZED REPRESENTATIVE (please print):** \_\_\_\_\_

**SIGNATURE OF AUTHORIZED REPRESENTATIVE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

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## 1. GENERAL TERMS & CONDITIONS

### 1.1 DEFINITIONS

Throughout this Request for Proposal, the following definitions apply:

**"Addenda"** means all additional information regarding this RFP, including amendments to the RFP;

**"BC Bid"** means the BC Bid website located at [www.bcbid.ca](http://www.bcbid.ca);

**"Closing Location"** includes the location or email address for submissions indicated on the cover page of this RFP, or BC Bid, as applicable;

**"Closing Time"** means the closing time and date for this RFP as set out on the cover page of this RFP;

**"Contract"** means the written agreement resulting from the RFP executed by the SCRD and the successful Proponent;

**"Contractor"** means the successful Proponent to the RFP who enters into a Contract with the SCRD;

**"Must"**, or **"mandatory"** means a requirement that must be met in order for a proposal to receive consideration;

**"Proponent"** means a person or entity (excluding its parent, subsidiaries or other affiliates) with the legal capacity to contract, that submits a proposal in response to the RFP;

**"Proposal"** means a written response to the RFP that is submitted by a Proponent;

**"Request for Proposals"** or **"RFP"** means the solicitation described in this document, including any attached or referenced appendices, schedules or exhibits and as may be modified in writing from time to time by the SCRD by Addenda; and

**"Should"**, **"may"** or **"weighted"** means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

**"SCRD"**, **"Regional District"**, **"Organization"**, **"we"**, **"us"**, and **"our"** mean Sunshine Coast Regional District.

### 1.2 FORM OF PROPOSAL

This Proposal must be completed in its entirety. Failure to properly complete this Proposal form may cause your Proposal to be rejected. The signing officer must initial all corrections. The Sunshine Coast Regional District (SCRD) reserves the right to permit a correction, clarification or amendment to the Proposal or to correct minor errors and irregularities.

### 1.3 SUBMISSION OF PROPOSAL

- a) Proposals must be submitted before Closing Time to the Closing Location using one of the submission methods set out on the cover page of this RFP. Proposals must not be sent by fax. The Proponent is solely responsible for ensuring that, regardless of submission method selected, the SCRD receives a complete Proposal, including all attachments or enclosures, before the Closing Time.
- b) For electronic submissions (BC Bid or email), the following applies:
  - (i) The Proponent is solely responsible for ensuring that the complete electronic

Proposal, including all attachments, is received before Closing Time;

- (ii) The SCRD limits the maximum size of any single email message to 20MB or less.
  - (iii) Proponents should endeavour to submit emailed proposal submissions in a single message and avoid sending multiple email submissions for the same opportunity. If an electronic submission exceeds the applicable maximum single message size, the Proponent may make multiple submissions (BC Bid upload or multiple emails for the same opportunity). Proponents should identify the order and number of emails making up the email proposal submission (e.g. "email 1 of 3, email 2 of 3...");
  - (iv) For email proposal submissions sent through multiple emails, the SCRD reserves the right to seek clarification or reject the proposal if the SCRD is unable to determine what documents constitute the complete proposal;
  - (v) Attachments must not be compressed or encrypted, must not contain viruses or malware, must not be corrupted, and must be able to be opened using commonly available software (e.g. Adobe Acrobat). Proponents submitting by electronic submission are solely responsible for ensuring that any emails or attachments are not corrupted. The SCRD has no obligation to attempt to remedy any message or attachment that is received corrupted or cannot be viewed. The SCRD may reject proposals that are compressed encrypted, cannot be opened or that contain viruses or malware or corrupted attachments.
- c) For BC Bid e-submissions only pre-authorized e-bidders registered on BC Bid can submit electronic bids on BC Bid. BC Bid is a subscription service (\$150 per year) and the registration process may take two business days to complete. If using this submission method, Proponents should refer to the BC Bid website or contact BC Bid Helpdesk at 250-387-7301 for more information. An electronic proposal submitted on BC Bid must be submitted using the e-bidding key of an authorized representative of the Proponent. Using the e-bidding key of a subcontractor is not acceptable.
  - d) For email proposal submissions, including any notices of amendment or withdrawal referred to in Section 1.6, the subject line of the email and any attachment should be clearly marked with the name of the Proponent, the RFP number and the project or program title.
  - e) The SCRD strongly encourages Proponents using electronic submissions to submit proposals with sufficient time to complete the upload and transmission of the complete proposal and any attachments before Closing Time.
  - f) The Proponent bears all risk associated with delivering its Proposal by electronic submission, including but not limited to delays in transmission

between the Proponent's computer and the SCRD Electronic Mail System or BC Bid.

- g) While the SCRD may allow for email proposal submissions, the Proponent acknowledges that email transmissions are inherently unreliable. The Proponent is solely responsible for ensuring that its complete email proposal submission and all attachments have been received before Closing Time. If the SCRD Electronic Mail System rejects an email proposal submission for any reason, and the Proponent does not successfully resubmit its proposal by the same or other permitted submission method before Closing Time, the Proponent will not be permitted to resubmit its proposal after Closing Time. The Proponent is strongly advised to contact the SCRD Contact immediately to arrange for an alternative submission method if:

- (i) the Proponent's email proposal submission is rejected by the SCRD Electronic Mail System; or
- (ii) the Proponent does not receive an automated response email from the SCRD confirming receipt of each and every message transmitted, within a half hour of transmission by the Proponent.

An alternate submission method may be made available, at the SCRD's discretion, immediately to arrange for an alternative submission method, and it is the Proponent's sole responsibility for ensuring that a complete proposal (and all attachments) submitted using an approved alternate submission method is received by the SCRD before the Closing Time. The SCRD makes no guarantee that an alternative submission method will be available or that the method available will ensure that a Proponent's proposal is received before Closing Time.

#### **1.4 SIGNATURE REQUIRED**

Proposals must be properly signed by an officer, employee or agent having authority to bind the Proponent by that signature.

#### **1.5 CLARIFICATIONS, ADDENDA & MINOR IRREGULARITIES**

If any Proponent finds any inconsistencies, errors or omissions in the proposal documents or requires information, clarification of any provision contained therein, they shall submit their query in writing or email, addressed as follows:

Purchasing Division  
Sunshine Coast Regional District  
1975 Field Road, Sechelt, BC V7Z 0A8

[purchasing@scrd.ca](mailto:purchasing@scrd.ca)

Any interpretation of, addition to, deletions from or any corrections to the proposal documents will be issued as written addendum by the SCRD.

All Addenda will be posted on BC Bid. It is the sole responsibility of the Proponent to check for Addenda on BC Bid. Proponents are strongly encouraged to subscribe to BC Bid's email notification service to receive notices of Addenda.

#### **1.6 WITHDRAWAL OR REVISIONS**

Proposals or revisions may be withdrawn by written notice provided such a notice of withdrawal is received prior to the closing date and time. Proposals withdrawn will be returned to the Proponent unopened. Revisions to the proposals already received shall be submitted only by electronic mail, or signed letter. The revision must state only the amount by which a figure is to be increased or decreased, or specific directions as to the exclusions or inclusion of particular words.

#### **1.7 CONDUCT OF THE CONTRACT**

Unless otherwise specified within this document, any queries regarding this Request for Proposal are to be directed to [purchasing@scrd.ca](mailto:purchasing@scrd.ca). No other verbal or written instruction or information shall be relied upon by the Bidder, nor will they be binding upon the SCRD.

#### **1.8 CONFLICT OF INTEREST/NO LOBBYING**

- (a) A Proponent may be disqualified if the Proponent's current or past corporate or other interests, or those of a proposed subcontractor, may, in the SCRD's opinion, give rise to an actual or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by a Proponent in the preparation of the RFP or a relationship with any employee, contractor or representative of the SCRD involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the SCRD Contact prior to submitting a proposal. By submitting a proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.
- (b) A Proponent must not attempt to influence the outcome of the RFP process by engaging in lobbying activities. Any attempt by the Proponent to communicate, for this purpose directly or indirectly with any employee, contractor or representative of the SCRD, including members of the evaluation committee and any elected officials of the SCRD, or with the media, may result in disqualification of the Proponent.

#### **1.9 CONTRACT**

By submitting a proposal, the Proponent agrees that should its proposal be successful the Proponent will enter into a Contract with the SCRD on substantially the same terms and Conditions set out in <https://www.scrd.ca/go/terms> and such other terms and conditions to be finalized to the satisfaction of the SCRD, if applicable.

#### **1.10 SUSTAINABLE PROCUREMENT**

The SCRD adheres to its sustainable consideration factors. Proposals will be considered not only on the

total cost of services, but Proposals that addresses the environment and social factors.

#### **1.11 INVOICING AND PAYMENT**

Unless otherwise agreed, the SCRD payment terms are Net 30 days following receipt of services or approved invoices, whichever is later. Original invoices are to be forwarded to the accounts payable department of the SCRD. The purchase order number assigned by the SCRD must be stated on the invoice otherwise payment may be delayed.

#### **1.12 PRICING, CURRENCY AND TAXES**

Offered prices are to be attached as a price schedule in Canadian dollars with taxes stated separately when applicable.

#### **1.13 IRREVOCABLE OFFER**

This Proposal must be irrevocable for 90 days from the Proposal closing date and time.

#### **1.14 TIME IS OF THE ESSENCE**

Time shall be of the essence in this contract.

#### **1.15 ASSIGNMENT**

The Proponent will not, without written consent of the SCRD, assign or transfer this contract or any part thereof.

#### **1.16 OWNERSHIP OF DOCUMENTS & FREEDOM OF INFORMATION**

All documents submitted in response to this Request for Proposal shall become the property of the SCRD and as such will be subject to the disclosure provisions of the *Freedom of Information and Protection of Privacy Act* and any requirement for disclosure of all or a part of a Proposal under that Act.

The requirement for confidentiality shall not apply to any Proposal that is incorporated into a Contract for the Work. Further, the SCRD may disclose the top scoring proponent's aggregate pricing to the SCRD Board at a public meeting, when making a recommendation for the award of the Contract.

For more information on the application of the Act, go to [http://www.cio.gov.bc.ca/cio/priv\\_leg/index.page](http://www.cio.gov.bc.ca/cio/priv_leg/index.page).

#### **1.17 AWARD OF CONTRACT**

The Purchasing Policy at the SCRD offers contracts to businesses through an open, fair and consistent competitive bidding process. This ensures that the SCRD will receive the best overall value for the goods and services it requires. The SCRD reserves the right to cancel, award all or part of the scope of work described in this document to a single Proponent or may split the award with multiple Proponents.

All awards are subject to Board approval that meets the needs as determined by the Board. The SCRD, in receipt of a submission from a Proponent, may in its sole discretion consider the Proponent to have accepted the terms and conditions herein, except those expressly excluded or changed by the Proponent in writing.

The RFP shall not be construed as an agreement to purchase goods or services. The lowest priced or any proposal will not necessarily be accepted. The RFP does not commit the SCRD in any way to award a contract and that no legal relationship or obligation regarding the procurement of any good or service will be created between SCRD and the proponent unless and until SCRD and the proponent execute a written agreement for the Deliverables

#### **1.18 COST OF PROPOSAL**

The Proponent acknowledges and agrees that the SCRD will not be responsible for any costs, expenses, losses, damage or liability incurred by the Proponent as a result of or arising out submitting a Proposal for the proposed contract or the SCRD's acceptance or non-acceptance of their proposal. Further, except as expressly and specifically permitted herein, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this RFP, and by submitting a proposal each Proponent shall be deemed to have agreed that it has no claim.

#### **1.19 PROPONENT'S RESPONSIBILITY**

It is the Proponent's responsibility to ensure that the terms of reference contained herein are fully understood and to obtain any further information required for this proposal call on its own initiative. The SCRD reserves the right to share, with all proponents, all questions and answers related to this bid call.

#### **1.20 EVALUATIONS**

Proposals will be evaluated in private, including proposals that were opened and read in public, if applicable. Proposals will be assessed in accordance with the evaluation criteria.

If only one Proposal is received, the SCRD reserves the right to open the Proposal in private or if the total bid price exceeds the estimated budget for the Contract, the SCRD may cancel and re-tender, accept, not accept and cancel or re-scope the Work seeking a better response, with or without any substantive changes being made to the solicitation documents. If more than one Proposal is received from the same Proponent, the last Proposal received, as determined by the SCRD, will be the only Proposal considered.

#### **1.21 ACCEPTANCE OF TERMS**

The submission of the Proposal constitutes the agreement of the Proponent that all of the terms and conditions of the RFP are accepted by the Proponent and incorporated in its Proposal, except those conditions and provisions which are expressly excluded and clearly stated as excluded by the Proponent's proposal.

#### **1.22 MANDATORY REQUIREMENTS**

Proposals not clearly demonstrating that they meet the mandatory requirements will receive no further consideration during the evaluation process.

#### **1.23 INSURANCE & WCB**

The Proponent shall obtain and continuously hold for the term of the contract, insurance coverage with the



SCRD Listed as "Additional Insured" the minimum limits of not less than those stated below:

- (a) Commercial General Liability – not less than \$2,000,000 per occurrence
- (b) Error & Omissions Insurance – not less than \$500,000 per occurrence
- (c) A provision requiring the Insurer to give the Owners a minimum of 30 days' notice of cancellation or lapsing or any material change in the insurance policy;

The Proponent must comply with all applicable laws and bylaws within the jurisdiction of the work. The Proponent must further comply with all conditions and safety regulations of the Workers' Compensation Act of British Columbia and must be in good standing during the term of any contract entered into from this process.

#### **1.24 COLLUSION**

Except otherwise specified or as arising by reason of the provisions of these documents, no person, or corporation, other than the Proponent has or will have any interest or share in this proposal or in the proposal contract which may be completed in respect thereof. There is no collusion or arrangement between the Proponent and any other actual or prospective Proponent in connection with proposals submitted for this project and the Proponent has no knowledge of the context of other proposals and has no comparison of figures or agreement or arrangement, express or implied, with any other party in connection with the making of the proposal.

#### **1.25 CONFLICT OF INTEREST**

Proponents shall disclose in its Proposal any actual or potential conflict of interest and existing business relationship it may have with the SCRD, its elected or appointed officials or employees.

#### **1.26 LIABILITY FOR ERRORS**

While the SCRD has used considerable efforts to ensure an acute representation of information in these bid documents, the information contained is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the SCRD nor is it necessarily comprehensive or exhaustive.

#### **1.27 TRADE AGREEMENTS**

This RFP is covered by trade agreements between the SCRD and other jurisdictions, including the following:

- a) Canadian Free Trade Agreement; and
- b) New West Partnership Trade Agreement.

#### **1.28 LAW**

This contract and any resultant award shall be governed by and construed in accordance with the laws of the Province of British Columbia, which shall be deemed the proper law thereof.

#### **1.29 REPRISAL CLAUSE**

Tenders will not be accepted by the SCRD from any person, corporation, or other legal entity (the "Party") if the Party, or any officer or director of a corporate Party, is, or has been within a period of two years prior to the tender closing date, engaged either directly or indirectly through another corporation or legal entity in a legal proceeding initiated in any court against the SCRD in relation to any contract with, or works or services provided to, the SCRD; and any such Party is not eligible to submit a tender.

#### **1.30 FORCE MAJEURE (ACT OF GOD)**

Neither party shall be liable for any failure of or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control including but not limited to acts of God, war, strikes or labour disputes, embargoes, government orders or any other force majeure event. The SCRD may terminate the Contract by notice if the event lasts for longer than 30 days.

#### **1.31 CONFIDENTIAL INFORMATION OF PROPONENT**

A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by SCRD. The confidentiality of such information will be maintained by SCRD, except the total proposed value, which must be publicly released for all proposals, or otherwise required by the *Freedom of Information and Protection of Privacy Act* ("FOIPPA"), law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by SCRD to advise or assist with the RFP process, including the evaluation of proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the RFP Contact.

#### **1.32 DISPUTE RESOLUTION**

All unresolved disputes arising out of or in connection with this Proposal or in respect of any contractual relationship associated therewith or derived therewith shall be referred to and finally resolved by arbitration as prescribed by Mediate BC services pursuant to its rules, unless otherwise mutually agreed between the parties.

#### **1.33 DEBRIEFING**

At the conclusion of the RFP process, all Proponents will be notified. Proponents may request a debriefing meeting with the SCRD.

## 2. INTRODUCTION

### 2.1 Purpose

The Sunshine Coast Regional District (SCRD) is requesting proposals from qualified Vendors to supply and implement an electronic meeting management software (EMMS) program, applicable to local government Board and Committee meetings. The contract with the successful Vendor will include ongoing support, upgrades, and licensing of the preferred software to be reviewed on an annual basis until the end its useful life. d

## 3. SITUATION/OVERVIEW

### 3.1 Background

The SCRCD is the regional government serving the residents of the Sunshine Coast. Formed in 1967, it was designed to establish a partnership between electoral areas and member municipalities within their boundaries. The municipalities and electoral areas in the SCRCD are:

- District of Sechelt
- Town of Gibsons
- shíshálh Nation Government District
- Electoral Area A – Egmont/Pender Harbour
- Electoral Area B - Halfmoon Bay
- Electoral Area D - Roberts Creek
- Electoral Area E - Elphinstone
- Electoral Area F - West Howe Sound

SCRCD Board and Committee meetings are held in person and electronically on Zoom and video streamed live to YouTube. Most meetings are held in hybrid form, in that there is a combination of in-person and electronic participation. Meeting live-streams are automatically saved to SCRCD's YouTube channel and made available for on-demand viewing. (See: <https://www.youtube.com/@SunshineCoastRD/streams>)

### 3.2 Agenda and Meeting Statistics

Description	Number
Board (Regular and In Camera)	2 per month
Committee of the Whole (Regular and In Camera)	2 per month
Finance Committee	Quarterly or as required
Electoral Area Services Committee (Regular and In Camera)	1 per month
Board Policy Review Committee	as required

### 3.3 Scope

The SCRCD requires a software solution to bridge remote and in-person meeting rooms for hybrid Board and Board Committee meetings. In order for the virtual and physical domains to smoothly function together as a single meeting, a system is required to seamlessly manage both environments and their respective participants in real-time. The SCRCD is interested in a meeting management software solution that streamlines the full cycle: from report writing and concurrence, through to agenda creation, electronic publishing, in-meeting management tools, the creation of meeting minutes, and a tool for post-meeting action-tracking.

## 4. CONTRACT

### 4.1 General Contract Terms and Conditions

Proponents should carefully review the terms and conditions set out in the General Service Contract, including the Schedules. The General Service Contract terms can be found at: <https://www.scrd.ca/go/terms>.

### 4.2 Service Requirements

The SCRd is looking for a software solution that includes the following:

- a) Fully manage the end-to-end process of collecting report concurrence, assembling and approving agendas, posting agendas, recording minutes and providing tracking of resultant directives;
- b) Provide access to all documents related to statutory meetings in an easy to access web-based platform;
- c) Provide an equivalent experience for participants in the meeting room and remote participants for function and equitable hybrid meetings;
- d) Provide the ability to route agenda items for review and approval according to rules based on topic/department/etc. via a user-friendly web interface;
- e) Provide a mechanism to redirect approvals when staff are not available;
- f) Provide an administrative overview of all items in approval workflow allowing designated staff to quickly determine where an item is in the workflow process;
- g) Integrate with our existing streaming video solution to provide both real-time streams next to agenda content, and archived video linkable from agenda content;
- h) Customization and management of templates for reports, agendas, minutes;
- i) Capability to publish and view agendas, minutes, and videos online, including a provision to integrate videos stored in YouTube or other third-party streaming platforms;
- j) External and internal capability to view final agendas, minutes, and videos online, print, or copy to external media, in multiple formats;
- k) Full-text search capabilities for agendas, minutes, and supporting material, including the ability to perform OCR (optical character recognition) to provide full-text search of scanned and imported documents;
- l) Provide a simple mechanism for managing role-based access control for all aspects of the system;
- m) Of particular importance is the ability to easily set and manage access control In Camera meetings and all the associated materials (agendas, minutes, etc.);
- n) Capability to prepare minutes including taking roll call, making notes, recording motions and recording votes;
- o) We specifically require the ability to record only individually requested votes in the negative at this time, but may require the ability to record all votes on a motion in the future;
- p) Ability to track speaker order;
- q) Ability to cast electronic secret ballots for annual election of the Chair;
- r) Ability to calculate regional district voting including weighted votes – this functionality is preferred but not required;
- s) Ability for Users to annotate and take notes on agendas; and
- t) Ability to run reports for outstanding and/or action items in the agenda preparation workflow.



## 5. REQUIREMENTS

In order for a proposal to be considered, a Proponent must clearly demonstrate that they meet the mandatory requirements set out in Section 7.1 (Mandatory Criteria) of the RFP.

This section includes “Response Guidelines” which are intended to assist Proponents in the development of their proposals in respect of the weighted criteria set out in Section 7.2 of the RFP. The Response Guidelines are not intended to be comprehensive. Proponents should use their own judgement in determining what information to provide to demonstrate that the Proponent meets or exceeds the SCRD’s expectations.

Please address each of the following items in your proposal in the order presented. **Proponents may find it helpful to use the individual Response Guidelines as headings for proposal responses.**

### 5.1 Capabilities

Proponents should provide an Executive Summary: This section to include, but not limited to the following:

- Highlighting the key features and benefits of the proposal; and
- How the Proponent will meet and/or exceed the SCRD’s expectation of these RFP requirements.
- Company Profile:
  - Brief company profile and company’s history.
  - Length of time in business and core competencies.
  - Number of staff employed.
  - Financial stability information.

#### 5.1.1 Relevant Experience and Personnel

Proponent should describe their capability, capacity, and experience in supplying and implementing an electronic meeting management software (EMMS) program within a BC local government structure. Proponents need to provide a list of key personnel assigned to the Contract, the list should include experience and any relevant qualifications.

#### 5.1.2 Training

Please outline all training and support materials and documentation that will be delivered as part of implementation and system sustainment. Identify format (e.g. pdf, online, etc.), intended audience and any access requirements.

#### 5.1.3 References

Proponents need to provide a minimum of 3 references (i.e. names and contact information) of individuals who can verify the quality of work provided specific to the relevant experience of the Proponent and of any subcontractors named in the proposal. References from the Proponent’s own organization or from named subcontractors are not acceptable.

The SCRD reserves the right to seek additional references independent of those supplied by the Proponent, including internal references in relation to the Proponent’s and any subcontractor’s performance under any past or current contracts with the SCRD or other verifications as are deemed necessary by it to verify the information contained in the proposal and to confirm the suitability of the Proponent.

#### **5.1.4 Implementation Plan**

Proponents are to provide a sample implementation plan that is appropriate for the size and complexity of requirements outlined in this RFP. The implementation plan should include, at a minimum, a detailed methodology for the installation and configuration of the software, including, but not limited to:

- a. Major phases and milestones.
- b. Schedule of project hours, including number and timing, for each of the Proponent's resources.
- c. Detailed Project timeline.
- d. Estimated outage time during the cutover to go-live.
- e. Identification of and timing for all work that will be the responsibility of the SCRD to complete, including: expected business and IT roles, and level of effort estimates.
- f. Schedule of project meetings and the proposed format of these meetings (i.e. onsite, remote).
- g. Strategies for communication with SCRD during implementation, including details on status reporting, recording/sharing of key decisions, timeline updates, budget updates.

#### **5.1.5 Support and Maintenance**

The SCRD is interested in reviewing all available maintenance and support models offered by the Proponent. Submissions should include an outline of all maintenance and support models relevant to the Proposal and the associated pricing for each model.

At a minimum, the SCRD requires support from 8:00 am to 4:30 pm Pacific Standard Time. The Proponent should outline the support model available such as:

- Location(s) of all helpdesks.
- Hours of availability, including support for evening meetings.
- Any outsourcing arrangements.
- Network Access required to remote assist.

#### **5.1.6 Privacy Act Requirements**

Proponent's solution must meet the province of British Columbia's *Freedom of Information and Protection of Privacy Act* ("FIPPA") and acknowledge that the SCRD is subject to FIPPA, which imposes significant obligations on the SCRD's contractors to protect all personal information acquired from the SCRD while providing any service to the SCRD.

Proponents should outline how they will comply with all the provisions of FIPPA that apply to the SCRD (including, without limitations, those provisions set out in Part 3 of FIPPA). The Proponent should provide assurance that it will comply with all applicable laws relating to privacy and personal information and outline the security and access measures it will implement to comply with FIPPA and all other privacy and personal information laws.

The Proponent should identify the storage location of data. Data storage in Canada is preferable.

### **5.2 Sustainable Social Procurement**

A factor in the SCRD evaluation process is sustainable social procurement and the evaluation of proposals will take this into consideration.

As part of any submission the Proponent is encouraged to identify how they may contribute to the following key social, employment and economical goals, but not limited to the following:

- a) Contribute to a stronger local economy by:
  - promoting a Living Wage;
  - Using fair employment practices;
  - Increase training and apprenticeship opportunities;
- b) Local expertise knowledge by:
  - a. Being locally owned;
  - b. Utilization of local subcontractors;
- c) Environmental Cost of Ownership;
- d) Energy efficient products;
- e) Minimal or environmentally friendly use of packing materials; and
- f) Reducing hazardous materials (toxics and ozone depleting substances).

### **5.3 Approach and Methodology**

Please provide a detailed description of the work program, project plan and methodology required for the project.

The SCRD would like to understand the mix of on-site and off-site resources and deliverables and how the implementation team will work with SCRD resources. Recommendations for on-site workdays and remote working plans should be clarified. All travel and associated costs should be pre-approved and planned.

The SCRD expects that the Vendor will work with the SCRD Project Management team to align their delivery methodology.

Describe project phase and milestones (discovery, design, development, testing, training, implementation and launch).

### **5.4 Added Value**

Given the SCRD's requirements and the Proponent's best practices and experiences, the Proponent may have additional project features or offerings that will ensure the overall short- and long-term success of the project as defined in the RFP.

The Proponent may include ideas beyond the scope of the RFP that provides added benefits to the SCRD that are not specifically asked for within this RFP and what the Proponent is prepared to supply and provide as part of the agreement. Unless otherwise stated, it is understood that there will be no extra cost for these items.

### **5.5 Price**

Proponents need to submit a fee proposal that sets out the software and implementation costs, as well as all-inclusive costs for services, including yearly subscription costs, software updates, and support. The proposal should also include a breakdown of the fixed prices including time, travel, hourly billable rates, and material costs.

There is a \$25,000 maximum amount budgeted for the year-one implementation of the software, plus annual subscription/upgrade fees.

Prices quoted will be deemed to be:

- in Canadian dollars;
- inclusive of duty, FOB destination, and delivery charges where applicable; and

- exclusive of any applicable taxes.

## 6. PROPOSAL FORMAT

Proponents should ensure that they fully respond to all requirements in the RFP in order to receive full consideration during evaluation.

The following format, sequence, and instructions should be followed in order to provide consistency in Proponent response and ensure each proposal receives full consideration. All pages should be consecutively numbered.

- a) Signed cover page (see section 7.1 Mandatory Criteria).
- b) Table of contents including page numbers.
- c) A short (one or two page) summary of the key features of the proposal.
- d) The body of the proposal, including pricing, i.e. the "Proponent Response".
- e) Appendices, appropriately tabbed and referenced.
- f) Identification of Proponent (legal name).
- g) Identification of Proponent contact (if different from the authorized representative) and contact information.

## 7. EVALUATION

Evaluation of proposals will be by a committee formed by the SCRD and may include other employees and contractors.

The SCRD's intent is to enter into a Contract with the Proponent who has met all mandatory criteria and minimum scores (if any) and who has the highest overall ranking.

Proposals will be assessed in accordance with the entire requirement of the RFP, including mandatory and weighted criteria.

The SCRD reserves the right to be the sole judge of a qualified proponent.

The Evaluation Committee may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and the Evaluation Committee may make such requests to only selected Proponents. The Evaluation Committee may consider such clarification or additional information in evaluating a Proposal.

### 7.1 Mandatory Criteria

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

<b>Mandatory Criteria</b>
The proposal must be received at the Closing Location before the Closing Time.
The proposal must be in English.
The proposal must be submitted using one of the submission methods set out on the cover page of the RFP.
The proposal must either (1) include a copy of the cover page that is signed by an authorized representative of the Proponent, this is also required for email submissions or (2) be

**Mandatory Criteria**

submitted by using the e-bidding key on BC Bid (if applicable), in accordance with the requirements set out in the RFP.

**7.2 Weighted Criteria**

Proposals meeting all of the mandatory criteria will be further assessed against the following weighted criteria.

**7.2.1 Proposal Evaluation Criteria**

<b>Weighted Criteria</b>	<b>Weight (%)</b>
Sustainable Social Procurement	5
Added Value	5
Capabilities	40
Approach and Methodology	25
Price - Software	15
Price Maintenance / Updates	10
<b>TOTAL</b>	<b>100</b>

**7.2.2 Demo Evaluation Criteria**

The top two scoring Proponents from item 7.2.1 will be requested to present a demo of the proposed software in person or online. The Proponents demo will be no longer than 90 minutes in length. The demos will be further assessed against the following weighted criteria:

<b>Weighted Criteria</b>	<b>Maximum Weight Score</b>
Demonstration of intuitive user interface and ease of use	25
Demonstration of functionality and capabilities	25
<b>TOTAL</b>	<b>50</b>

**7.3 Price Evaluation**

The lowest priced Proposal will receive full points for pricing. All other prices will be scored using the following formula: lowest priced proposal/price of this proposal\* total points available for price.