



REQUEST FOR PROPOSAL

RFP 2025 – 01

March 7, 2025

**Records and Information Management
Program**

City of Duncan, Corporate Services Department
Attention: Paige MacWilliam, Deputy CAO/Director of Corporate Services
City of Duncan, 200 Craig Street
Duncan, BC, V9L 1W3

Submission Deadline: April 11, 2025

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REQUEST FOR PROPOSAL RECORDS AND INFORMATION MANAGEMENT PROGRAM

DEFINITIONS

“Consultant”	means the Proponent whose Proposal has been accepted by the City of Duncan and is awarded a contract by the City of Duncan to carry out the Work.
“City”	means the City of Duncan.
“Proponent”	means the responder to this RFP.
“Proposal”	means a proposal to carry out the Work submitted by a Proponent in response to this RFP.
“Record”	includes books, documents, maps, drawings, photographs, letters, vouchers, papers, and any other thing on which information is recorded or stored by graphic, electronic, mechanical or other means, but does not include a computer program or any other mechanism that produces records as referenced in the British Columbia <i>Freedom of Information and Protection of Privacy Act</i> (FIPPA)
“Records and Information Management (RIM) Program”	A comprehensive collection of bylaws, policies, systems, and procedures to capture, create, access, distribute, use, store, secure, retrieve, and ensure disposition of the City’s records and information.
“RFP”	means this Request for Proposal.
“Work”	means and includes anything and everything required to be done for fulfillment and completion of the project in accordance with this RFP and Proposal.

1.0 - INTRODUCTION

1.1 PURPOSE

The City is seeking proposals from qualified parties to evaluate the City’s existing records management practices and recommend a detailed work plan to establish a Records and Information Management Program. Details of the City’s requirements under this RFP are outlined in Section 4 - Scope of Work & Schedule.

1.2 BACKGROUND

The City is an urban municipality that provides local government services to approximately 5,000 people. These services include, but are not limited to, administration, finance, bylaw enforcement, development services, building inspection, parks development, garbage, water, sewer and storm drain systems, and fire services.

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 customized the British Columbia Local Government Management Association (LGMA)'s Records Classification and Retention Schedule to suit our organization, and would prefer to continue to use the LGMA Schedule in any future RIM Program.

The City does not have fulltime records management staff and paper and electronic files are beginning to outgrow the existing facilities and servers.

2.0 - INSTRUCTIONS TO PROPONENTS

2.1 SUBMISSION OF PROPOSALS

Proposals, in duplicate, must be submitted in sealed, opaque envelopes to the attention of the following project contact, and must be clearly marked with the name and address of the Proponent and RFP title.

Project Contact: Paige MacWilliam
Deputy CAO/Director of Corporate Services
Duncan City Hall
200 Craig Street
Duncan, BC V9L 1W3

Phone: 250-746-6126
Email: paige@duncan.ca

Proposals must be received on or before the **Closing Time** of:

TIME: 2:00 pm Pacific Standard Time
DATE: April 11, 2025

Proposals (2 hard copies) will be accepted until the Closing Time specified. It is the Proponent's sole responsibility to ensure its Proposal is received at the address set out above by the Closing Time.

Proponents wishing to make changes to their Proposals after submission but prior to the Closing Time may do so by submitting the revisions by e-mail or hard copy. It is the Proponent's sole responsibility to ensure the revisions are received by the City prior to the Closing Time.

Proposals received after the Closing Time will not be accepted or considered.

2.2 INQUIRIES

Proponents shall carefully examine the RFP documents and shall fully inform themselves as to the intent, existing conditions, and limitations which may affect their Proposal submission. No consideration will be given after submission of a Proposal to any claim that there was any misunderstanding with respect to the conditions imposed.

Proponents finding discrepancies or omissions in the Contract or RFP, or having doubts as to the meaning or intent of any provision, should immediately notify the above-listed project contact. If there are any changes, additions, or deletions to the Proposal scope, conditions, or closing date, Proponents will be advised by means of an Addendum issued by the City. All Addenda are to become part of the Proposal Documents and receipt of Addenda should be acknowledged by the Proponent in the submission.

Proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials, or other representatives of the City, other than the RFP Contact, Name, Director of, concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of the Proponent and the rejection of the Proponent's Proposal.

3.0 - GENERAL TERMS OF PROPOSAL PROCESS

3.1 PROPOSAL PREPARATION COSTS

All expenses incurred by the Proponent in preparation and submission of this Proposal are to be borne by the Proponent, with the express understanding that no claims for reimbursements against the City will be accepted. The City shall not be responsible for any costs involved in or associated with any meetings, discussion or negotiation following submission that could lead to acceptance of the Proposal and award of a contract.

3.2 PROPOSAL EVALUATION

The City recognizes that "Best Value" is the essential part of purchasing a product or service and therefore may prefer a Proposal with a higher price, if it offers greater value and better serves the City's interests, as determined by the City, over a Proposal with a lower price.

Appendix "A" contains the information regarding how Proposals will be evaluated. The evaluation team will not be limited to the criteria listed in Appendix A, and the evaluation team may consider other criteria that the team identifies as relevant during the evaluation process. However, any criteria considered will be applied evenly and fairly to all Proposals.

In particular, Proposal evaluations will include a social procurement component which can include local and regional employment, addressing barriers to employment, and providing local and regional economic and community benefits. Proponents must complete the Social Value Questionnaire in Appendix B.

The City, at its sole discretion, reserves the right to:

- Reject any or all Proposals whether complete or not;
- Reject any Proposal it considers not in its best interests;
- Waive any minor irregularity or insufficiency in the Proposal submitted;
- Not be liable for misunderstandings or errors in the Request for Proposals;
- Issue addenda to the Request for Proposals;
- Contact references provided by the Proponents;
- Retain independent persons or contractors for assistance in evaluating Proposals;

- Request points of clarification to assist the City in evaluating Proposals;
- Negotiate changes with the successful Proponent; and
- Withdraw the Request for Proposal.

3.3 PROPOSAL PRESENTATION

The City reserves the right to request one or more of the Proponents whose submissions are of particular interest to the City, to make oral presentations to the City.

3.4 PROPOSAL CONFIDENTIALITY AND PROPRIETARY INFORMATION

All submissions become the property of the City and will not be returned to the Proponent. The City will consider all Proposals submitted as confidential but reserves the right to make copies of all Proposals received for internal review and for review by its financial, accounting, legal, and technical consultants.

Proponents should be aware that the City is a “public body” as defined in and subject to the provisions of the *Freedom of Information and Protection of Privacy Act (FIPPA)*.

If the Proponent believes any of the information requested in this RFP and provided by them is confidential, then they should identify it as such and provide a rationale as to why it should not be released under FIPPA.

The rationale for keeping information confidential under this legislation includes:

- Trade secrets of the Proponent;
- Financial, commercial, scientific, or technical information, the disclosure of which could reasonably be expected to result in material financial loss or gain or could reasonably be expected to prejudice the competitive position of the Proponent; or
- Information the disclosure of which could be reasonably expected to interfere with contractual or other negotiations of the Proponent.

3.5 CONFLICT OF INTEREST

A Proponent shall disclose in its Proposal any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees, and any property ownership direct or indirect in the jurisdiction. The City may rely on such disclosure.

3.6 NO COLLUSION

Except as otherwise specified or as arising by reason of the provision of the contract documents, no person whether natural, or body corporate, other than the Proponent has or will have any interest or share in this Proposal or in the proposed contract which may be completed in respect thereof. There is no collusion or arrangement between the Proponent and any other actual or prospective Proponents in connection with Proposals submitted for this project and the Proponent has no knowledge of the contents of other Proposals and has made no comparison of figures or agreement or arrangement, express or implied, with any other party in connection with the making of the Proposal.

3.7 LITIGATION

Proponents who, either directly or indirectly through another corporation or entity, have been or are in litigation, or who have served notice with intent to proceed with court action against the City in connection with any contract for works or services, may be considered ineligible Proponents. Receipt of Proposals from such Proponents may be disqualified from the evaluation process.

3.8 NO CONTRACT

This RFP is not a tender and does not commit the City in any way to select a preferred Proponent. By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contractual, tort, or other legal obligation of any kind is formed under or imposed on the City by this RFP or submissions prior to the completed execution of a formal written Contract.

3.9 ACCEPTANCE OF PROPOSAL

The acceptance of a Proposal will be made in writing from the City and will be addressed to the successful Proponent at the address given in the submitted Proposal. Following acceptance and approval to proceed with the Proposal, the Proponent is expected to enter into a contract with the City to perform the works or services set out and agreed upon in the Proposal.

The contract attachments will include the entire Request for Proposal, the Proponent's total Proposal submission and any mutually agreed upon modifications, changes, or negotiated adjustments.

3.10 PROPOSAL CONTENT

Proposals should include, but are not limited to, the following:

- Full name, address, and telephone number of the submitting office of the Proponent and where applicable, the name, address and telephone number of any branch office, affiliate, or sub-consultant(s) that will be involved in the project.
- Project Manager: The Proposal shall identify the proposed project manager who will be the single point of contact, responsible for direct interaction with the City. Please state the project manager's position and professional discipline, qualifications, and substantive experience directly related to the Work. Please also describe the work to be performed by the project manager.
- Proposed Project Team: If there are individuals other than the Project Manager who will have major responsibilities for the performance of the Work, the Proposal shall list these key individuals including the project manager. Describe the work to be performed by each listed individual and their qualifications in terms of education and substantive experience directly related to the proposed project.

The Proposal should include the following endorsement:

“Identified Key Project Team members shall only be replaced with written approval of the City of Duncan.”

- **Methodology:** The Proposal shall contain an outline of strategies and skills that will be used to manage the project’s expectations, resources, budget, and quality control. Discuss how each task will be carried out and what services or interaction is required from/with the City. Suggest alternatives, if appropriate. Identify any specialized equipment, unique approaches, or concepts or cost saving measures which your company may use that are relevant to the required services.
- **References:** The Proposal shall provide no less than two (2) references that are relevant to the proposed Work. The references should be from third parties who can provide information about the performance of the Proponent in delivering services for the experience cited.

3.11 PROPOSAL INNOVATION

The Proponent shall address in the Proposal submission all the information as requested in this RFP. The Proponent is also encouraged to include innovative, alternative, or unique solutions to the Proposal subject that may, along with other things, indicate cost initiatives, improved environmental impacts, better public relations or project acceptance, reduced risk, improved management or administrative efficiencies, etc. Any alternative Proposals submitted should include all the requirements of the original RFP with costs identified for comparative purposes.

3.12 WORKERS COMPENSATION ACT

The Proponent, and any proposed sub-contractors and sub-consultants, should provide a WorkSafeBC (Workers Compensation Board) Registration Number in the Proposal and shall at the time of signing a contract agreement, provide proof of payment of claims in good standing with WorkSafeBC.

4.0 - SCOPE OF WORK AND SCHEDULE

4.1 SCOPE OF WORK

The City of Duncan is seeking proposals from qualified parties to:

- conduct a review and assessment of the City’s current records management practices;
- develop a detailed work plan for the establishment of a RIM Program that:
 - meets the requirements imposed by pertinent legislation;
 - mitigates risks relating to records;
 - ensures the protection of records;
 - applies local government best practices for record keeping;
 - outlines how the City can transition its existing records practices to the proposed RIM Program; and
 - provides a budget breakdown and staff requirements for each step within the workplan.

It is expected that the successful proponent will attend on site to formally review the City's current records, records management processes, and records locations, and interview staff as required to conduct a thorough evaluation.

4.2 DELIVERABLES

Working with the support and assistance of the Corporate Services Coordinator, department heads, and other staff as needed, the successful Proponent will evaluate the City's existing records management practices towards the delivery of the following:

- a report on the City's existing paper and electronic records management practices in comparison to local government best practices, with recommendations to address gaps or backlogs in the short term.
- recommendations for a new RIM Program that outlines the principles and responsibilities of such a program to ensure compliance with relevant legislation, industry best practices, and risk mitigation.
- an implementation report for the proposed RIM Program that includes the following:
 - identification of potential barriers to implementing the RIM Program.
 - identification of long-term requirements to manage records across all departments in accordance with the proposed RIM Program, including steps to select an electronic document records management software.
 - recommendations for training to support successful implementation of the RIM Program.
- a detailed work plan showing timeline, staff requirements, and budget breakdown for each step.

4.3 STATEMENT OF UNDERSTANDING

In their own words, the Proponent must show that they have an understanding of what the Work involves and what is required to complete the project. It is the Proponent's responsibility to demonstrate that they possess the required knowledge, understanding, and capacity to carry out the Work as outlined in this RFP.

The successful proponent requires a strong technical background in records and document administration, familiarity with relevant legislation and industry standards, procedures, and methods pertinent to local government in British Columbia, and the ability to provide practical advice and guidance on achieving the deliverables outlined within this RFP.

Proponent(s) should have:

- proven experience and expertise in the assessment of corporate active and inactive, paper and electronic records and document management, processes, policies, and procedures preferably in a public sector environment;
- strong working knowledge of practices for paper and electronic records management and technology;
- excellent project management, relationship development and maintenance skills;
- familiarity with applicable legislation and risk mitigation practices for records and information management systems;

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- ability to work cooperatively with a team to create positive views/attitudes and buy-in within all departments and all staff levels, from the management team to front-line staff;
- flexibility, creativity, collaboration, and professionalism when carrying out tasks;
- independence from any records and document management hardware or software vendors or implementation consultants; and
- recognized RIM certification, and membership in the Association of Records Managers and Administrators (ARMA) preferred.

5.0 - COMMUNICATIONS

Regular updates to the City's project contact are required throughout the project.

6.0 - FEES AND DISBURSEMENTS

The Proponent shall provide an all-encompassing lump sum fee showing a breakdown of the fees, any and all disbursements with applicable taxes listed separately, billable rates for staff assigned to this project, or other expenses as required under the Scope of Work. Any costs incurred by the Consultant above the submitted lump sum cost will be the sole responsibility of the Consultant unless pre-approved by the City.



REQUEST FOR PROPOSAL

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APPENDIX "A"

EVALUATION FORM

EVALUATION FORM

Proponent's Name: _____			
Project Title: RFP 2025-01 Records and Information Management Program			
Evaluation Date: _____			
Evaluator: _____			
Step 1:		YES	NO
Mandatory Criteria	Proposal was received by the Closing Time		
	Proposal includes all items listed under section 3.10 Proposal Content		
	Proposal references all items listed under section 4.2 Deliverables		
Step 2:		Assigned Points	Points
Evaluation Criteria	Professional, organized proposal	5	
	Proposal for evaluation of current RIM practices	25	
	Proposal for new RIM Program and implementation	25	
	Demonstrated experience/references	10	
	Value Add	5	
	Social Value	10	
	Price	20	
Total Score		100	



REQUEST FOR PROPOSAL

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APPENDIX "B"

SOCIAL VALUE QUESTIONNAIRE



Complete the following questionnaire as a means for the City of Duncan to assess the social component of your bid. Each question asks for a yes or no answer. If you answer “yes” you may be required to submit evidence along with your bid to support or verify your answer. Required documentation is clearly outlined in each question and must be complete in order to receive points.

General Information on the proponent:

Company name: _____

Date questionnaire completed: _____ (YYYY-MM-DD)

RFP #: _____

Section 1 – Employment

1. Does your organization currently have strategies or policies around inclusive employment practices to ensure you are providing employment opportunities for equity-deserving groups or persons facing barriers to employment?

Examples of equity-deserving groups include, but are not limited to, youth, Indigenous people, women, 2SLGBTQ+, racialized minorities, people with disabilities, and people with experience of homelessness.

Yes

No

Please describe in a few sentences your current processes for implementing your strategies/policies, and ensuring employment opportunities for equity-deserving groups.

Scoring

(Yes, with evidence - 3 points)

(Yes, without evidence - 0 points)

(No - 0 points)

2. Do you have a living wage policy or certification?

Yes

No

If yes, please attach the policy or your living wage certification.

Scoring

(Yes, with verification - 3 points)

(Yes, without verification - 0 points)

(No - 0 points)

3. Do you provide extended health and dental benefits to your employees?

Yes

No

If yes, please identify your provider.

Scoring

(Yes, with provider - 3 points)

(Yes, without provider - 0 points)

(No - 0 points)

4. Where applicable, do you plan to hire local employees to work on this project?

Yes

No

Scoring

(Yes - 3 points)

(No - 0 points)

Section 1: Employment Question	Maximum Points	Response Score
1.1	3	
1.2	3	
1.3	3	
1.4	3	
Total	12	

Section 2 – Social Value in the Supply Chain

1. Do you have a 3rd party certification that shows you are a diverse or socially inclusive business? Certification could be from any of the following organizations verifying that you are a social enterprise, your social impact, or membership of any organization verifying diverse ownership.

- 3rd party certification/verification that verifies that the business is owned by:
 - Indigenous People
 - Women
 - 2SLGBTQ+
 - Racialized minorities
 - Businesses owned by individuals with a recognized disability.
- Social enterprise or social purpose business

Yes

No

If yes, please attach proof of third-party verification (indicating document name in the space below)

Examples of certifying organizations include:

- Canadian Aboriginal & Minority Supplier Council (CAMSC)
- Canadian Council for Aboriginal Business (CCAB)
- Canadian Gay and Lesbian Chamber of Commerce (CGLCC)
- Inclusive Workplace and Supply Council of Canada (IWSCC)
- National Gay and Lesbian Chamber of Commerce (NGLCC)
- National Minority Supplier Development Council (NMSDC)
- WBE Canada (WBE)
- WeConnect International (WCI)
- Women’s Business Enterprise National Council (WBENC)
- Buy Social Canada Social Enterprise Certification
- B Corporation

Scoring

(Yes, with third-party verification - 3 points)

(Yes, without third-party verification - 0 points)

(No - 0 points)

2. Does your organization practice social procurement? Social procurement is intentionally seeking to leverage social value from your supply chain. This could be by buying from small businesses, local businesses, diverse-owned businesses, social enterprises, and businesses who support your social value creation goals.

Yes

No

If yes, please attach the relevant policy (indicating document name in the space below) or describe the implementation of social procurement in your supply chain.

Scoring

(Yes, with evidence - 3 points)

(Yes, without evidence - 0 points)

(No - 0 points)

Section 2: Social Value in the Supply Chain Question	Maximum Points	Response Score
2.1	3	
2.2	3	
Total	6	

Section 3 – Community Development

1. In the last three years, has your organization implemented any programs or initiatives to ensure greater economic opportunity and community benefits for the Cowichan Valley Community?

Yes

No

If yes, please provide details of any programs or initiatives.

Scoring

(Yes, with evidence - 3 points)

(Yes, without evidence - 0 points)

(No - 0 points)

2. Do you plan on completing any initiatives in the Cowichan Valley as part of this project related to community development and benefits? (e.g., park and public space improvements, public art, heritage conservation and awareness, environmental and habitat improvements, new or expanded local offices, or Indigenous reconciliation initiatives.)

Yes

No

If yes, please provide details of any programs or initiatives.

Scoring

(Yes, with description - 3 points)

(Yes, without description - 0 points)

(No - 0 points)

Section 3: Community Development	Maximum Points	Response Score
3.1	3	
3.2	3	
Total	6	

Total Score Social Procurement Questionnaire

Section	Maximum Points	Response Score
Section 1: Employment	12	
Section 2: Social Value in the Supply Chain	6	
Section 3: Community Development	6	
Total	24	

Definitions

Apprentices: Employment Social Development Canada definition: An apprentice is a paid employee, registered with the regional apprenticeship authority, who works under the supervision of a certified journeyperson to learn their skilled trade and fulfill all requirements established by their province or territory.

Diverse-owned Business: A business that is majority owned, operated, and controlled by a member of one of the following diverse groups: Indigenous community; members of a visible minority group; immigrants and refugees; people with recognized disabilities; racialized communities; women; members of the 2SLGBTQ+ community.

Equity-deserving Groups: Also referred to as equity-seeking groups, groups who have historically been denied equal access to employment, education, and other opportunities and includes, without limitation, the following: members of an Indigenous community; members of a visible minority group; immigrants and refugees; people with recognized disabilities; racialized communities; youth; women; members of the 2SLGBTQ+ community; low-income residents; people with mental or physical health barriers; people facing employment barriers, unemployment or underemployment; and others experiencing barriers to economic opportunity and participation.

Indigenous Businesses: A business which is 51%, or more, owned, operated, and controlled by individuals who identify as Indigenous or by First Nations by an Indigenous first nation band, Metis community, or government.

Person Experiencing Homelessness: Employment and Social Development Canada, *Reaching Home: Canada's Homelessness Strategy Directives* definition: Homelessness is the situation of an individual or family who does not have a permanent address or residence; the living situation of an individual or family who does not have stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.

Person with a Disability: Self-identified; Disability in Canada is indicated by one or more of the following; being blind, being markedly restricted in at least one of the basic activities of daily life, being significantly restricted in two or more of the basic activities of daily life (including vision impairment) or by requiring life-sustaining therapy. Daily life activities are

speaking, hearing, walking, eliminating (bowel or bladder functions), feeding, dressing, or mental functions necessary for everyday life.

Racialized Minorities: Self-identified.

Recent Immigrants: Self-identified; Statistic Canada definition: refers to a person who obtained a landed immigrant or permanent resident status up to five years prior to a given census year.

Social Enterprise: A business that sells goods or services, embeds a social, cultural, or environmental purpose into the business, and reinvests the majority of profits into their social mission.

Socially Inclusive Business: A business who seeks to create economic opportunities for groups who have historically been denied equal access to employment, education, and other opportunities and includes; members of an Indigenous community; members of a visible minority group; immigrants and refugees; people with recognized disabilities; racialized communities; women; members of the 2SLGBTQ+ community; low-income residents; people with mental or physical health barriers; people facing employment barriers, unemployment or underemployment; and others experiencing barriers to economic opportunity and participation.

Social Procurement: Every purchase has a social, economic, and environmental impact. Social procurement is about using your existing purchasing to capture those impacts to achieve overarching institutional, governmental, or individual goals that helps shape inclusive, vibrant, and healthy communities.

Veterans: Any former member of the Canadian Armed Forces who successfully underwent basic training and is honorably released.

Women: Self-identified.

Youth: Youth Policy – Government of Canada, Privy Council Office definition: young workers up to age 29.