



Workers' Compensation Board of British Columbia

Corporate and Health Care Purchasing

Request for Information & Qualification (RFIQ)

External Collection Services

RFIQ # 030-2009

Issue Date: October 8, 2009

WorkSafeBC requests that responses be submitted by:

2:00 PM Pacific Time on October 28, 2009

Delivery Instructions:

Mail / Courier / By Hand:

**Worker and Employer Services –
Main Entrance/Security Desk
WorkSafeBC
6951 Westminster Highway
Richmond, BC V7C 1C6
Attn: Corporate and Health Care Purchasing**

Electronically

Electronic copies of the RFIQ may be submitted in accordance with the BC Bid instructions for e-bidding.
Only pre-authorized e-bidders registered on the BC Bid system will be able to submit electronic bids.

Email & Fax responses will NOT be accepted.

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SECTION I - INSTRUCTION TO RESPONDENTS

1.0 INTRODUCTION

Workers' Compensation Board of BC herein referred to as "WorkSafeBC".

- 1.1 This RFIQ is an inquiry and Request for Information & Qualification only and does not imply a commitment by WorkSafeBC to proceed with the work or to purchase any product(s) and/or solution(s). WorkSafeBC will advise **only** the Respondent(s) it decides to proceed with further, as defined herein.
- 1.2 Until such time as a contract is awarded, WorkSafeBC reserves the right in its sole discretion not to proceed with the work, or purchase any product(s) or solution(s), to proceed by way of a Request for Proposal (RFP), to issue one or more further requests for information by a Request for Information (RFI), Request for Information & Qualification (RFIQ) or Request for Additional Information (RAFI) or otherwise, or to negotiate a contract individually with any Respondent to this RFIQ for all or part of the work, product(s), or solution(s).
- 1.3 WorkSafeBC reserves the right to conclude any or all of the processes relating to this requirement should it be in the best interest of WorkSafeBC as determined by WorkSafeBC. WorkSafeBC is not bound to enter into a contract with any qualified Respondent.
- 1.4 If WorkSafeBC elects to proceed by way of an RFP, or if WorkSafeBC elects to request more information by way of a further RFI, RFIQ, or RAFAI or by any other method, WorkSafeBC may in its sole discretion create a Respondent list using any or all Respondents to this RFIQ; may rank responses based on the evaluation and/or requirements defined herein and select a shortlist of one or more of those which ranked most highly; or if deemed in WorkSafeBC's best interest, it may include additional Respondents.
- 1.5 This RFIQ should not be considered a request for or an authorization to perform any work or to supply any goods or services. Any development work undertaken by the Respondent and any costs and/or expenses involved in the preparation of replying to this RFIQ, and for subsequent presentations and/or demonstrations and/or negotiations will be the sole responsibility of the Respondent, including any travel.
- 1.6 WorkSafeBC is subject to the *Freedom of Information and Protection of Privacy Act (FIPPA)* and as such all submissions to this RFIQ will become the property of WorkSafeBC and as such will be held in confidence by WorkSafeBC subject to the FIPPA disclosure provisions. Any clauses in a document received in response to this procurement process which purports to limit WorkSafeBC's obligations under FIPPA will be considered void and severable from the response. By answering this RFIQ the Respondent will be deemed to have accepted this term.
- 1.7 WorkSafeBC reserves the right to modify this RFIQ at any time and at its sole discretion. This includes the right to cancel this RFIQ at any time without entering into a contract with any Respondent.

2.0 RFIQ SUBMISSION AND DELIVERY INSTRUCTIONS
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- 2.1 It is the Respondents' responsibility to ensure that they have received a complete set of documents as listed by the page numbers. By submitting a Response, the Respondent has verified that they have received a complete set of RFIQ documents including any and all addenda.
- 2.2 WorkSafeBC requests that Respondents complete and return all the following by **2:00 PM Pacific Time on Oct – 28 -2009:**
- **Signed WorkSafeBC RFIQ Response Form contained in Section IV of this RFIQ**
 - **RFIQ Response**
 - **Any appendixes and information requested including;**
 - **Appendix A References**
 - **Appendix B Protection of Privacy Assessment**
- 2.3 WorkSafeBC requests that responses be delivered by **one** of the following methods:

Hardcopies:

- **One (1) original plus four (4) copies of the response in hardcopy, and**
- **An electronic copy of the response on CD in Microsoft Office 2003 (or earlier versions) e.g. MS Word, Excel, PowerPoint or Adobe PDF**
- Please ensure responses are delivered in an envelope identified with the name and address of the Respondent, **addressed to WorkSafeBC, Attn: Corporate and Health Care Purchasing;** with the **RFIQ number and closing date** clearly identified on the outside of the package to the following address:

**Worker and Employer Services – Main Entrance/Security Desk
WorkSafeBC
6951 Westminster Highway
Richmond, BC V7C 1C6
Attn: Corporate and Health Care Purchasing**

Fax:

- **Respondents are requested to remit one (1) copy of their proposal** and are to clearly identify their company name and RFP number on their fax cover sheet;
- Faxed submissions are not to exceed twenty (20) pages. If your response submission exceeds twenty (20) pages, please deliver as above.
- Please ensure faxed submissions are **completely** received at WorkSafeBC Corporate and Health Care Purchasing fax line to be accepted:
(604) 276-3260 (24 hour availability)
WorkSafeBC will **NOT** accept responsibility for a busy fax line, incomplete transmissions etc.

Electronically through BC Bid:

- a. An electronic copy of the response will only be accepted in MS Word or Adobe PDF format, Microsoft Office 2003 or earlier.

- b. 6 MB maximum file size.
- c. Please ensure that the entire proposal is submitted as a single file, except for the RFIQ Response Form which requires a signature, digital signatures are acceptable.
- d. ZIP or like files will not be accepted.
- e. WorkSafeBC will NOT accept any responsibility for failure to receive or the inability to read any submission for any reason including technical issues, data corruption, failure as a result of BC Bid security system, or failure for any other reason.

2.4 **Email & Fax responses will NOT be accepted.**

3.0 REQUESTS FOR ELECTRONIC COPY OF RFIQ

- 3.1 It is the responsibility of the Respondents who retrieve or download this RFIQ document from the BC Bid website (www.bcbid.gov.bc.ca), or the WorkSafeBC website (www.worksafebc.com) to ensure they monitor this site for any addendum to the RFIQ document issued up to and including the closing date.
- 3.2 For requests of electronic copies of this Request for Information & Qualification, please contact Jason Lin at 604-276-3344 and provide the appropriate RFIQ number, your name, phone number and email address.
- 3.3 Respondents who have obtained the RFIQ electronically shall not alter any portion of the document, with the exception of adding the information requested.

4.0 CLARIFICATION

- 4.1 Please direct any question related to the RFIQ to the Purchasing Officer whose name appears below. Respondents shall not ask questions of the WorkSafeBC department for which the contract is being procured or any other department of WorkSafeBC, unless so directed elsewhere in this document.

RFIQ INQUIRIES:

Cathie Herbert, Senior Purchasing Officer

Corporate and Health Care Purchasing

Phone #: (604) 276-3285

Fax #: (604) 276-3260

Email: purchase@worksafebc.com

- 4.2 Respondents are asked to submit in writing any questions regarding this RFIQ to the attention of WorkSafeBC not less than three (3) working days before RFIQ Response closing date.
- 4.3 The questions will be reviewed, and where information sought is not already clearly indicated, WorkSafeBC shall issue an addendum to all Respondents which shall become part of the RFIQ documents.
- 4.4 Other than a member of the Corporate and Health Care Purchasing, no employee or agent of WorkSafeBC is authorized to change the content of this RFIQ and/or any addenda.

5.0 GOVERNING LAW / JURISDICTION

- 5.1 This Request for Information & Qualification shall be governed by and construed in accordance with the laws of the Province of British Columbia which shall be deemed to be the proper law hereof and in so doing the Courts of British Columbia shall have exclusive jurisdiction to determine all disputes and claims arising out of or in any way connected with this RFIQ.

6.0 AGREEMENT FOR INTERNAL TRADE

- 6.1 If the value of any response(s) resulting from this Request for Information & Qualification exceeds the cost thresholds stipulated in Annex 502 of the Agreement on Internal Trade then all provisions of Annex 502.1A of the Agreement on Internal Trade will apply.
- 6.2 The language used in all responses to this Request for Information & Qualification shall be English.

SECTION II – BUSINESS OBJECTIVES

1.0 PURPOSE

The following high level business objectives describe collection services for WorkSafeBC’s inventory of cancelled accounts with balances under \$1,500.00 which WorkSafeBC would like to achieve through the initiative described in this RFIQ.

The Workers’ Compensation Board of British Columbia (“WorkSafeBC”) invites you to respond to this RFIQ to provide information and also your qualifications for such solution and services that will assist with the collection of cancelled accounts under \$1,500.00 on an ongoing basis. Additional collection-related services/initiatives may be considered under this RFIQ at a later date and could include collection of active accounts and skip-tracing services.

The term of the contract would be for two years, with four (4) additional one (1) year options to renew.

2.0 PROCESS

2.1 Based on the responses received for the RFIQ, WorkSafeBC may:

- Decide not to proceed with the project, work, product or solution;
- Decide to defer the project, work, product or solution;
- Request further information using an Request For Information (RFI) or Request For Additional Information (RFAI);
- Develop and issue a formal Request for Proposal (RFP); or
- Shortlist one (1) or several Respondents to formally present their proposed solution and/or approaches to the WorkSafeBC Selection Committee, or negotiate a contract directly with a Respondent.

2.3 WorkSafeBC reserves all rights defined herein Section I, Instructions to Respondents, “1.0 Introduction”, as deemed in the best interest of WorkSafeBC.

2.4 If WorkSafeBC requests presentations, short-listed Respondent(s) will be notified after the RFIQ closing of the specific time, date and location for a presentation of their submission. All costs incurred in the preparation of the responses and the presentation, including all travel costs, are the responsibility of the Respondent and are not chargeable to WorkSafeBC. WorkSafeBC will try to accommodate the availability of all Respondent(s). However, WorkSafeBC reserves the right not to continue with Respondent(s) who are not available for a presentation.

3.0 INFORMATION SECURITY AND AUDIT

3.1 Under the provisions of the British Columbia Workers Compensation Act and the British Columbia Freedom of Information and Protection of Privacy Act, the confidentiality of employee, employer, injured worker and other information must be protected. The Respondent must be able to demonstrate compliance with WorkSafeBC Information Security Policy. For the purposes of this Request for Information and Qualification, certified compliance with ISO 17799 or an

equivalent, internationally recognized Information Security standard, is considered an acceptable equivalent to WorkSafeBC Information Security Policy.

4.0 REQUIREMENTS

.1 Program Objectives

The overall objective of WorkSafeBC's accounts under \$1,500.00 Collection Program is to achieve equity in collections and real value to WorkSafeBC relative to the resources assigned by:

- ensuring all accounts in WorkSafeBC 's collection inventory are addressed from a collection perspective;
- to develop an ongoing relationship with external vendor(s) to assist with the collection process in a cost effective manner; and
- to raise the level of interaction with our customers to resolve billing and account status issues.

.2 Background

The volume of accounts included in the inventory under \$1,500.00 averages 15,000 accounts for a total of \$7.0 million outstanding. Of this total approximately 2,000 are cancelled accounts totaling approximately \$1 million. Approximately 600 new cancelled accounts enter the inventory of accounts under \$1,500.00 during each quarter.

As a result of the political, media and social attention that WorkSafeBC attracts, a high level of sensitivity to these environmental factors must be considered in the collection of WorkSafeBC accounts.

.3 Scope of Work

The Scope of Work may include:

- 1) On an ongoing basis, the collection of cancelled accounts under \$1,500.00.
- 2) Future initiatives could include the collection of active annual/quarterly (reporting and remitting) accounts under \$1,500.00.
- 3) Skip tracing – locating firms and individuals who have moved giving no forwarding address and have an unresolved balance owing to WorkSafeBC.

Although WorkSafeBC makes no commitments regarding the volumes of work for the cancelled accounts under \$1,500.00, it can be estimated that approximately 600 cancelled accounts per quarter will be identified. No formal commitment on volumes can be provided.

.4 Skill, Knowledge and Experience

WorkSafeBC requires a Respondent who has a minimum of five (5) years experience providing similar services as described herein to organizations of similar size and nature, who is able to provide skilled resources capable of fulfilling the expectations set out in this RFIQ. The Respondent should demonstrate evidence of significant recent successes on a number of other assignments of similar or greater magnitude, environmental factors, and complexity.

The experience, skills and knowledge considered critical to the success of this program and on which the Response will be evaluated are outlined below.

- 1) Staff possess the skill level required to carry out the work:
 - a. Collection Experience - of company and staff
 - b. Education - of the various levels of staff
 - c. Knowledge of various Federal and Provincial Statutes as related to collections
 - d. Professional/respectful business etiquette
 - e. Ability to manage and work within the environmental factors and understand the sensitivity of the collection needs of WorkSafeBC
 - f. Established ongoing training plans to equip staff to meet market demands
 - g. Membership and/or participation in professional organizations (i.e. Credit Institute of Canada)
- 2) Complaint resolution plan
- 3) Code of Ethics and Conduct
- 4) Proven collection work plans

.5 Selection of Respondent(s)

WorkSafeBC anticipates that it may select up to two (2) providers: a primary provider, and a secondary provider as backup in the event that the primary provider advises they are unable to handle the volume of work at any given time, or are deemed unable to handle the volume of work at any given time at the sole discretion of WorkSafeBC.

.6 System Requirements and Technology

WorkSafeBC requires a Respondent to have the systems and technology in place to support the exchange of information required to fulfill the expectations set out in the RFIQ. At a minimum, a respondent should have the following system and technological components in place:

- 1) Equipped with hardware and software to facilitate secure two way electronic data transfer for the exchange of data and customer contact information (Refer to Appendix D)
- 2) Upload capabilities
- 3) Provide WorkSafeBC staff with web access to collection files of assigned accounts and ad hoc reports
- 4) Call centre operation

- 5) Predictive dialer
- 6) Electronic security
- 7) Data security
- 8) Ability to offer national coverage

.7 Reporting and Payments :

The Respondent should possess and provide details of their system or methodology that would enable them to provide:

- 1) Flexible reporting capabilities, including inventory reports, close out reports, statistical analysis reports
- 2) Minimal transition costs
- 3) The ability to transmit payment detail electronically and securely, using data encryption
- 4) Flexible invoice and payment cycles

.8 Transition

Upon the execution of any agreement, the Contractor and WorkSafeBC will be responsible for developing a timely and orderly transition to the commencement of the services of the contract.

.9 Compensation Options

The Respondent is requested to provide detail within Section III on how they envision compensation should be made by WorkSafeBC for rendering the following services:

- 1) Collection of cancelled accounts under \$1,500.00.
- 2) Collection of active annual (reporting and remitting) accounts under \$1,500.00.
- 3) "Skip tracing" (locating employers and individuals who have moved and leaving no forwarding address).
- 4) Collection of active quarterly (reporting and remitting) accounts under \$1,500.00.

5.0 EVALUATION

5.1 Evaluation and short-listing of Respondents shall be based on WorkSafeBC's evaluation of the responses using criteria that include, but are not limited to:

Company Capability and Experience	25%
Methodology, Service, Approach and Support	30%
Technical Capability	20%
Cost	25%
Total:	100%

5.2 WorkSafeBC may invite Respondent(s) to make a presentation to WorkSafeBC. At the discretion of WorkSafeBC, the evaluation for the second phase, if required will be based on

the following consideration, in addition to those listed above, and award determined by total overall score:

Interview/Presentation: 25 %

- 5.3 Any awarding of a contract will be subject to satisfactory reference checks and protection of privacy assessment, in the sole opinion of WorkSafeBC.
- 5.4 Respondents that score highly in the initial evaluation process will be assessed to determine their ability to comply with the Protection of Information and Personal Privacy. WorkSafeBC reserves the right not to award a contract to Respondents that score unsatisfactory on Appendix B, Protection of Privacy Assessment.
- 5.5 If WorkSafeBC requests presentation(s) the Respondent will be responsible to ensure that staff attending the presentation are able to respond to detailed business and/or technical questions.

SECTION III - RESPONSE FORMAT

Respondents are invited to be creative and address any other approaches and other deliverables that may achieve the goals. WorkSafeBC requests that you include the following minimum information in your response.

Please enclose the **signed Section IV RFIQ Response Form ON TOP of your submission package.**

Please provide your response in the same sequence of topics as listed below (see sections 1.0 to 4.0). Respondents are not limited in their level of response, but are encouraged to provide sufficient information that will enable WorkSafeBC to determine how well the solution offered will meet the objectives and requirements. Please include any additional information in appendixes following your response to the following criteria, in this order.

Please provide a Table of Contents for your submission.

1.0 COMPANY CAPABILITY AND EXPERIENCE
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- 1.1 Please include a letter of introduction with an overview of your company, its history, its number of years experience in work described herein and its future plans (Maximum 2 pages)
- 1.2 Please complete and include Appendix B: Protection of Privacy Assessment...
- 1.3 Using Appendix A References, provide evidence and a description of your experience by providing a minimum of three (3) company references for work including names and addresses of clients for whom your organization provided your proposed solution who are similar in scope, size and technical requirements to WorkSafeBC and are located in Canada, within the past five (5) years. Attach any additional details or related information on your references if you wish.
- 1.4 Please provide an overview of your customer base in Canada including market experience for your proposed solution. Please provide details of your proposed solution including its age, history, whether it is web-based and any other information you would like to provide. Please provide contact information for the individual who can respond to any questions that we may have.
- 1.5 Please provide evidence of relevant experience of your key personnel who would be dealing with WorkSafeBC's account and include a brief description of their role in other projects that are similar to that proposed for WorkSafeBC. Provide information and resumes showing the qualifications and experience of proposed resources in relation to the skills knowledge and experience outlined within Section II, 4.0 Requirements, subsection .4; Code of Ethics, Conduct, and proven collection work plans.

2.0 METHODOLOGY, SERVICE, APPROACH AND SUPPORT

2.1 Using the items provided as a guideline in Section 4.0 Requirements:

.1 Project Objectives

Please provide details of your service approach and the methodology that will achieve equity in collections and real value to WorkSafeBC relative to the resources assigned.

.2 Scope of the Work

Please provide details as to your approach according to the scope of work outlined in order to meet program objectives.

.3 Reporting and Payments

Please provide details of your systems and method that enables you to provide the requirements as described in item .7 of the Business Requirements in Section II.

.4 Implementation of Service

In meeting the business objective and program requirements, please outline your method in implementing the services outlined, including the transition between old and new contracts.

.5 Compensation Options

Please provide your proposed method in receiving compensation for rendering the services as outlined in item .9 within Section II

.6 Other Offerings

WorkSafeBC is interested in hearing any suggestion as to service offerings not included in the requirements within this RFIQ.

.7 Value Added Services

Please list services, if any, that you would provide at no additional charge.

3.0 TECHNICAL CAPABILITY

3.1 Using the information provided within Appendix D, and in response to item .6 within Section II, please describe your ability to meet WorkSafeBC's System and Technology requirements and give evidence that you have the following system and technological components in place for each of the following:

- .1 Equipped with hardware and software to facilitate secure two way electronic data transfer for the exchange of data and customer contact information (Refer to Appendix D). Please list specific applications used and describe the methods used for secure transfer of encrypted electronic data
- .2 Upload capabilities

- .3 Provide WorkSafeBC staff with web access to collection files of assigned accounts and ad hoc reports
- .4 Call centre operation
- .5 Predictive dialer
- .6 Electronic security
- .7 Data security
- .8 Ability to offer national coverage

4.0 COST

4.1 Using the elements outlined within the following table, please provide order of magnitude cost estimates. Costs are requested for budget purposes and will be used to determine whether to proceed.

Collection Service	Rate / Unit
Collection of cancelled accounts under \$1,500.00	%
Collection of active annual (reporting and remitting) accounts under \$1,500.00	%
Skip tracing – locating firms and individuals who have moved giving no forwarding address and have an unresolved balance owing to WorkSafeBC. Please base price on one unit. If you have a pricing structure for various volume locates, please attach additional info.	\$ per locate
Collection of active quarterly (reporting and remitting) accounts under \$1,500.00 (Pilot)	%

4.2 Please include any other cost items that you feel may be applicable in the following table:

Other Cost Items	Amount

SECTION IV - RFIQ RESPONSE FORM – RFIQ #030-2009

WORKERS' COMPENSATION BOARD OF BRITISH COLUMBIA (WORKSAFEBC)
6951 WESTMINSTER HIGHWAY, RICHMOND, BC V7C 1C6

Company Name:

I/We hereby offer the information in our response to WorkSafeBC for review. I/We understand that this information is provided in response to a Request for Information & Qualification and that nothing in the RFIQ document should be construed as binding on WorkSafeBC or that a contract need be awarded.

APPENDICES TO RFIQ:

WorkSafeBC requests that any appendixes as called for in the RFIQ be completed and attached to this RFIQ Response form. All appendixes form an integral part of this response. I/We enclose:

Appendix A	References
Appendix B	Protection of Privacy Assessment

ADDENDA

I/We acknowledge receipt of the following applicable Addenda to the RFIQ (please add additional spaces as needed, to accommodate all issued addenda):

ADDENDUM:	DATE OF ADDENDUM	FROM PAGES	TO PAGES
Addendum No. 1			
Addendum No. 2			

Authorized signing officer

<i>Legal / Business Name:</i>	
<i>Other names under which your Company operates:</i>	
<i>Address:</i>	<i>Telephone Number:</i>
<i>City, Province, Postal Code:</i>	<i>Fax Number:</i>
<i>Signature:</i>	<i>Title:</i>
<i>Print Name:</i>	<i>Date:</i>
<i>Official Email Address:</i>	
<i>WorkSafeBC Registration Number:</i>	

Any clauses in a document received in response to this procurement process which purports to limit WorkSafeBC's obligations under FIPPA will be considered void and severable from the response. By answering this RFIQ the Respondent will be deemed to have accepted this term.

APPENDIX A - REFERENCES

<i>Company Name:</i>	
<i>Address:</i>	<i>Telephone Number:</i>
<i>City, Province, Postal Code:</i>	<i>Fax Number:</i>

Provide three (3) references for services to Canadian organizations that are similar in scope and environment to WorkSafeBC and WorkSafeBC's requirements within the past five (5) years.

1 COMPANY NAME & ADDRESS	
Contact Name	
Telephone No.	
Brief Description of Project	
2 COMPANY NAME & ADDRESS	
Contact Name	
Telephone No.	
Brief Description of Project	
3 COMPANY NAME & ADDRESS	
Contact Name	
Telephone No.	
Brief Description of Project	

APPENDIX B – PROTECTION OF PRIVACY ASSESSMENT

PROTECTION OF PRIVACY ASSESSMENT

The Freedom of Information and Protection of Privacy Act (FIPPA) requires WorkSafeBC and any Service Provider to it, ensures personal information in its custody or under its control is stored or accessed only in Canada except in limited circumstances. As a condition of contract award, the Contractor must provide evidence of their compliance. Submit the following information as an attachment to your submission.

Further information is available regarding this requirement at:
<http://www.msar.gov.bc.ca/privacaccess>.

<p>1.1 Is your company a subsidiary and/or has any affiliation of any type with any entity outside of Canada?</p> <p>If yes, state their names and relationships:</p>	<p><input type="checkbox"/> Yes or <input type="checkbox"/> No</p>
<p>1.2 State the legal status of the business. E.g. Sole proprietor, partnership or limited company.</p> <p>1.2.1 If the business is a partnership, state the countries where the partners reside;</p> <p>1.2.2 If the business is a limited company, state the countries where the directors reside.</p>	
<p>1.3 Is your company wholly owned by a Canadian entity?</p> <p>If no, state the nature of the foreign ownership:</p>	<p><input type="checkbox"/> Yes or <input type="checkbox"/> No</p>
<p>1.4 Is your company controlled and operated by a Canadian entity?</p> <p>If no, state the nature of the foreign control and operations:</p>	<p><input type="checkbox"/> Yes or <input type="checkbox"/> No</p>
<p>1.5 State the location where personal information is currently stored, by whom and who would have access to this information.</p>	

1.6 State how and the location where you propose to store and access personal information you obtain from WorkSafeBC, if successful.

1.7 State who provides systems & equipment maintenance and data recovery services for your data systems and state their location. If it is not an employee, answer 1.1 to 2.0 in relation to the proposed subcontractor.

1.8 Provide a description of current employee procedures and rules relating to disclosure, access and control of personal information (e.g. levels of access, circumstances, frequency and familiarity with FIPPA, security clearance requirements).

1.9 Provide a description of an existing operational privacy plan in the event of a security or privacy breach relating to personal information (eg. email breach, home invasion, theft).

2.0 If you propose to subcontract any portion or all of the work under the contract, if you are successful, state where and to whom you intend to subcontract with, and answer 1.1 to 2.0 in relation to the proposed subcontractor.

APPENDIX C – WORKSAFEBC OVERVIEW CORPORATE PROFILE

WorkSafeBC (the Workers' Compensation Board) is an independent statutory agency that serves nearly 2.3 million workers and about 197,000 employers throughout British Columbia. It is funded through insurance premiums paid by registered employers and through investment returns. The *Workers Compensation Act* empowers WorkSafeBC to enforce occupational health and safety standards, provide legislated compensation and rehabilitation benefits to injured workers or their dependents, and collect funds from businesses to operate the workers' compensation system. In administering the Workers Compensation Act, WorkSafeBC remains separate and distinct from government. However, WorkSafeBC is accountable to the public through the provincial government, which is responsible for protecting and maintaining the overall well-being of the workers' compensation system.

WorkSafeBC is dedicated to:

- Working with our partners to achieve our vision: keeping workers and workplaces safe and secure from injuries, disease and fatalities.
- Rehabilitating injured workers and returning them to productive, safe employment.
- Providing sound financial management for a viable workers' compensation system.
- Protecting the public interest.

Most of WorkSafeBC's head office operations are located at 6951 Westminster Highway, in Richmond, B.C.

Major regions throughout B.C. are represented by area offices in Abbotsford, Courtenay, Kamloops, Kelowna, Nanaimo, Nelson, Prince George, Terrace, and Victoria. Four Lower Mainland offices are located in Burnaby, Coquitlam, North Vancouver, and Surrey.

WorkSafeBC currently employs in excess of 2,500 people; approximately 2,000 work in the head office facilities, with the balance located in regional centres.

Our mandate to provide insurance coverage to employers and rehabilitation/compensation to injured workers and their families is just the beginning of our commitment. Our mission is to assist the workers and employers of BC to create and sustain a culture of health and safety in the workplace through our compassionate and supportive services, sound decisions and advice, and solid financial stewardship.

Our commitment is to make a difference one human being at a time.

APPENDIX D – WORKSAFEBC CURRENT IT ARCHITECTURE
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Overview

WorkSafeBC's technology architecture employs a distributed computing model. The production processing environment consists of a single IBM mainframe (z/OS), over 300 Intel-based Microsoft Windows 2003 servers, and several UNIX (AIX) servers. These systems are complemented by approximately 3,000 personal computers used throughout the province.

Distributed Server Platform

Distributed server functions are delivered primarily on HP Intel-based server hardware running Microsoft Windows 2003 operating systems. Examples of the services delivered on Windows 2003 Servers are: file/print sharing, Web and application servers, Microsoft SQL 2005 Servers, and Microsoft Exchange. WorkSafeBC-supported application servers include: Microsoft Internet Information Server (IIS), Microsoft Standard and Enterprise Servers (COM+/.NET), and IBM WebSphere Application Server.

Application Development Platform

New business applications are designed and developed as Internet/Intranet based solutions. The primary tool used for development on the Microsoft Enterprise Server platform is Microsoft Visual Studio 2008 (.NET) and J2EE development on eclipse. Middle-tier business and data access components are hosted on a cluster of load balanced application servers, while UI components, written in ASP.NET, are hosted on a cluster of load balanced web servers. Communication between UI components and middle-tier components is done using web services.

Claims Management System

A new Claims Management application is being designed using the Curam application framework, based on J2EE and deployed on IBM WebSphere Application Servers. The DBMS for the Claims Management application is DB2 on z/OS.

Database Management System

The principal corporate data store (DBMS) is DB2 on the mainframe. The standard DBMS on Intel Servers is Microsoft SQL Server. Data is exchanged between n-Tier applications and mainframe data sources (mainly in DB2) using the IBM DB2 Connect database gateway.

PC Workstation Platform

WorkSafeBC's personal computers are standardized on Intel Pentium processors, and run Microsoft Windows XP (SP 3) Professional operating system. The desktop application suite is Microsoft Office 2003 (a migration project to MS Office 2007 is underway), IE 7 and Windows Media Player 10. Notebook computers and Tablet PC's are used by employees who work away from fixed office locations.

Network Environment

IP is the network protocol. The Local Area Network consists of Fast Ethernet connected to a Gigabit Ethernet internal network. Most WorkSafeBC regional locations are connected to the head office building through TELUS' IP Networks.

Internet access is through two links provided by TELUS. The 10 Mbps link handles inbound application traffic while a 100 Mbps link handles outbound web browsing, inbound VPN and other internal services. Outbound user traffic is controlled by Microsoft Internet Security & Acceleration Server integrated with content filtering software. Access to and from the Internet is controlled by perimeter firewalls.

Remote Access Services

Remote access services are offered using virtual private networking (VPN), PSTN dialup, Citrix Terminal Services, Microsoft Outlook Web Access, NetMotion's Mobility XE, and RIM's BlackBerry. RSA SecurID provides 2-factor authentication as an additional security layer to control remote access to the network.

Collaboration & Communication Services

MS Exchange provides e-mail services. Collaboration services are based on MS Communication Server and MS Sharepoint Server. A corporate Intranet is deployed on a Microsoft Sharepoint Portal Server.

General Information

WorkSafeBC maintains an external World Wide Web presence through its "WorkSafeBC Online" site (www.worksafebc.com).