



**Workers' Compensation Board of British Columbia**

**Corporate and Health Care Purchasing**

***Request for Information & Qualification (RFIQ)***

**Operations Research and Business  
Re-Engineering Projects**

**RFIQ #035-2009**

**Issue Date: August 10, 2009**

The Workers' Compensation Board has embarked on several ongoing initiatives designed to reduce claims administrative costs by re-engineering business processes through the application of systems technology

**WorkSafeBC requests that responses be submitted by:**

**2:00 PM Pacific Time on August 28, 2009**

**Delivery Instructions:**

<b>Mail / Courier / By Hand:</b>
<b>Worker and Employer Services – Main Entrance/Security Desk WorkSafeBC 6951 Westminster Highway Richmond, BC V7C 1C6 Attn: Corporate and Health Care Purchasing</b>
<b>Electronically</b>
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.
<b>Email &amp; Fax responses will NOT be accepted.</b>

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<b>SECTION I - INSTRUCTION TO RESPONDENTS</b>
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<b>1.0 INTRODUCTION</b>
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**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 (RAI) 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 RAI 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.
- 1.8 The information provided to the Respondent in this RFIQ is confidential and proprietary; it must be kept strictly confidential and the Respondent must not disclose any of the information to any

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person or entity except to those of the Respondent's employees, officers, and directors who have a clear and bona fide need to know the information in order to prepare a Response to this RFIQ.

<b>2.0 RFIQ SUBMISSION AND DELIVERY INSTRUCTIONS</b>
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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 August 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**

2.3 WorkSafeBC requests that responses be delivered by **one** of the following methods:

*Hardcopies:*

- **One (1) original plus one (1) copy of the response in hardcopy, and**
- 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**

*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.**

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**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](http://www.bcbid.gov.bc.ca)), or the WorkSafeBC website ([www.worksafebc.com](http://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 Dianne Tatoy at 604-279-7464 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:**

**Jason Cherkas, Senior Purchasing Officer**

Corporate and Health Care Purchasing

Phone #: (604) 231-8362

Fax #: (604) 276-3260

Email: [purchase@worksafebc.com](mailto: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.

<b>6.0    AGREEMENT FOR INTERNAL TRADE</b>
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- 6.1    If the value of any response(s) resulting from this Request for Information & Qualification exceeds the cost thresholds stipulated in Annex 502.1A 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.

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## **SECTION II – BUSINESS OBJECTIVES**

### **1.0 PURPOSE**

- 1.1 WorkSafeBC has embarked on several ongoing initiatives designed to improve services to its clients that are primarily the employers and injured workers of British Columbia.
- 1.2 These initiatives will significantly improve client service quality, enhance the working environment for WorkSafeBC staff and reduce claims administrative costs by re-engineering business processes through the application of systems technology.

### **2.0 PROCESS**

- 2.1 WorkSafeBC is seeking proposals from Respondents to assist us with the concepts, methods, techniques and technologies around Operations Research, Business Process Re-engineering, Data Analysis and Data Reporting.
- 2.2 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 intends to select a Primary and a short list of Secondary Respondents to provide these services. Projects will be awarded to the Primary Respondent, and if the Primary Respondent is unable to perform the work, or previous work has been unsatisfactory, project work will be awarded to one of the Secondary Respondents, at the sole discretion of the WorkSafeBC.
  - a. WorkSafeBC will continue to award contracts for new project work to the Primary Respondent or Secondary Respondents for a period of one (1) year, at which time the services which have been provided will be reviewed. Based on this review, WorkSafeBC reserves the right to continue using and awarding contracts to the Primary Respondent or Secondary Respondents for up to four (4) additional years without requesting new proposals.
- 2.4 WorkSafeBC reserves all rights defined herein Section I, Instructions to Respondents, “1.0 Introduction”, as deemed in the best interest of WorkSafeBC.

- 2.5 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 may be required to demonstrate their compliance with WorkSafeBC Information Security Policy for high risk projects. 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 INTERNAL CONTROLS AND PROCEDURES**

- 4.0 The Canadian Institute of Chartered Accountants (CICA) Section 5970 Reporting provides assurances regarding the appropriateness of existing internal controls and procedures. The successful Respondent may be required to demonstrate that a 5970 report has been completed within the last 12 months and provide a copy, or demonstrate commitment to completing a 5970 Report within six (6) months of a contract award for high risk projects.

### **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 Profile, Qualifications, Capabilities, Reputation and Experience	25%
Respondent's Experience, Skills and Knowledge to provide the services specified in this RFIQ	35%
Respondent's rates	30%
Value Add	10%
<b>Total:</b>	<b>100%</b>

- 5.2 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.

- 5.3 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.

## **6.0 DURATION OF CONTRACTS**

- 6.1 The maximum duration of any contract awarded under any Resource Request including both initial term and any subsequent renewal will be a maximum of 48 months.

## **7.0 SCOPE OF WORK AND SPECIFIC ROLES & RESPONSIBILITIES**

- 7.1 The successful Respondent will be responsible for performing the following roles and responsibilities and producing the deliverables specified for each project:
- a) Provide expertise and advice in the areas of Operations Research, Business Process Re-engineering, Data Analysis and Data Reporting.
  - b) The successful Respondent may also be asked to provide applications development expertise and resources in order to deliver on the outcomes of the project identified.

## **8.0 SKILLS, KNOWLEDGE & EXPERIENCE**

- 8.1 WorkSafeBC requires a Respondent capable of providing a combination of skilled individuals able to fulfill the roles outlined in this RFIQ. These individuals should be able to demonstrate significant experience with success on other similar assignments.
- 8.2 WorkSafeBC reserves the right to review and approve the proposed resources and their qualifications prior to determining their suitability to this proposal or any subsequent assignments.
- 8.3 The following skills, knowledge and experience are considered an asset. It is understood that every individual will not possess all of the skills, knowledge and experience detailed below. However, it is expected that the combination of individuals proposed will possess all of these.
- Proven record of successful Operations Research and Business Re-engineering projects.
  - Proven experience in providing Data Analysis and Data Reporting services.
  - Proven experience in identifying benefit opportunities in large complex business processes and expressing these benefits as a value proposition for IT investment.
  - Possess at least an undergraduate degree in computer science, engineering, mathematics or business with further training in Operations Research, Business Re-engineering, Data Analysis and Data Reporting techniques.
  - Familiar with Operations Research methodologies such as simulation, game theory and queuing theory, as well as various approaches to Business Process Re-engineering, Data Analysis and Data Reporting.
  - Proven track record of designing, developing and implementing complex system solutions.
  - Knowledge of WorkSafeBC and/or similar quasi-governmental or insurance organizations.

- Strong analytical skills with a focus on pragmatic solutions that address technical, operational and management issues.
- Excellent facilitation, organizational, communication and written skills.
- Excellent interviewing skills and experience dealing with senior executives.

## **9.0 RESOURCES**

### **9.1 FEE STRUCTURE**

Please provide a fee structure based upon a **daily rate**, for each of the following roles:

- Engagement Partner
- Program Manager
- Senior Analyst
- Junior Analyst

In addition, please provide a table showing the average **daily rate** for all positions types within your company that may be relevant to the scope of the requirements described in this RFP.

The request for daily rates should not be construed as implying that all work must be done on a daily rate basis. On a project by project basis, the WorkSafeBC reserves the right to negotiate the fee structures, including fixed pricing, time and materials, or other pricing options.

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## **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 1.0 to 6.0).

Please provide a **Table of Contents** for your submission.

### **1.0 COMPANY PROFILE**

1.1 Please include the following:

- Letter of introduction with an overview of your company background and profile. (Maximum 2 pages).

### **2.0 EVIDENCE OF RELEVANT COMPANY EXPERIENCE**

2.1 Please enclose Appendix A (References) and attach it to the RFIQ Response Form. Provide evidence and a description of your experience by providing a minimum of **THREE (3)** company references for work of a similar nature including:

- Names and addresses of clients for whom your organization has provided similar work, products and/or solutions.
- Please describe how this experience uniquely qualifies you to provide the services described in this RFIQ.
- Knowledge of WorkSafeBC and/or similar quasi-governmental or insurance organizations.

### **3.0 RISK ASSESSMENT REGARDING THE PROTECTION OF PRIVACY**

3.1 Please complete Appendix B and provide the details requested regarding the protection of Personal Information.

### **4.0 RESPONSE INFORMATION / DETAILS**

4.1 Please include the following information with your Proposal:

#### **.1 Prerequisite Skills, Knowledge and Experience**

This project will require individual(s) capable of fulfilling the roles and responsibilities described in this RFIQ. Please provide details to demonstrate that the individuals proposed have the following skills, knowledge and experience, including:

- Evidence and a description of a minimum of three (3) samples of presentations and/or written material produced in other engagements similar to those outlined in this RFIQ.

- Resumes: Please provide the following one (1) resume for each of the following positions currently employed by your company, and a description of their skills, knowledge and experience:
  - Engagement Partner
  - Program Manager
  - Senior Analyst
  - Junior Analyst

<b>5.0 FEE STRUCTURE</b>
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5.1 Please provide a fee structure based upon an **daily rate**, for each of the following roles:

- Engagement Partner
- Program Manager
- Senior Analyst
- Junior Analyst

5.2 In addition, please provide a table showing the average **daily rate** for all positions types within your company that may be relevant to the scope of the requirements described in this RFIQ.

<b>6.0 VALUE ADD</b>
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6.1 Please take the opportunity to describe the unique contributions your solutions or experience can deliver for WorkSafeBC. You may wish to discuss one or more of the following:

- Your proposed value-add not captured elsewhere in the response.
- Proposed additional functionality components to meet WorkSafeBC's business requirements.
- Other considerations WorkSafeBC should weigh that are not covered in the RFIQ.

Please indicate examples of value add services that can be confirmed by your references.

**SECTION IV - RFIQ RESPONSE FORM – RFIQ #035-2009**

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

<b><i>Company Name:</i></b>
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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.

**APPENDIX(ES) 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:

<b>Appendix A</b>	References
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**ADDENDA**

I/We acknowledge receipt of the following applicable Addenda to the RFIQ:

<b>ADDENDUM:</b>	<b>DATE OF ADDENDUM</b>	<b>FROM PAGES</b>	<b>TO PAGES</b>
Addendum No. 1			
Addendum No. 2			

***Authorized signing officer***

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

**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.**

<b>APPENDIX A - REFERENCES</b>
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<i>Company Name:</i>	
<i>Address:</i>	<i>Telephone Number:</i>
<i>City, Province, Postal Code:</i>	<i>Fax Number:</i>

Provide three (3) company references for work, products and/or solutions of similar nature in the past five (5) years.

<b>1 COMPANY NAME &amp; ADDRESS</b>	
Contact Name	
Telephone No.	
Brief Description of Project	
<b>2 COMPANY NAME &amp; ADDRESS</b>	
Contact Name	
Telephone No.	
Brief Description of Project	
<b>3 COMPANY NAME &amp; ADDRESS</b>	
Contact Name	
Telephone No.	
Brief Description of Project	

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<b>APPENDIX B – PROTECTION OF PRIVACY ASSESSMENT</b>
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The Freedom of Information and Protection of Privacy Act (FIPPA) requires that 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. Further information is available regarding this requirement at: [www.msar.gov.bc.ca/privacyaccess](http://www.msar.gov.bc.ca/privacyaccess).

Please provide the following information:

- 1.1 State if your company is a subsidiary and/or has any affiliation of any type with any entity outside of Canada, if yes, state their names and relationships.
- 1.2 State the legal status of your company. E.g. Sole proprietor, partnership, limited company or incorporated.
  - 1.2.1 If the business is a partnership, state the countries where the partners reside.
  - 1.2.2 If the business is a limited company, state the countries where the directors reside.
- 1.3 State if your company is wholly owned by a Canadian entity or not, if not state the nature of the foreign ownership.
- 1.4 State if your company is controlled and operated by a Canadian entity or not, if not state the nature of the foreign control and operations.
- 1.5 State the location where personal information is currently stored, by whom and who would have access to this information.
- 1.6 State the location and how you propose to store and access personal information (both hard and soft copies) you obtain from WorkSafeBC, if successful.
- 1.7 State who provides systems and equipment maintenance and the data recovery services for your data systems and state their location. If it is not an employee, answer 1.1 to 1.10 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, etc.).
- 1.9 Provide a description of an existing operational privacy plan in the event of a security or privacy breach relating to personal information (E.g. email breach, home invasion, theft).
- 1.10 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 1.10 in relation to the proposed subcontractor.

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<b>APPENDIX C – WORKSAFEBC OVERVIEW CORPORATE PROFILE</b>
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WorkSafeBC (the Workers' Compensation Board) is an independent statutory agency that serves nearly 2 million workers and about 185,000 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.

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<b>APPENDIX D – WORKSAFEBC CURRENT IT ARCHITECTURE</b>
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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 200 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 Server, and Microsoft Exchange. WorkSafeBC-supported application servers include: Microsoft Enterprise Server (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 2003 (.NET). 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 2) Professional operating system. The desktop application suite is Microsoft Office 2003, IE 6 and Windows Media Player 9. 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 MPLS service (10/100 Mbps wide area network (WAN) service). Smaller locations use ADSL.

Internet access is through two links provided by TELUS. The 10 Mbps links handle outbound web browsing and inbound application traffic. 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.

## **General Information**

WorkSafeBC maintains an external World Wide Web presence through its "WorkSafe Online" site ([www.worksafebc.com](http://www.worksafebc.com)). A corporate Intranet is deployed on a Microsoft Sharepoint Portal Server.