

Addendum



To: Prospective Bidders
Date: March 31, 2025
From: City of Duncan Corporate Services Department
Re: Addendum #1 – Questions and Answers
RFP 2025-01: Records and Information Management Program

File No: 1220-20 RFP 2025-01

This addendum responds to questions received by the City of Duncan regarding RFP 2025-01 Records and Information Management Program.

1. Is the City planning to allocate staff to support this project? If so, what roles and technical/ business expertise do they have?

As noted in the RFP document, the City does not currently have full-time records management staff. Among other duties, the Corporate Services Coordinator has regular responsibility to oversee the implementation of the records management program and will be the primary liaison for this project. The City will also be hosting an intern for approximately 12 months who may provide project support. We do anticipate that additional staff resources will be required to implement and maintain an updated RIM Program going forward and look forward to the recommendations that arise from the successful Proponent’s assessment.

2. What records management system is the City currently using?

As noted in the RFP document, the City currently stores paper records in multiple locations and is using Windows File Explorer alongside other software applications to store electronic records. Many departments within the organization operate independently using multiple storage methods and data management systems. The City has been working on cataloguing paper records in accordance with the British Columbia Local Government Management Association (LGMA)’s Records Classification and Retention Schedule, with limited implementation for digital records. The City would prefer to continue to use the LGMA Schedule in any future RIM Program.

3. Approximately how many electronic and paper records does the City have?

Due to the decentralized record keeping practices currently in place, we are unable to provide a reasonably accurate estimate of the current number of paper and electronic records.

To provide broad context, Duncan is a small municipality of roughly 2 km², incorporated in 1912, with a current population of just over 5,000 residents. We are a small organization with approximately 50 employees across City Hall and Public Works, 26 of whom have “desk” jobs and regularly handle records. The Duncan Fire Department has approximately 30 members, 2 of whom are in administrative roles.

4. Would the City be open to a mix of on-site and remote delivery of services?

Yes, the City would be open to a mix of on-site and remote delivery of services if the proposal otherwise successfully responds to the required deliverables outlined in the RFP document.