



## **REQUEST FOR PROPOSALS**

**Title:** My Surrey Portal Identity Management Software

**Reference No.:** 1220-030-2016-030

**FOR PROFESSIONAL SERVICES (CONTRACTOR)**

(General Services)

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## REQUEST FOR PROPOSALS

### 1. INTRODUCTION

#### 1.1 Purpose

The City of Surrey (the “**City**”) seeks to acquire a customer identity and access management solution (the “**CIAM**”) to support the My Surrey Portal. The My Surrey Portal provides a single point of entry to all of the City’s online services. The purpose of this request for proposals (the “**RFP**”) is to solicit competitive proposals for the most appropriate CIAM solution from a qualified proponent (the “**Proponent**”) at a firm, fixed price (including, but not limited to, software licensing, implementation services, education and training, support and maintenance, and associated software and services) to allow the City’s customers to access the services provided on the My Surrey Portal via the web and mobile channels for the life of the Contract (the “**Services**”).

The Services are described in Schedule A.

#### 1.2 Definitions

In this RFP the following definitions shall apply:

“**BC Bid Website**” means [www.bcbid.gov.bc.ca](http://www.bcbid.gov.bc.ca);

“**City**” means the City of Surrey;

“**City Representative**” has the meaning set out in section 2.6;

“**City Website**” means [www.surrey.ca](http://www.surrey.ca);

“**Closing Time**” has the meaning set out in section 2.2;

“**Contract**” means a formal written contract between the City and a Preferred Proponent(s) to undertake the Services, the preferred form of which is attached as Schedule B – Attachment 1 (if proposing an on-premise installation) or Schedule B – Attachment 2 (if proposing a Software-as-a-Service solution);

“**Evaluation Team**” means the team appointed by the City;

“**Information Meeting**” has the meaning set out in section 2.3;

“**Preferred Proponent(s)**” means the Proponent(s) selected by the Evaluation Team to enter into negotiations for a Contract;

“**Proponent**” means an entity that submits a Proposal;

“**Proposal**” means a proposal submitted in response to this RFP;

“**RFP**” means this Request for Proposals;

“**Services**” has the meaning set out in Schedule A;

“**Site**” means the place or places where the Services are to be performed; and

“**Statement of Departures**” means Schedule C-1 to the form of Proposal attached as Schedule C.

## 2. INSTRUCTIONS TO PROPONENTS

### 2.1 Anticipated Project Schedule

The following is the City’s estimated timeline for the project.

<b>Activity</b>	<b>Timeline</b>
Issuance of the RFP to Proponents	September 28, 2016
Information Meeting	October 5, 2016
Closing Date and Time	October 25, 2016, 3:00 P.M.
Evaluation of Proposals	October/November 2016
Notification of Interviews/Demonstration dates for Preferred Proponents only	October/November 2016
Demonstrations of CIAM Software	October/November 2016
Finalization of the Agreement	November 2016
Expected “Go Live” Date	By end of Q4 2016

The City intends to meet these dates but reserves the right to change any date at its sole discretion.

### 2.2 Closing Time and Address for Proposal Delivery

A Proposal should be labelled with the Proponent’s name, RFP title and number. A Proposal should be submitted in the form attached to this RFP as Schedule C – Form of Proposal.

The Proponent may submit a Proposal either by email or in a hard copy, as follows:

#### (a) Email

If the Proponent chooses to submit by email, the Proponent must submit the Proposal electronically in a single pdf file to the City by email at: [purchasing@surrey.ca](mailto:purchasing@surrey.ca).

**on or before the following date and time**

**Time: 3:00 p.m., local time**  
**Date: October 25, 2016**

**(the “Closing Time”).**

**PDF emailed Proposals are preferred** and the City will confirm receipt of emails. Note that the maximum file size the City can receive is 10Mb. If sending large email attachments, Proponents should phone to confirm receipt. A Proponent bears all risk that computer equipment functions properly so that the Proposal is submitted on time.

**(b) Hard Copy**

If the Proponent chooses NOT to submit by email, the Proponent should submit one (1) original unbound Proposal and one (1) copy (two (2) in total) which must be delivered to the City at the office of:

**Name:** Richard D. Oppelt, Purchasing Manager  
at the following location:

**Address:** Surrey City Hall  
Finance & Technology Department – Purchasing Section  
Reception Counter, 5<sup>th</sup> Floor West  
13450 – 104 Avenue, Surrey, B.C., Canada V3T 1V8

**on or before the Closing Time.**

**2.3 Information Meeting**

An information meeting will be hosted by the City Representative to discuss the City's requirements under this RFP (the “**Information Meeting**”). While attendance is at the discretion of Proponents, Proponents who do not attend will be deemed to have attended the Information Meeting and to have received all of the information given at the Information Meeting. At the time of issuance of this RFP a meeting has been scheduled for:

**Time: 1:00pm, local time**  
**Date: October 5, 2016**  
**Location: Surrey City Hall**  
**13450 – 104 Avenue, Surrey, B.C., Canada V3T 1V8**  
**Room #: 2E 30.08 – Community Room A**

**2.4 Late Proposals**

Proposals submitted after the Closing Time will not be accepted or considered. Delays caused by any delivery, courier or mail service(s) will not be grounds for an extension of the Closing Time.

## 2.5 Amendments to Proposals

Proposals may be revised by written amendment, delivered to the location set out in Section 2.2, at any time before the Closing Time but not after. An amendment should be signed by an authorized signatory of the Proponent in the same manner as provided by Section 3.3. E-mailed amendments are permitted, but such amendment should show only the change to the proposal price(s) and should not disclose the actual proposal price(s). A Proponent bears all risk that the City's equipment functions properly so as to facilitate timely delivery of any amendment.

## 2.6 Inquiries

All inquiries related to this RFP should be directed in writing to the person named below (the "**City Representative**"). Information obtained from any person or source other than the City Representative may not be relied upon.

Name: Richard D. Oppelt, Purchasing Manager  
Address: 13450 – 104 Avenue, Surrey, British Columbia, V3T 1V8  
Fax: 604-599-0956  
E-mail: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)  
Reference: 1220-030-2016-030

Inquiries should be made no later than 7 business days before Closing Time. The City reserves the right not to respond to inquiries made within 7 business days of the Closing Time. Inquiries and responses will be recorded and may be distributed to all Proponents at the discretion of the City.

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 City Representative. If the City determines that an amendment is required to this RFP, the City Representative will issue an addendum in accordance with section 2.7. No oral conversation will affect or modify the terms of this RFP or may be relied upon by any Proponent.

## 2.7 Addenda

If the City determines that an amendment is required to this RFP, the City Representative will issue a written addendum by posting it on the BC Bid Website at [www.bcbid.gov.bc.ca](http://www.bcbid.gov.bc.ca) (the "**BC Bid Website**") and the City Website at [www.surrey.ca](http://www.surrey.ca) (the "**City Website**") that will form part of this RFP. It is the responsibility of Proponents to check the BC Bid Website and the City Website for addenda. The only way this RFP may be added to, or amended in any way, is by a formal written addendum. No other communication, whether written or oral, from any person will affect or modify the terms of this RFP or may be relied upon by any Proponent. By delivery of a Proposal, Proponent is deemed to have received, accepted and understood the entire RFP, including any and all addenda.

## 2.8 Examination of Contract Documents (Schedule B – Attachment 1 and Schedule B – Attachment 2)

The contracts that have been adopted for the City technology projects are included in this RFP solicitation; as Schedule B-1 (for on-premise installations), and as Schedule B-2 (for SaaS implementations). Proponents are responsible to review all specifications,

requirements, terms and conditions, insurance requirements, and other requirements herein. To be responsive, Proponents must be prepared to enter into a Contract substantially the same as one of the attached Contracts. The Proponents failure to execute a Contract substantially the same as one of the attached Contracts may result in disqualification for future solicitations for this same or similar products/services. Submittal of a Proposal is Agreement to the above condition. Proponents are to price and submit Proposals to reflect all the specifications and requirements in this RFP.

Any specific areas of dispute with the attached Contracts must be identified in a Proponent's Proposal (refer to Schedule C-1 – Statement of Departures) and may, at the sole discretion of the City, be grounds for disqualification from further consideration in award of a contract.

Under no circumstances should a Proponent submit its own standard contract terms and conditions as a response to this RFP. Instead, the Proponent should review and identify the language in the City's attached Contract that the Proponent finds problematic, state the issue, and propose the language or contract modifications Proponent is requesting. The Proponent should keep in mind, when requesting such modifications, that the City is not obligated to accept the requested changes in areas of dispute.

The City does not intend to sign a licensing or maintenance agreement supplied by the Proponent. If the Proponent requires the City to consider otherwise, the Proponent is also to supply this as a requested exception to the Contract and it will be considered in the same manner as other exceptions.

The City may, for informational purposes, request a Proponent to submit its licensing and maintenance agreement with Proponent's Proposal. However, this should not be construed as the City's willingness to sign a licensing or maintenance agreement supplied by the Proponent. If the Proponent requires the City to consider otherwise, the Proponent is also to supply this as a requested exception to the Contract and it will be considered in the same manner as other exceptions.

The City may consider and may choose to accept some, none, or all contract modifications that the Proponent has submitted with the Proponent's proposal.

Nothing herein prohibits the City, at its sole option, from introducing or modifying contract terms and conditions and negotiating with the Preferred Proponent to align the proposal to City needs, within the objectives of the RFP. The City has significant and critical time frames which frame this initiative, therefore, should such negotiations with the highest ranked, apparent Preferred Proponent fail to reach agreement in a timely manner as deemed by the City, the City, at its sole discretion, retains the option to terminate negotiations and continue to the next-highest ranked proposal.

## **2.9 Opening of Proposals**

The City intends to open Proposals in private but reserves the right to open Proposals in public at its sole discretion.

## **2.10 Status Inquiries**

All inquiries related to the status of this RFP, including whether or not a Contract has been awarded, should be directed to the City Website and not to the City Representative.

## **3. PROPOSAL SUBMISSION FORM AND CONTENTS**

### **3.1 Package (Hard Copy)**

If the Proponent chooses NOT to submit by email, the Proponent should submit a Submission in a particular submittal format, to reduce paper, encourage our recycled product expectations, and reduce package bulk. Bulk from binders and large packages are unwanted. Vinyl plastic products are unwanted. The City also has an environmentally-preferable purchasing commitment, and seeks a package format to support the green expectations and initiatives of the City.

Please do not use any plastic or vinyl binders or folders. The City prefers simple, stapled paper copies. If a binder or folder is essential due to the size of your Proposal, they should be fully 100% recycled stock.

The City seeks and prefers submittals on 100% Post Consumer Fibre (PCF) paper, consistent with the City's policy and the City environmental practices.

Please double-side your Proposal.

### **3.2 Form of Proposal**

Proponents should complete the form of Proposal attached as Schedule C, including Schedules C-1 to C-5. Proponents are encouraged to respond to the items listed in Schedules C-1 to C-5 in the order listed. Proponents are encouraged to use the forms provided and attach additional pages as necessary.

If a Proponent wishes to offer both an on-premise and a SaaS solution, the Proponent may do so in a single Proposal.

A Proposal should include sufficient information to allow the City to verify the total cost for the project and all of the Proponent's claim of meeting the RFP's requirements. Each Proposal should respond to every request for information in the above noted schedules, whether the request requires a simple "yes" or "no" or requires a detailed narrative response. Simply repeating the RFP's requirements and agreeing to comply may be an unacceptable response.

The Proponent may include any additional information it believes is relevant. An identifiable tab sheet should precede each section of a Proposal, and each Proposal should follow the format as set out in this RFP.

### **3.3 Signature**

The legal name of the person or firm submitting the Proposal should be inserted in Schedule C. The Proposal should be signed by a person authorized to sign on behalf of the Proponent and include the following:

- (a) If the Proponent is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Proposal should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Proposal on behalf of the corporation is submitted;
- (b) If the Proponent is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venturer should be included, and each partner or joint venturer should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture, the partnership or joint venture should provide evidence to the satisfaction of the City that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then such corporation should sign as indicated in subsection (a) above; or
- (c) If the Proponent is an individual, including a sole proprietorship, the name of the individual should be included.

#### **4. EVALUATION AND SELECTION**

##### **4.1 Evaluation Team**

The evaluation of Proposals will be undertaken on behalf of the City by the Evaluation Team. The Evaluation Team may consult with others including City staff members, third party consultants and references, as the Evaluation Team may in its discretion decide is required. The Evaluation Team will give a written recommendation for the selection of a Preferred Proponent or Preferred Proponents to the City.

##### **4.2 Evaluation Criteria**

The Evaluation Team will compare and evaluate all Proposals to determine the Proponent's strength and ability to provide the CIAM which is most advantageous to the City, using the following criteria:

- (a) Experience, Reputation and Resources**  
The Evaluation Team will consider the Proponent's responses to items in Schedule C-2.
- (b) Technical (including Technical Requirements and Cloud Security Risk Assessment Questionnaire For Cloud Based Solutions)**  
The Evaluation Team will consider the Proponent's responses to items in Schedule C-3-1 – Technical Requirements and Schedule C-3-2 – Cloud Security Risk Assessment Questionnaire, and Schedule C-4 – Proponent's Technical Proposal (Time Schedule).
- (c) Financial (initial and on-going costs)**  
The Evaluation Team will consider the Proponent's response to Schedule C-5, including Schedule C-5-1 and C-5-2.
- (d) Statement of Departures**  
The Evaluation Team will consider the Proponent's response to Schedule C-1.

The Evaluation Team will not be limited to the criteria referred to above, and the Evaluation Team may consider other criteria that the team identifies as relevant during the evaluation process. The Evaluation Team may apply the evaluation criteria on a comparative basis, evaluating the Proposals by comparing one Proponent's Proposal to another Proponent's Proposal. All criteria considered will be applied evenly and fairly to all Proposals.

The City's intent is to acquire the solution that provides the best value to the City and meets or exceeds both the functional and technical requirements identified in this RFP.

#### **4.3 Discrepancies in Proponent's Financial Proposal**

If there are any obvious discrepancies, errors or omissions in Schedule C-5-1 or Schedule C-5-2 of a Proposal (Proponent's Financial Proposal), then the City shall be entitled to make obvious corrections, but only if, and to the extent, the corrections are apparent from the Proposal as submitted, and in particular:

- (a) if there is a discrepancy between a unit price and the extended total, then the unit prices shall be deemed to be correct, and corresponding corrections will be made to the extended totals;
- (b) if a unit price has been given but the corresponding extended total has been omitted, then the extended total will be calculated from the unit price and the estimated quantity; and
- (c) if an extended total has been given but the corresponding unit price has been omitted, then the unit price will be calculated from the extended total and the estimated quantity.

#### **4.4 Litigation**

In addition to any other provision of this RFP, the City may, in its absolute discretion, reject a Proposal if the Proponent, or any officer or director of the Proponent submitting the Proposal, is or has been engaged directly or indirectly in a legal action against the City, its elected or appointed officers, representatives or employees in relation to any matter, or if the City has initiated legal action against any officers or directors of the Proponent.

In determining whether or not to reject a Proposal under this section, the City will consider whether the litigation is likely to affect the Proponent's ability to work with the City, its consultants and representatives and whether the City's experience with the Proponent indicates that there is a risk the City will incur increased staff and legal costs in the administration of the Contract if it is awarded to the Proponent.

#### **4.5 Additional Information**

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

#### **4.6 Interviews/Presentations**

The Evaluation Team may, at its discretion, invite some or all of the Proponents to appear before the Evaluation Team to provide clarifications of their Proposals. In such event, the Evaluation Team will be entitled to consider the answers received in evaluating Proposals. Proponent management and technical personnel will be expected to participate in presentations, demonstrations and/or interviews, which will be made at no cost to the City.

All information and documents provided by the Proponents or gathered by the Evaluation Team during a presentation, demonstration or an interview may be considered by the Evaluation Team, which may revisit and re-evaluate the Proponent's Proposal or ranking on the basis of such information and documents.

#### **4.7 Multiple Preferred Proponents**

The City reserves the right and discretion to divide up the Services, either by scope, geographic area, or other basis as the City may decide, and to select one or more Preferred Proponents to enter into discussions with the City for one or more Contracts to perform a portion or portions of the Services. If the City exercises its discretion to divide up the Services, the City will do so reasonably having regard for the RFP and the basis of Proposals.

In addition to any other provision of this RFP, Proposals may be evaluated on the basis of advantages and disadvantages to the City that might result or be achieved from the City dividing up the Services and entering into one or more Contracts with one or more Proponents.

#### **4.8 Negotiation of Contract and Award**

If the City selects a Preferred Proponent or Preferred Proponents, then it may:

- (a) enter into a Contract with the Preferred Proponent(s); or
- (b) enter into discussions with the Preferred Proponent(s) to attempt to finalize the terms of the Contract(s), including financial terms, and such discussions may include:
  - (1) clarification of any outstanding issues arising from the Preferred Proponent's Proposal;
  - (2) negotiation of amendments to the departures to the draft Contract, if any, proposed by the Preferred Proponent as set in Schedule C-1 to the Preferred Proponent's Proposal; and
  - (3) negotiation of amendments to the Preferred Proponent's price(s) as set out in Schedule C-5 to the Preferred Proponent's Proposal and/or scope of Services if:
    - (A) the Preferred Proponent's financial Proposal exceeds the City's approved budget, or
    - (B) the City reasonably concludes the Preferred Proponent's financial proposal includes a price(s) that is unbalanced, or
    - (C) a knowledgeable third party would judge that the Preferred Proponent's price(s) materially exceed a fair market price(s) for

- services similar to the Services offered by the Preferred Proponent as described in the Preferred Proponent's Proposal; or
- (c) if at any time the City reasonably forms the opinion that a mutually acceptable agreement is not likely to be reached within a reasonable time, give the Preferred Proponent(s) written notice to terminate discussions, in which event the City may then either open discussions with another Proponent or terminate this RFP and retain or obtain the Services in some other manner.

## **5. GENERAL CONDITIONS**

### **5.1 No City Obligation**

This RFP is not a tender and does not commit the City in any way to select a Preferred Proponent, or to proceed to negotiations for a Contract, or to award any Contract, and the City reserves the complete right to at any time reject all Proposals, and to terminate this RFP process.

### **5.2 Proponent's Expenses**

Proponents are solely responsible for their own expenses in preparing, and submitting Proposals, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from this RFP. The City and its representatives, agents, consultants and advisors will not be liable to any Proponent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Proponent in preparing and submitting a Proposal, or participating in negotiations for a Contract, or other activity related to or arising out of this RFP.

### **5.3 No Contract**

By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contract of any kind is formed under, or arises from, this RFP, prior to the signing of a formal written Contract.

### **5.4 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. The City may rely on such disclosure.

### **5.5 Solicitation of Council Members, City Staff and City Consultants**

Proponents and their agents will not contact any member of the City Council, City staff or City consultants with respect to this RFP, other than the City Representative named in section 2.6, at any time prior to the award of a contract or the cancellation of this RFP.

### **5.6 Confidentiality**

All submissions become the property of the City and will not be returned to the Proponent. All submissions will be held in confidence by the City unless otherwise

required by law. Proponents should be aware the City is a “public body” defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

#### **5.7 City’s Right to Accept or Reject Any Proposal or All Proposals**

The City reserves the right to accept or reject any Proposal that is not in the preferred format, does not address all the requirements of this RFP, objects to the terms and conditions of this RFP, or that the City determines is excessive in price or otherwise not in the City’s best interest to accept. In addition, the City may cancel this RFP, reject all the Proposals, and seek to do the project through a new RFP or other means.

#### **6. CO-OPERATIVE PURCHASING OPPORTUNITIES**

The Vancouver Regional Co-operative Purchasing Group (the “VRCPG Co-op”) is a group of 26 local government entities around the lower mainland, who from time to time combine their like requirements in a co-operative procurement. Members of the VRCPG Co-op or other public entities may wish to purchase similar goods and services from a successful Proponent. Proponents should identify in their Proposal if they are willing to extend their offering to other public entities (under a separate contract).

## **SCHEDULE A – SCOPE OF SERVICES**

### **MY SURREY PORTAL IDENTITY MANAGEMENT SOFTWARE**

My Surrey Portal provides a single point of entry to all of the City's online services. The chosen customer identity and access management (CIAM) solution will allow our customers to access these services using one login account. It is envisioned that the chosen solution will support our customers on both web and mobile channels, with an eye towards future integration providing unified access across all channels including in-person and call centre.

The My Surrey Portal is a single page application with a microservices middle tier to backend databases. The application is developed using a continuous integration/continuous delivery pipeline in a Docker-enabled environment. Note that the successful CIAM solution will facilitate identity integration (via pass-thru or impersonation) to these custom-built back-end services or enterprise, vendor-supplied web applications that are on-premise or in the cloud.

Technical requirements have been left unrestricted to accommodate a broad range of potential solutions; however, preference may be given to the following features:

- a. A single management platform, or a limited number of management platforms that has a similar look and feel; and/or
- b. A management platform that allows for remote management.

The City is interested in all deployment options, including cloud, hybrid, on premise, and managed services. Please specify any/all the deployments you are able to support.

For the purpose of price comparison between proposals, please assume we will be averaging 5,000 users authenticating per month with 50,000 registered users. We will also be expecting peak usages periodically throughout the year where we may see upwards of 30,000 authentications in that month.

In addition, please describe your method for assessing additional licensing costs for increases in the number of active users, registered users and/or peak usage.

Other data that may be useful in preparing your Proposal:

- The current population of the City of Surrey is approximately 500,000.
- 200,000 is the assumed upper bound of registered users.
- 20,000 is the assumed upper bound of average monthly authentications.
- 120,000 is the assumed upper bound of peak monthly usage

#### **City's Current Technology Environment**

The Information Technology (IT) division of the Finance & Technology Department has oversight of all the City's computer systems, including networking, security, databases, applications, email services, physical servers, telecommunications, and desktop support.

The City has established technology standards and would prefer to adhere to them as part of the implementation of the CIAM solution. The information below provides Proponents with a current summary of the City's network, computing environment, and technology standards.

As part of the proposed solution, Proponents will be required to submit significant technical information about the proposed solution. In preparing your responses, Proponents should remain diligent in referencing this information in Schedule C-3-1 – Technical Requirements to assure that responses clearly identify:

1. Areas of known potential conflict between the Proponent's proposed solution and the City's technical environment.
2. Any recommendations of how best to implement and operate the proposed solution within the City's environment.

Reference following pages to view the City's current technology environment as well as the City's architecture diagram for this project.

# CITY OF SURREY TECHNICAL ARCHITECTURE & SOFTWARE STANDARDS

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## 1. Introduction

The City of Surrey strives to maintain standards and consistency for hardware and software in order to provide an agile and supportable environment. This provides a known platform to test changes or additions to this environment enabling the delivery of business outcomes faster and more cost effectively. The City's current technical architecture and software standards are outlined below. This information is used in the process of identifying the impact a new product or change may have on the environment.

## 2. General Information

The City of Surrey has:

3,300 employees of which 2,100 are FTEs

173 Line of Business Applications                      325 Personal Desktop Applications

70 sites	2000 desktops	50 Blackberries	154 Colour Multi-function
295 virtual servers	190 workstations	420 iPhones	118 B&W laser printers
21 ESX Hosts	350 notebooks	202 iPads	3 colour laser printers
75 physical servers	50 rugged notebooks	210 Rugged Tablets	7 inkjet printers
(15 file servers)			30 label printers
			12 colour wide format

## 3. Core Client Software

Internet Explorer 11	McAfee Anti-Virus	Altiris Client Management
Quicktime Viewer	Adobe Reader	Asset Management Suite
Adobe Shockwave/Flash	Sun Java	Cisco NAC Agent
Chrome		

## 4. Technical Architecture & Software

Hardware	
Desktops	Dell Optiplex – 4 GB RAM
Workstations	Dell Precision – 8 GB RAM
Notebooks	Dell Latitude – 4 GB RAM
	Panasonic Toughbook – 4 GB RAM
Tablets	Motion, Panasonic, Dell Rugged – 4 GB
Printers	Xerox

Hardware	
	HP Colour Laserjet
Wide Format Print	HP, KIP
Servers	Dell PowerEdge, Cisco UCS
PBX	NEC Univerge 3C
Voicemail	NEC UM8700
Online Meetings	NEC CMM - Collaboration Meeting Manager

Storage & Backups	
Network Storage SAN, NAS	NetApp FAS6210, FAS8040, FAS8020, FAS3220, FAS3210, FAS2240
	ONTAP 7 mode
	ONTAP cluster mode
Data Backups	Disk to Disk Backups <ul style="list-style-type: none"> <li>• NetApp Snapvault/SnapMirror               <ul style="list-style-type: none"> <li>◦ SnapMgr – Exchange</li> <li>◦ SnapMgr – Virtual Infrastructure</li> </ul> </li> <li>• Oracle RMAN</li> <li>• COMMVAULT - Data Protection, Backup and Recovery</li> </ul>

Operating System	
Desktops	Windows Windows 7 Enterprise
Workstations	Windows Windows 7 Enterprise
Notebooks	Windows Windows 7 Enterprise
Tablets	Windows Windows 7 Enterprise / Windows 10 Enterprise
	iPad IOS
Smartphones	Apple IOS
	Blackberry
Servers	Windows 2012 R2
	Windows 2008 R2
	Windows 2008 64 and 32 bit
	VMWare ESX Server

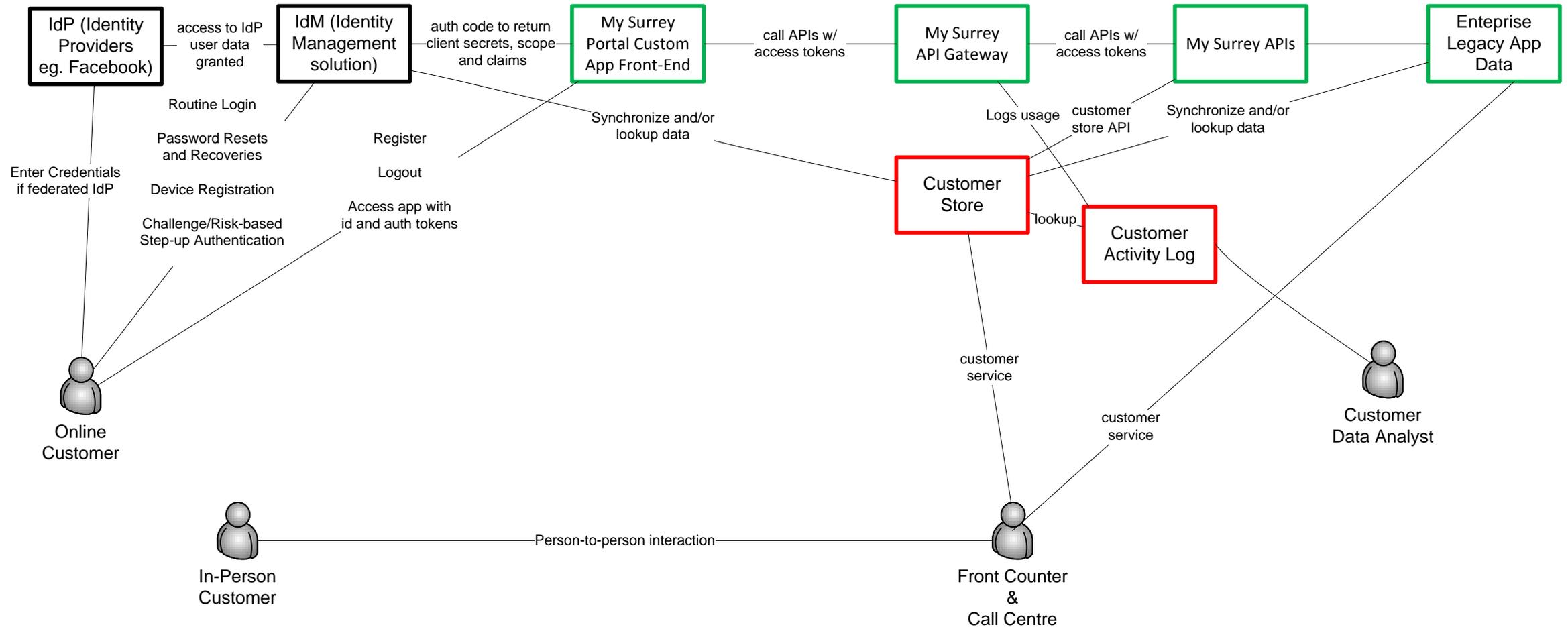
Office Automation		
Office Pro Plus 2010	Microsoft	Word
		Excel
		Powerpoint
		Outlook
		Publisher
		Access
		InfoPath

<b>Communications</b>	
Routers	Cisco Nexus 7000
IP address distribution	DHCP
E-mail	Exchange 2010
Local Area Network	100 Mbps to 1000 Mbps
Data Centre	10 Gbps
Network operating system	Windows 2012
Network protocol	TCP/IP – IPv4
Network topology	Ethernet
Network management	SNMP - SolarWinds
Fibre Channel Fabric	Cisco MDS 9148
Switches	Cisco 3560X, Cisco 3850X, Cisco 4500
	Cisco Nexus 7000, 5000, 2000
	Wireless 802.11 a/g/n/ac <ul style="list-style-type: none"> <li>• Cisco 3502, 3702, 2602, 1524, 1522, 1242</li> </ul>
Internet	Two 100 Mbps Internet Services load balanced
	100 Mbps full duplex
Wide Area Network	Large Remote Sites <ul style="list-style-type: none"> <li>• Telus MPLS 100 Mbps – 1 Gbps</li> </ul>
	Wireless point to point <ul style="list-style-type: none"> <li>• 36 – 108 Mbps using Redline AN50 &amp; AN80</li> </ul>
	Small Remote Sites <ul style="list-style-type: none"> <li>• Shaw Server Connect</li> <li>• Shaw SOHO or Telus ADSL</li> </ul>
Wins/DNS	Name resolution
Cabling	Local Area Networks <ul style="list-style-type: none"> <li>• New Facilities - CAT6A using 1000 Base-T</li> <li>• Existing Facilities - CAT5E using 100 Base-T</li> </ul>

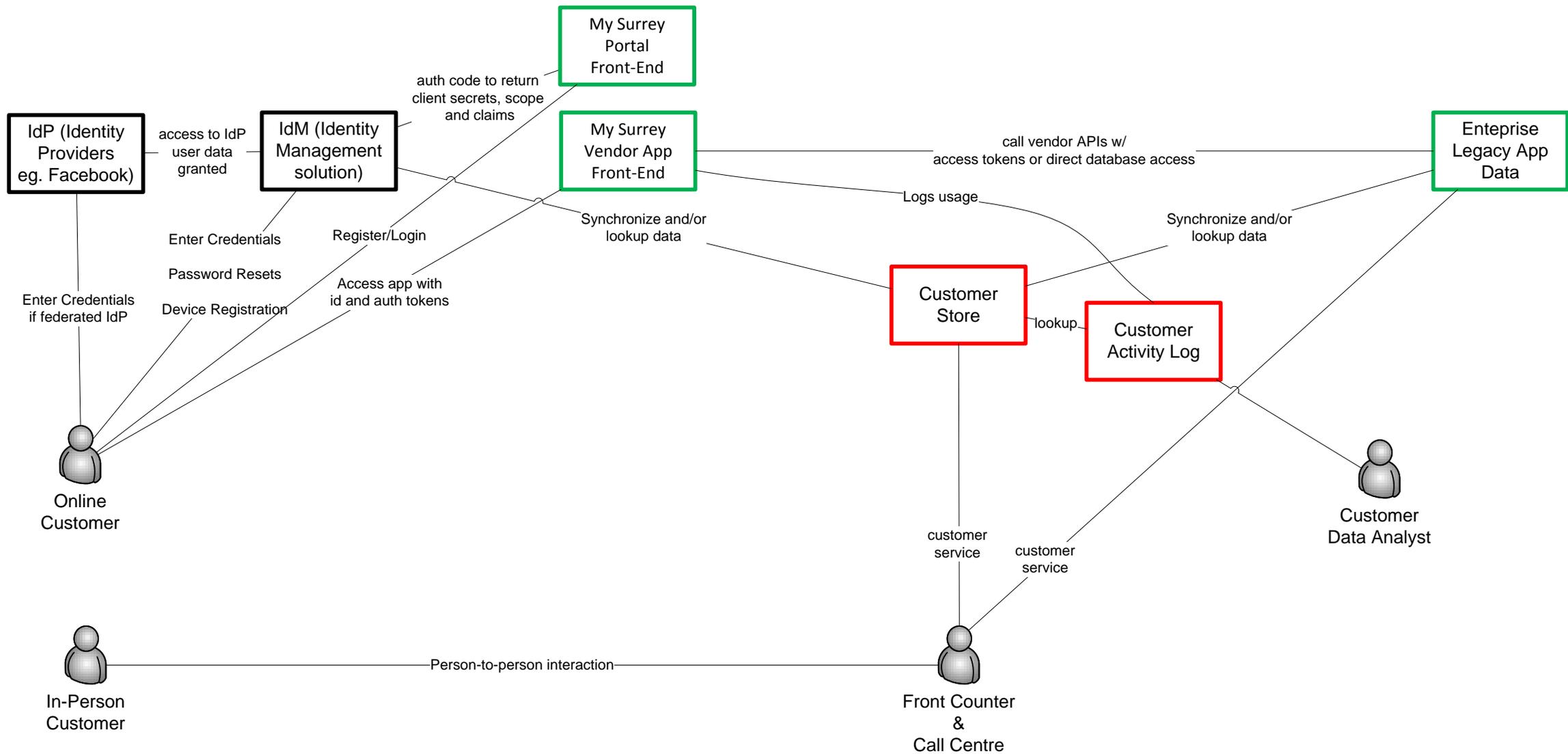
<b>Database Management System</b>	
Oracle	12c R1
	11g R2
Oracle Networking Client	10 (Windows Vista clients)
	11 (Windows 7 clients)
	11g R2 (Windows 10 clients)
	11 (Server clients)
MS SQL Server	2014
	2012
ESRI Spatial Database Engine	10.2
Sybase	12.5
MS Access	2010
MDAC	2.8

Business Application Portfolio Area	Vendors	Products
Financials	Unit 4	Agresso Business World
Human Resource & Payroll Mgmt	Oracle	PeopleSoft
Land Management	CSDC	Amanda
Tax, Utility and Cash Mgmt	Tempest	Tempest
Recreation Mgmt & Facilities Booking	Active Network	Class
Work and Asset Management	Azteca / ESRI	CityWorks
Document and Records Management	OpenText	Enterprise Content Management (ECM)
Corporate Website	OpenText	Web Site Management
Corporate Intranet	Microsoft / Dynamic Owl	Sharepoint / Bonzai Intranet
Geographic Information System	ESRI	ArcGIS
Licensing and Enforcement	Computronix	POSSE
Library Management System	SirisiDynix	Horizon
Public Safety Fire Dispatch and Records Management System	FDM	FDM CAD & RMS
Web Application Deployment	Microsoft	IIS, .NET Framework
	Apache Foundation	Tomcat, JSP
	City of Surrey	<a href="http://stackshare.io/city-of-surrey">http://stackshare.io/city-of-surrey</a>
Enterprise Directory Services	Microsoft	Active Directory

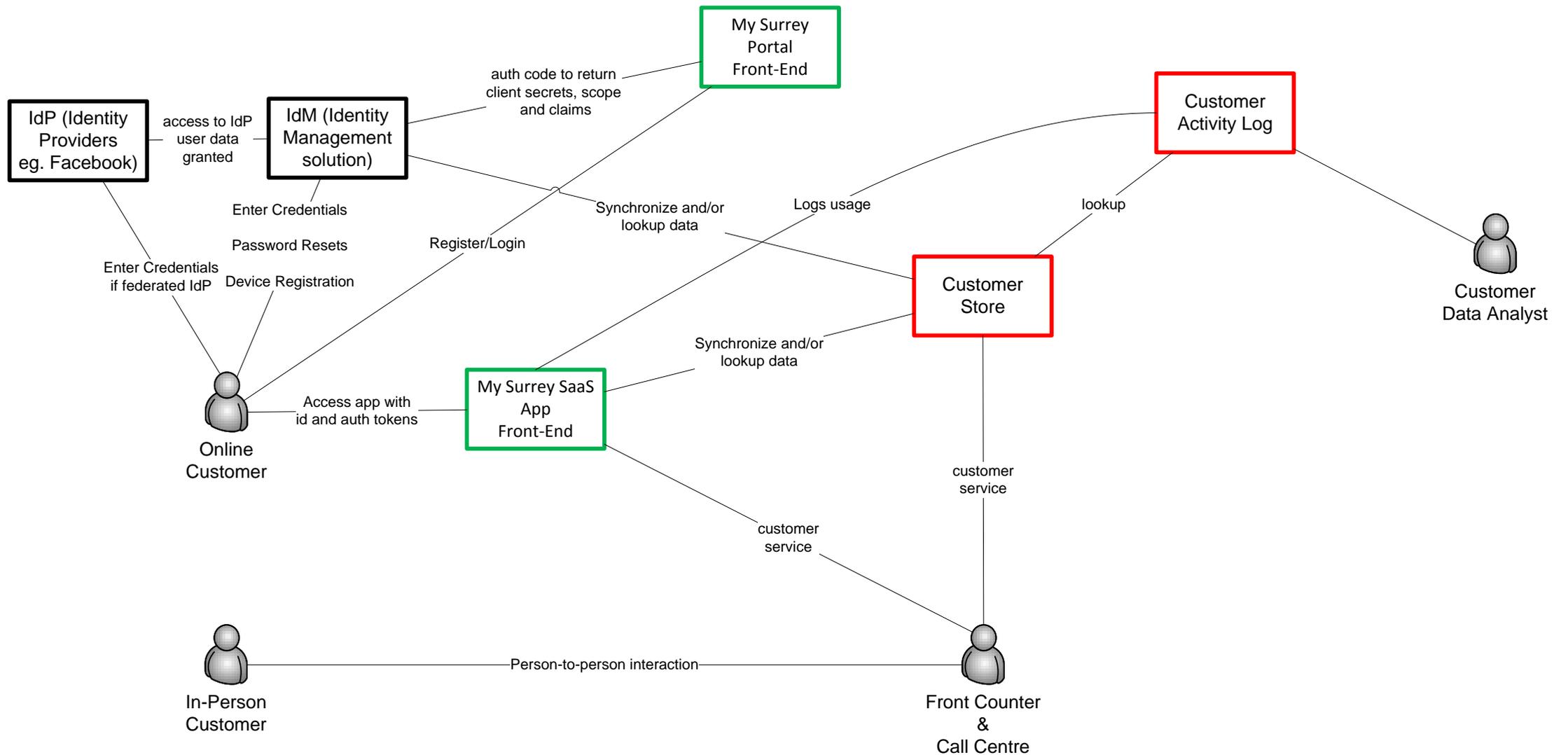
CITY'S ARCHITECTURE DIAGRAM FOR THIS PROJECT



DRAFT	My Surrey Portal with SSO and Customer Store :: High-Level Conceptual Architecture :: Custom App Integration			Proposed
	IT :: Architecture :: My Surrey Portal			Created: 2016-Aug-18 Modified: 2016-Aug-19
...	File name: DCT_My_Surrey_Portal_SSO_and_Customer_Store_High_Level_Architecture_RFQ_version.vsd?func=doc.Fetch&nodeid=1852006		R. Wong-Moon, D. Yee	



My Surrey Portal with SSO and Customer Store :: High-Level Conceptual Architecture :: Vendor App Integration			Proposed
IT :: Architecture :: My Surrey Portal			Created: 2016-Aug-18 Modified: 2016-Aug-19
...	File name: DCT_My_Surrey_Portal_SSO_and_Customer_Store_High_Level_Architecture_RFQ_version.vsd?func=doc.Fetch&nodeid=1852006	R. Wong-Moon, D. Yee	



My Surrey Portal with SSO and Customer Store :: High-Level Conceptual Architecture :: SaaS App Integration			Proposed
IT :: Architecture :: My Surrey Portal			Created: 2016-Aug-18 Modified: 2016-Aug-19
...	File name: DCT_My_Surrey_Portal_SSO_and_Customer_Store_High_Level_Architecture_RFQ_version.vsd?func=doc.Fetch&nodeid=1852006	R. Wong-Moon, D. Yee	

## SCHEDULE A-1 – TECHNICAL SPECIFICATIONS

### Single Sign-On Technical Specifications Matrix

Task		Channel	Requirement
<b>General Requirements</b>			
1	The City of Surrey retains full ownership of all customer data (personal, consent, usage) held in the CIAM and has the right to access it at any time.	All	Mandatory
2	Extensive ability to customize the design (graphics, interactions, layout, style) of the customer-facing user interfaces including user registration, sign-in, sign-off, notifications etc. to match the look and feel of the My Surrey Portal ( <a href="https://my.surrey.ca">https://my.surrey.ca</a> )	All	Mandatory
3	Support for Open ID Connect / OAuth2 and Authorization Code, Implicit, and Hybrid Flows.	All	Mandatory
4	Support for multi-factor authentication including for account creation and modifications.	All	Mandatory
5	Integration with 3rd party federated identity providers (eg. social media such as Facebook, Google, etc).	Web	Mandatory
6	Ability to manage and extend custom data attributes for user profiles.	Web	Mandatory
7	Risk-based (IP, behavioural) and fraudulent usage (geographic and/or frequency impossibility) prevention	All	Nice-to-have
8	Support for native mobile application and identity integration.	Web	Mandatory
9	Ability to integrate with unified communication platforms (eg. phone and call center integration.)	Web	Nice-to-have
10	Ability to configure and ask the user a series of questions in order to assess identity verification. This may require integration with our backend applications.	All	Mandatory
11	Approval of identity verification may be required and performed via a workflow before access is granted to certain services and applications.	All	Nice-to-have
12	The solution should facilitate access control to each application within the My Surrey Portal.	All	Mandatory
13	Developer SDK, documentation, forums, and technical support. Solution that can generate skeleton code would also be helpful.	Web	Mandatory
14	If SaaS, it is preferred for this solution to be hosted in a Canadian data centre.	Web	Nice-to-have
15	Programmatic access (eg. APIs) to all actions, data, and logs stored in the identity management solution. Full data extraction capabilities for migration, backups, etc.	Web	Mandatory
16	Ability to capture and store user consent with metadata for audit purposes. The City will be providing access to users under a “prescribed informed consent” model and should comply with Province of B.C. FOIPPA legislation.	Web	Nice-to-have
17	Ability to delete all user’s personal data when prescribed consent is removed	All	Mandatory

18	Store phone # in the cloud as a hash, then unencrypt and use in MySurrey Portal app as/when required.	All	Nice-to-have
19	Push notifications can be sent to a vendor-provided installed app that the user can verify for password reset/recovery or escalation.	All	Nice-to-have
20	Vendor-provided app can support Apple TouchID for user authentication.	All	Nice-to-have
21	Solution should provide for the ability to have production and non-production instances.	Web	Nice-to-have
22	The solution must support a hybrid application architecture where the applications may reside on-premises or are hosted in the cloud, but this will be seamless to the end-user.	Web	Mandatory
23	Integration with CRM solution or other user stores with custom data attributes.	Web	Mandatory
<b>Register user</b>			
24	Perform knowledge-based authentication before registering a user.	All	Mandatory
25	If available, ask about recent transactional information when registering a user.	All	Nice-to-have
26	Allow linking of social media (Facebook, Twitter, LinkedIn) to the registration for at least low-value transactions.	All	Mandatory
27	If available, send email and SMS text registration notifications about the registration.	All	Mandatory
28	Use device ID or IP to identify high-risk devices and force 2FA in these situations.	All	Nice-to-have
<b>Register device</b>			
29	Use a standard process for device registrations	Web	Nice-to-have
30	Provide a facility to manage devices registered on other channels, and, for auditing purposes, retain a list of all registered devices indefinitely.	Web	Nice-to-have
31	Provide a way of detecting down-revision mobile applications and optionally limiting user logins or transactions from them.	Native Mobile	Nice-to-have
32	Authenticate the mobile device and mobile application before the user logs in.	Native Mobile	Nice-to-have
33	When the user first tries to use a new device on a channel, challenge them with 2FA.	All	Nice-to-have
34	Use device ID and IP reputation to create a risk score governing when a user is challenged to register a new device or during new device registration.	All	Nice-to-have
35	Notify the user on other channels that the list of registered devices has changed on the current channel	Web	Nice-to-have
36	Use device ID and IP reputation SDK in the mobile application to create a risk score governing when a user is challenged during this task.	Native Mobile	Nice-to-have
37	Ability to send down an encrypted cookie (or certificate) to the user's device to act as an indefinite second factor	All	Nice-to-have

<b>Routine login/authentication</b>			
38	Segment our customer population to define who gets challenged with 2FA for this task, and show the customer the timestamp of their last successful and unsuccessful login.	Web	Mandatory
39	Use device ID and IP reputation, velocity, etc., to create a risk score governing when a user is challenged with 2FA during login.	Web	Nice-to-have
40	Provide a single web sign-on interface to log in the customer, or use social login (Facebook, Twitter, LinkedIn, etc.).	Web	Mandatory
41	Provide functionality to monitor the riskiness of the user traffic before, during, and after this task.	Web	Nice-to-have
42	Limit how many times a user can be logged in concurrently across all channels.	Web	Optional
43	Store user name and password for a user.	Native Mobile	Nice-to-have
44	When the user logs in outside of their normal location (e.g., overseas, etc.), prompt the user for the password even if they saved it before in the mobile application.	Native Mobile	Nice-to-have
45	Mobile application can use certificates or social login (Facebook, Twitter, LinkedIn, etc.) for authentication.	Native Mobile	Nice-to-have
46	Integration with the single web single sign-on interface in the mobile application.	Native Mobile	Nice-to-have
47	Use device ID and IP reputation SDK in the mobile application to create a risk score governing when a user is challenged during this task.	Native Mobile	Nice-to-have
<b>High-risk transaction challenge/step-up authentication</b>			
48	The ability to segment our customer population to define who gets challenged with 2FA for this task.	All	Optional
49	Use device ID and IP reputation to create a risk score governing when a user is challenged with 2FA before high-risk transactions.	All	Nice-to-have
50	Depending on customer segmentation, provide hardware or software OTP tokens to select customers.	Web	Optional
51	Reauthenticate the mobile application before allowing this task to proceed.	Native Mobile	Nice-to-have
52	Provide functionality to monitor the riskiness of the user traffic before, during, and after this task.	All	Nice-to-have
53	Support process to step-up authenticate the customer and use continuous authentication to terminate the sessions of users who behave suspiciously.	Web	Nice-to-have
54	Use out-of-band 2FA to authenticate the user before allowing this task to complete. Perform continuous authentication to terminate the sessions of users who behave suspiciously.	Native Mobile	Nice-to-have
<b>Change user ID</b>			
55	Check for attack vectors (wildcards, SQL injection, etc.) when the user name is changed.	Web	Mandatory
56	Do not recycle user IDs.	Web	Mandatory

57	Store the customer's previous user IDs and track for auditing.	Web	Mandatory
58	Use a random GUID as a unique key for users.	Web	Mandatory
59	Check for profanity in user names.	Web	Nice-to-have
<b>Change security questions and answers</b>			
60	We are planning to replace or augment security questions and answers mechanisms with a true 2FA method.	Web	Mandatory
61	Ability to predefine a set of security questions.	Web	Nice-to-have
62	Ability for the user to define their own set of security questions.	Web	Nice-to-have
63	Security questions can be used for risk-based escalation and password recovery/reset.	Web	Nice-to-have
64	Ability to notify customers of a security question change.	Web	Nice-to-have
<b>Change email address</b>			
65	Users must authenticate before changing their email address	Web	Mandatory
66	Send email notification to both the old and the new email address and ask for confirmation of the new email address before completing this task.	Web	Mandatory
67	Use device ID and IP reputation to create a risk score governing when a user is challenged with 2FA before allowing this task.	Web	Nice-to-have
68	Provided option to notify the customer in a text message after this task.	Web	Nice-to-have
69	Do not use the email address as the primary key in the customer's record.	Web	Mandatory
<b>Change web password</b>			
70	Password strength policy should be configurable.	Web	Mandatory
71	The customer can answer security questions before allowing this task to complete.	Web	Nice-to-have
72	Show password strength meter that give real time indication to the user while they are changing their password.	Web	Nice-to-have
73	Use captcha to test for humans before allowing this task to complete.	Web	Optional
74	Send email notification and/or text message notification when this task is complete.	Web	Mandatory
<b>Set/change phone PIN</b>			
75	Users must authenticate before setting or changing phone number	n/a - but nice for longer-term	Optional
76	Require that the customer answer security questions before allowing this task to complete.	n/a - prefer use MFA instead	Optional

77	Phone PINs have to contain at least three different digits and cannot match the customer's birth year, DOB, or SSN.	n/a - but nice for longer-term	Optional
78	Enforce PINs to be at least four digits long.	n/a - but nice for longer-term	Optional
79	Send email notification and/or text message notification when this task is complete.	n/a - but nice for longer-term	Optional
<b>[Items 80-83 Omitted]</b>			
<b>Recover user ID</b>			
84	After customer provides email address, do not tell the user if this email address is in our database and is associated with a valid user account.	Web	Optional
85	Use device ID fingerprint and IP address reputation and risk score before allowing this task to proceed, and use explicit OTP 2FA challenge before allowing this task to proceed.	Web	Nice-to-have
86	Send a one-time URL to the registered email address that the user can click on to proceed.	Web	Nice-to-have
87	Challenge the user with a captcha to test for humans before allowing this task to proceed	Web	Optional
88	Challenge the user to supply varying fields of their customer record that are not visible online (e.g. DOB, etc.)	Web	Nice-to-have
<b>Recover web password</b>			
89	After customer provides user ID, do not tell the user if this user ID is in our database and is associated with a valid user account.	Web	Optional
90	Use device ID fingerprint and IP address reputation and risk score before allowing this task to proceed, and use explicit OTP 2FA challenge before allowing this task to proceed.	Web	Nice-to-have
91	Send a one-time URL to the registered email address that the user can click on to proceed.	Web	Nice-to-have
92	Challenge the user with a captcha to test for humans and then with security questions before allowing this task to proceed.	Web	Optional
93	Challenge the user to supply varying fields of their customer record that are not visible online (e.g. DOB, etc.)	Web	Nice-to-have
<b>Logout/time-out</b>			
94	Implement single log-out/time-out across all properties: If the user logs or times out on one property, their session is automatically terminated across all other properties.	All	Mandatory

95	Proactively and programmatically clear high-risk objects (local cache, cookies, objects, etc.) from the browser.	All	Mandatory
96	Upon logout, clear the screen and do not show transactions or PII on actively logged out or timed out sessions.	All	Mandatory
97	Log out sessions if a single user is logged in concurrently or in case of erratic/suspicious behavior during the session (too short of a time changing between pages, etc.)	All	Nice-to-have
98	Use slightly varying automatic inactivity logout times depending upon activity	All	Nice-to-have
<b>Deregister device</b>			
99	If a user deletes/uninstalls the mobile application, proactively and programmatically remove any associated cache, objects, etc., so that the next time the user installs the mobile application the same device, the user has to go through a complete registration cycle.	Native Mobile	Nice-to-have
100	Keep track of all registered devices forever for forensic and fraud management purposes.	Native Mobile	Nice-to-have
101	Do not allow deregistering devices on other channels from this channel (other than the device itself by deinstalling the application).	Native Mobile	Nice-to-have
102	Do not allow deregistering devices on other channels from this channel (other than the device itself by deinstalling the application).	Native Mobile	Nice-to-have
103	Do not allow deregistering devices on other channels from this channel (other than the device itself by deinstalling the application).	Native Mobile	Nice-to-have
<b>Deregister user</b>			
104	We do not allow this task on this channel.	Web	n/a
<b>Additional Security Measures</b>			
112	Cleanse all HTTP error messages of HTTP server product names, versions, etc.	Web	Nice-to-have
113	Use mutual authentication and educate customers to not enter passwords unless they see their seal.	Web	Nice-to-have

## **SCHEDULE B – DRAFT AGREEMENTS**

Draft Implementation Agreements:

**Schedule B – Attachment 1: On-Premise Implementation**

**Schedule B – Attachment 2: Software-as-a-Software Implementation**

***(APPENDICES 1 THROUGH 7 WILL BE INSERTED LATER WHEN AN AGREEMENT IS ASSEMBLED FOR EXECUTION INCLUDING INFORMATION FROM THE RFP AND SUCCESSFUL PROPOSAL.)***

**APPENDIX 1 – SCOPE OF SERVICES**

**APPENDIX 1-A – TECHNICAL REQUIREMENTS**

**APPENDIX 2 – FEES AND PAYMENT**

**APPENDIX 3 – TIME SCHEDULE**

**APPENDIX 4 – KEY PERSONNEL AND SUB-CONSULTANTS**

**APPENDIX 5 – ADDITIONAL SERVICES**

**APPENDIX 6 – PRIVACY PROTECTION SCHEDULE**

**APPENDIX 7 – CONFIDENTIALITY AGREEMENT**

## SCHEDULE C – FORM OF PROPOSAL

**RFP Project Title:** My Surrey Portal Identity Management Software

**RFP Reference No.:** 1220-030-2016-030

**Legal Name of Proponent:**

**Contact Person and Title:**

**Business Address:**

**Telephone:**

**Fax:**

**E-Mail Address:**

**TO:**

City Representative: Richard D. Oppelt, Purchasing Manager

Address: Surrey City Hall  
Finance & Technology Department – Purchasing Section  
Reception Counter, 5<sup>th</sup> Floor West  
13450 – 104 Avenue, Surrey, B.C., Canada V3T 1V8

E-mail for PDF Files: [purchasing@surrey.ca](mailto:purchasing@surrey.ca).

Dear Sir:

**1.0** I/We, the undersigned duly authorized representative of the Proponent, having received and carefully reviewed all of the Proposal documents, including the RFP and any issued addenda posted on the City Website and BC Bid Website, and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions attendant to performing the Services, submit this Proposal in response to the RFP.

**2.0** **I/We confirm** that the following schedules are attached to and form a part of this Proposal:

Schedule C-1 – Statement of Departures;  
Schedule C-2 – Proponent's Experience, Reputation and Resources;  
Schedule C-3-1 – Technical Requirements Response Matrix;  
Schedule C-3-2 – Cloud Security Risk Assessment Questionnaire;  
Schedule C-4 – Proponent's Technical Proposal (Time Schedule); and  
Schedule C-5 – Proponent's Financial Proposal:  
Schedule C-5-1 – Financial Worksheet (On-Premise); and/or

Schedule C-5-2 – Financial Worksheet (SaaS).

**3.0 I/We confirm** that this proposal is accurate and true to best of my/our knowledge.

**4.0 I/We confirm** that, if I/we am/are awarded a contract, I/we will at all times be the “prime contractor” as provided by the *Worker’s Compensation Act (British Columbia)* with respect to the Services. I/we further confirm that if I/we become aware that another consultant at the place(s) of the Services has been designated as the “prime contractor”, I/we will notify the City immediately, and I/we will indemnify and hold the City harmless against any claims, demands, losses, damages, costs, liabilities or expenses suffered by the City in connection with any failure to so notify the City.

**This Proposal** is submitted this \_\_\_\_ day of \_\_\_\_\_, 2016.

**I/We have the authority to bind the Proponent.**

\_\_\_\_\_  
(Legal Name of Proponent)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

**SCHEDULE C-1 - STATEMENT OF DEPARTURES**

1. I/We have reviewed the proposed Contract attached to the RFP as Schedule "B". If requested by the City, I/we would be prepared to enter into that Contract, amended by the following departures (list, if any):

<b>Section</b>	<b>Requested Departure(s) / Alternative(s)</b>
_____	_____
_____	_____

2. The City of Surrey requires that the successful Proponent have the following in place **before commencing the Services**:

- (a) Workers' Compensation Board coverage in good standing and further, if an "Owner Operator" is involved, personal operator protection (P.O.P.) will be provided,  
Workers' Compensation Registration Number \_\_\_\_\_;
- (b) Prime Contractor qualified coordinator is Name: \_\_\_\_\_  
and Contact Number: \_\_\_\_\_;
- (c) Insurance coverage for the amounts required in the proposed Agreement as a minimum, naming the City as additional insured and generally in compliance with the City's sample insurance certificate form available on the City's Website at [www.surrey.ca](http://www.surrey.ca) search [Consultants Certificate of Insurance](#);
- (d) City of Surrey or Intermunicipal Business License: Number \_\_\_\_\_;
- (e) If the Consultant's Goods and Services are subject to GST, the Consultant's GST Number is \_\_\_\_\_; and
- (f) If the Consultant is a company, the company name indicated above is registered with the Registrar of Companies in the Province of British Columbia, Canada, Incorporation Number \_\_\_\_\_.

As of the date of this Proposal, we advise that we have the ability to meet all of the above requirements **except as follows** (list, if any):

<b>Section</b>	<b>Requested Departure(s) / Alternative(s)</b>
_____	_____
_____	_____

3. I/We offer the following alternates to improve the Services described in the RFP (list, if any):

<b>Section</b>	<b>Requested Departure(s) / Alternative(s)</b>
_____	_____
_____	_____

4. The Proponent acknowledges that the departures it has requested in Sections 1, 2 and 3 of this Schedule C-1 will not form part of the Contract unless and until the City agrees to them in writing by initialling or otherwise specifically consenting in writing to be bound by any of them.

**SCHEDULE C-2 - PROPONENT'S EXPERIENCE, REPUTATION AND RESOURCES**

Proponents should provide responses to the following items, and if a particular item is inapplicable or cannot be answered, Proponents should clearly state why (use the spaces provided and/or attach additional pages, if necessary):

- (i) Provide a brief description of the Proponent's current business;
- (ii) Proponent's relevant experience and qualifications in delivering Services similar to those required by the RFP;
- (iii) Proponent's demonstrated ability to provide the Services;
- (iv) Proponent should describe their capability, capacity and plans for developing and supporting the deliverables, as well as describe contingency plans if the primary plan is not able to meet the project needs. The objectives for this RFP are as set out in Schedule A.
- (v) Using a format similar to the following, provide a summary of similar relevant contracts entered into by the Proponent in which the Proponent performed services comparable to the Services, including the jurisdiction the contract performed, the contract value, the date of performance. The City's preference is to have a minimum of three references.

Name of client's organization:	
Reference Contact Information:	<b>Name:</b>
	<b>Phone Number:</b>
	<b>Email Address:</b>
How long has the organization been a client of the Proponent?	
Provide the installation date of the comparative system, and any relevant comments.	
Description of comparative system - Please be specific and detailed.	
Information on any significant obstacles encountered and resolved for this type of Service.	

- (vi) Proponent's financial strength (with evidence such as financial statements, bank references);
- (vii) Describe any difficulties or challenges you might anticipate in providing the Services to the City and how you would plan to manage these;
- (viii) Staffing Plan. Identify the key personnel who will be responsible for the Services, together with a description of the responsibilities such personnel will have in the

performance of the Services and a description of the relevant experience of such personnel, using a format similar to the following:

Name: \_\_\_\_\_

Responsibility: \_\_\_\_\_

Experience: \_\_\_\_\_  
\_\_\_\_\_

- (ix) Identify subcontractors, if any, the Proponent intends to use for the performance of the Services, describe the portion of the Services proposed to be subcontracted and a description of the relevant experience of the subcontractor, using a format similar to the following:

Subcontractor Name: \_\_\_\_\_

Subcontractor Services: \_\_\_\_\_

Experience: \_\_\_\_\_

### **SCHEDULE C-3 - PROPONENT'S TECHNICAL PROPOSAL (SERVICES)**

Proponents should provide responses to the following items, and if a particular item is inapplicable or cannot be answered, Proponents should clearly state why (use the spaces provided and/or attach additional pages, if necessary):

- (i) **Executive Summary:** Proponent should provide a brief narrative (preferably not to exceed 2 pages) that illustrates an understanding of the City's requirements and Services and describing the proposed solution. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The executive summary should not include financial information;
- (ii) A general description of the general approach and methodology that the Proponent would take in performing the Services including specifications and requirements;
- (iii) A Work Plan. A narrative that illustrates how the Proponent will complete the scope of the Services, manage the Services, and accomplish required objectives within the City's schedule;
- (iv) A description of the standards to be met by the Proponent in providing the Services;
- (v) Proponent should provide in detail how its proposed technical solution meets the technical requirements. Please complete **Technical Requirements Response Matrix, Schedule C-3-1; Cloud Security Risk Assessment Questionnaire, Schedule C-3-2; and On-Premise Solution Security Requirements – Questionnaire, Schedule C-3-3** for the technical requirements.

**The following are specific questions for cloud-based solutions. In addition to the above item responses, please respond to the following items if you are proposing a SaaS solution.**

(vii) **Service Levels and Support - SaaS Option (Software-as-a-Service)**

**(a) Describe how solution maintenance and upgrades are handled, including how maintenance and upgrades would be scheduled and communicated to the City to minimize impacts to users. For major upgrades, indicate whether the City can opt-in or out of beta testing.**

**(b) Describe how upgrades to your system's software, database, operating system, and/or web server components are handled. How much downtime is required for each of these types of upgrades?**

**(c) Describe your support plans for recovering the system in a timely manner from unplanned outages. Scenarios to address might include remote host Internet access outage, database corruption, and server software failure. Briefly describe how and how often you test your disaster recovery plans.**

**Please describe clearly the options available and the number of clients currently using this option. Please list your server locations that would be providing primary hosting services.**



## **SCHEDULE C-5 - PROPONENT'S FINANCIAL PROPOSAL**

Proponents should set out in their Proposal, the proposed fee structure (excluding GST) and provide a breakdown of the budget, including a breakdown of the estimated hours to be spent by each individual on the consultant team and the charge out hourly rate for each individual included in their Proposal.

The Fee structure should be tabulated using a financial worksheet similar in format to the Excel forms.

**Schedule C-5-1: On-Premise**

**Schedule C-5-2: Software-as-a-Software**

### **Additional Expenses:**

The proposed Contract attached as Schedule "B" to the RFP provides that expenses are to be included within the fee. Please indicate any expenses that would be payable in addition to the proposed fee set out above:

### **Payment Terms:**

A cash discount of \_\_\_\_\_% will be allowed if account is paid within \_\_\_\_\_ days, or the \_\_\_\_\_ day of the month following, or net 30 days, on a best effort basis.

## SCHEDULE D – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between \_\_\_\_\_ (the "Public Body") and \_\_\_\_\_ (the "Contractor") respecting \_\_\_\_\_ (the "Agreement").

### Definitions

1. In this Schedule,
  - (a) "access" means disclosure by the provision of access;
  - (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;
  - (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
  - (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Public Body and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

### Purpose

2. The purpose of this Schedule is to:
  - (a) enable the Public Body to comply with its statutory obligations under the Act with respect to personal information; and
  - (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

### Collection of personal information

3. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
  - (a) the purpose for collecting it;
  - (b) the legal authority for collecting it; and
  - (c) the title, business address and business telephone number of the person designated by the Public Body to answer questions about the Contractor's collection of personal information.

### Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Public Body to make a decision that directly affects the individual the information is about.

### Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Public Body, the Contractor must promptly advise the person to

make the request to the Public Body unless the Agreement expressly requires the Contractor to provide such access and, if the Public Body has advised the Contractor of the name or title and contact information of an official of the Public Body to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

### Correction of personal information

8. Within 5 business days of receiving a written direction from the Public Body to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.
9. When issuing a written direction under section 8, the Public Body must advise the Contractor of the date the correction request to which the direction relates was received by the Public Body in order that the Contractor may comply with section 10.
10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Public Body, the Contractor disclosed the information being corrected or annotated.
11. If the Contractor receives a request for correction of personal information from a person other than the Public Body, the Contractor must promptly advise the person to make the request to the Public Body and, if the Public Body has advised the Contractor of the name or title and contact information of an official of the Public Body to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

### Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

### Storage and access to personal information

13. Unless the Public Body otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

### Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Public Body in writing to dispose of it or deliver it as specified in the direction.

### Use of personal information

15. Unless the Public Body otherwise directs in writing, the Contractor may only use personal information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

#### **Disclosure of personal information**

16. Unless the Public Body otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Public Body if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
17. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

#### **Notice of foreign demands for disclosure**

18. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.2 of the Act, if in relation to personal information in its custody or under its control the Contractor:
  - (a) receives a foreign demand for disclosure;
  - (b) receives a request to disclose, produce or provide access that the Contractor knows or has reason to suspect is for the purpose of responding to a foreign demand for disclosure; or
  - (c) has reason to suspect that an unauthorized disclosure of personal information has occurred in response to a foreign demand for disclosure the Contractor must immediately notify the Public Body and, in so doing, provide the information described in section 30.2(3) of the Act. In this section, the phrases "foreign demand for disclosure" and "unauthorized disclosure of personal information" will bear the same meanings as in section 30.2 of the Act.

#### **Notice of unauthorized disclosure**

19. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.5 of the Act, if the Contractor knows that there has been an unauthorized disclosure of personal information in its custody or under its control, the Contractor must immediately notify the Public Body. In this section, the phrase "unauthorized disclosure of personal information" will bear the same meaning as in section 30.5 of the Act.

#### **Inspection of personal information**

20. In addition to any other rights of inspection the Public Body may have under the Agreement or under statute, the Public Body may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

#### **Compliance with the Act and directions**

21. The Contractor must in relation to personal information comply with:
  - (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and
  - (b) any direction given by the Public Body under this Schedule.
22. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

#### **Notice of non-compliance**

23. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor

must promptly notify the Public Body of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

#### **Termination of Agreement**

24. In addition to any other rights of termination which the Public Body may have under the Agreement or otherwise at law, the Public Body may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

#### **Interpretation**

25. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.
26. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.
27. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.
28. If a provision of the Agreement (including any direction given by the Public Body under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.
29. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 30, the law of any jurisdiction outside Canada.
30. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

## **SCHEDULE E – CONFIDENTIALITY AGREEMENT**

### **WHEREAS:**

- A.** The Contractor and the City acknowledge that the process of the Contractor having access to information or software will involve the verbal, electronic, written, or other disclosure of information, and documentation to the Contractor. In this Agreement “Confidential Information” means any information, technical data, or know how, including, but not limited to that which relates to services, processes, designs, drawings, diagrams, specifications, business strategies, finances whether communicated orally or in writing, specifications and associated documentation, and any equipment, machinery, or other property all of which owned by the City.
  
- B.** The Contractor has agreed to maintain the Confidential Information as confidential and to the non-disclosure of same, all in accordance with the following terms:

### **THEREFORE, IN CONSIDERATION OF THE PREMISES AND OF THE MUTUAL COVENANTS SET FORTH HEREIN, THE PARTIES AGREE AS FOLLOWS:**

- 1. The Contractor shall hold the Confidential Information in strict confidence recognizing that the Confidential Information, or any portion thereof, is comprised of highly sensitive information. The Contractor acknowledges that the disclosure or use of the Confidential Information, or any portion thereof, will cause the City substantial and irreparable harm and injury and the City shall have the right to equitable and injunctive relief to prevent the unauthorized use or disclosure, and to such damages as there are occasioned by such unauthorized use or disclosure, and the Contractor hereby consents to the granting of such equitable and injunctive relief.
  
- 2. The Contractor shall not divulge or allow disclosure of the Confidential Information, or any part thereof, to any person or entity for any purpose except as described in this Agreement, unless expressly authorized in writing to do so by the City, provided however, the Contractor may permit the limited disclosure of the Confidential Information or portion thereof only to those of the Contractor’s directors, officers, employees, and sub-contractors who have a clear and *bonafide* need to know the Confidential Information, and provided further that, before the Contractor divulges or discloses any of the Confidential Information to such directors, officers, employees, and sub-contractors, the Contractor shall inform each of the said directors, officers, employees, and sub-contractors of the provisions of this Agreement and shall issue appropriate instructions to them to satisfy the obligations of the Contractor set out in this Agreement and shall, at the request of the City, cause each of the said directors, officers, employees, and sub-contractors to execute a confidentiality agreement in a form satisfactory to the City, in its sole discretion.
  
- 3. The Contractor agrees not to use any of the Confidential Information disclosed to it by the City for its own use or for any purpose except to carry out the specific purposes designated by this Agreement.

4. The Contractor shall take all necessary precautions to prevent unauthorized disclosure of the Confidential Information or any portion thereof to any person, or entity in order to prevent it from falling into the public domain or the possession of persons other than those persons authorized hereunder to have any such information, which measures shall include the highest degree of care that the Contractor utilizes to protect its own confidential information of a similar nature.
5. The Contractor shall notify the City in writing of any misuse or misappropriation of Confidential Information which may come to its attention.
6. The Contractor shall not mechanically or electronically copy or otherwise reproduce the Confidential Information, or any portion thereof, without the express advance written permission of the City, except for such copies as the Contractor may require pursuant to this Agreement in order to prepare the Report. All copies of the Confidential Information shall, upon reproduction by the Contractor, contain the same the City proprietary and confidential notices and legends that appear on the original Confidential Information provided by the City unless authorized otherwise by the City. All copies shall be returned to the City upon request.
7. The Confidential Information received by the Contractor and all formatting of the Confidential Information, including any alterations to the Confidential Information, shall remain the exclusive property of the City, and shall be delivered to the City by the Contractor forthwith upon demand by the City.
8. The Contractor acknowledges that the City is a public body subject to the *Freedom of Information and Protection of Privacy Act ("FIPPA")* and as such the Confidential Information is protected pursuant to the provisions of FIPPA. The Contractor further acknowledges that the collection, use, storage, access, and disposal of the Confidential Information shall be performed in compliance with the requirements of FIPPA. Information which is sent to the City by the Contractor in performance of this Agreement is subject to FIPPA and may be disclosed as required by FIPPA. The Contractor shall allow the City to disclose any of the information in accordance with FIPPA, and where it is alleged that disclosure of the information, or portion thereof, may cause harm to the Contractor, the Contractor shall provide details of such harm in accordance with section 21 of FIPPA.
9. The Contractor acknowledges and agrees that nothing in this Agreement does or is intended to grant any rights to the Contractor under any patent, copyright, or other proprietary right, either directly or indirectly, nor shall this Agreement grant any rights in or to the Confidential Information.
10. Disclosure of the Confidential Information to the Contractor the terms of this Agreement shall not constitute public disclosure of the Confidential Information for the purposes of section 28.2 of the *Patent Act*, R.S.C. 1985, c. p-4.
11. This Agreement shall be binding upon and for the benefit of the undersigned parties, their successors, and assigns and the Contractor hereby acknowledges that the obligations imposed on the Contractor hereunder shall survive the termination of the Contractor's dealings or engagement with the City.

12. The Contractor represents that is not now a party to, and shall not enter into any agreement or assignment in conflict with this Agreement.
13. This Agreement shall be governed and construed in accordance with the laws of the Province of British Columbia and the Contractor and the City irrevocably attorns to the exclusive jurisdiction of the courts of the Province of British Columbia to adjudicate any dispute arising out of this Agreement.
14. No provision of this Agreement shall be deemed to be waived by the City and no breach of this Agreement shall be deemed to be excused by the City unless such waiver or consent excusing such breach is in writing and duly executed by the City.