



Request for Proposals

Digital Identity and Trust Technical Services

Ministry of Citizens’ Services | RFP Number: ON-003723 | Issue date: December 29, 2021

Closing Time: Proposals must be received **before** 2:00 PM Pacific Time on: January 28, 2022

DELIVERY OF PROPOSALS: Proposals must be in English and must be submitted using one of the submission methods below, and must either (1) include a copy of this cover page that is signed by an authorized representative of the Proponent or (2) otherwise identify the RFP, identify the Proponent and include the signature of an authorized representative of the Proponent that confirms the Proponent’s intent to be bound, or (3) be submitted by using the e-bidding key on BC Bid (if applicable), in accordance with the requirements set out in Section 2.2:

BC Bid Electronic Submission: Proponents may submit an electronic proposal using BC Bid. Proposals must be submitted in accordance with the BC Bid requirements and e-bidding key requirements (found at www.bcbid.ca). Only pre-authorized electronic bidders registered on the BC Bid system can submit an electronic proposal using the BC Bid system. Use of an e-bidding key is effective as signature.

Regardless of submission method, proposals must be received before Closing Time to be considered.

A proposal is deemed to incorporate the Confirmation of Proponent’s Intent to Be Bound below, without alteration.

CONFIRMATION OF PROPONENT’S INTENT TO BE BOUND:

The enclosed proposal is submitted in response to the referenced Request for Proposals, including any Addenda. By submitting a proposal the Proponent agrees to all of the terms and conditions of the RFP including the following:

- a) The Proponent has carefully read and examined the entire Request for Proposals;
- b) The Proponent has conducted such other investigations as were prudent and reasonable in preparing the proposal; and
- c) The Proponent agrees to be bound by the statements and representations made in its proposal.

PROponent NAME (please print): _____

NAME OF AUTHORIZED REPRESENTATIVE (please print): _____

SIGNATURE OF AUTHORIZED REPRESENTATIVE: _____

DATE: _____

GOVERNMENT CONTACT: Enquiries related to this RFP, including any requests for information or clarification may only be directed in writing to the following person who will respond if time permits before the Closing Time. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses providing new information will be recorded and posted to BC Bid or otherwise distributed to prospective Proponents.

Aftab Ahmad
Procurement@gov.bc.ca

The cut-off for submitting any questions related to this RFP to the Government Contact will be **7** days before the Closing Time. Questions received after this time may not be answered.

PROPOSERS' MEETING:

A Proposers' meeting **will not** be held.

ENVIRONMENTAL CONSIDERATIONS FOR PROPOSAL DELIVERY:

The Province encourages Proposers to consider submitting an electronic proposal if that submission method is provided for on the cover page. When submitting in hard copy, the Province encourages Proposers to consider environmental stewardship, as per the following:

- Hard copy proposals should be double side printed on paper that is post-consumer recycled content or forest stewardship certified;
- Thin proposals should be stapled rather than bound;
- Binding, where required, should be comb-type (e.g. Cerlox) rather than plastic or wire spiral for ease of separating to shred and recycle; and
- Binders, where required, should be free from adhered labels (for ease of re use), and/or be made of post-consumer recycled content.

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1 SUMMARY OF THE OPPORTUNITY

The Digital Identity and Trust Program (“the program”) in the Ministry of Citizens’ Services (“the Ministry”) seeks to support every opting-in British Columbian to conduct their personal, professional, and civil society affairs on the Internet in a safe, privacy respecting manner.

The program will need to deploy a number of digital services in order to accomplish the overall goal of British Columbians being able to receive, manage, and show their Verifiable Credentials (“VCs”).

Approximately, seven (7) Key Positions filled by ten (10) resources are required. The resources will contribute to teams, comprised of both Ministry employees and contractors, who are addressing various technical and service needs for Self-Sovereign Identity.

The Province is seeking proposals from Proponents that have demonstrable capacity, capability and experience to provide the Services as described throughout this RFP.

Throughout the Contract Term, the requirement for resources will vary based on the planned project activities and timelines. The Province is seeking a Proponent who can be responsive and adaptive to increased or decreased workload demands. While it is anticipated that the resources will be required from the start of the Contract, actual work to be performed will be determined according to Ministry priorities and budget approvals.

The Ministry intends to enter into a Contract with one successful Proponent. Based on the current program area priorities and anticipated budget, the total Contract price will not exceed in aggregate \$3.7 million (CAD) for the initial Contract Term.

The Initial Term of the Contract is anticipated to be from the date of Contract execution until September 30, 2023 with two (2) options to extend the Contract for an additional one (1) year and one (1) option to extend the Contract for another six (6) months (the option to extend, if elected by the Province, being an Extension Term) at the sole option and discretion of the Province. the Province will provide the Contractor with written notice of its intention to renew, on the same Contract Term and conditions, no later than 3 months prior to the end of the applicable Renewal Term.

Unless an exception applies as described in Section 2.29 b), as a condition of Contract finalization the successful Proponent will be required to provide the Province with a Tax Verification Letter. Please see Section 2.29 for further details. As set out in Section 2.29, the Province will be unable to finalize a Contract with a Proponent that is unable to produce a Tax Verification Letter as a part of Contract finalization, if required.

Further details as to the scope of this opportunity and the requirements can be found within this RFP.

2 RFP PROCESS RULES

2.1 Definitions

Throughout this Request for Proposals, the following definitions apply:

“Addenda” means all additional information regarding this RFP including amendments to the RFP;

“BC Bid” means the BC Bid website located at www.bcbid.ca;

“Closing Location” includes the location or email address for submissions indicated on the cover page of this RFP, or BC Bid, as applicable;

“Closing Time” means the closing time and date for this RFP as set out on the cover page of this RFP;

“Contract” means the written agreement resulting from the RFP executed by the Province and the successful Proponent;

“Contractor” means the successful Proponent to the RFP who enters into a Contract with the Province;

“Government Contact” means the individual named as the contact person for the Province in the RFP;

“Government Electronic Mail System” or **“GEMS”** means the electronic mail system of the Province;

“IT Services” the application of technical IT expertise and business knowledge to help business organizations create, and improve the management and optimization of business processes;

“Key Positions” and **“Key Personnel”** refers to the Resources and is more fully described in Section 5.3 in this RFP;

“Ministry” means the ministry of the government of British Columbia issuing this RFP;

“must”, or **“mandatory”** means a requirement that must be met in order for a proposal to receive consideration;

“Proponent” means a person or entity (excluding its parent, subsidiaries or other affiliates) with the legal capacity to contract, that submits a proposal in response to the RFP;

“proposal” means a written response to the RFP that is submitted by a Proponent;

“Province” means Her Majesty the Queen in Right of the Province of British Columbia and includes the Ministry;

“Request for Proposals” or **“RFP”** means the solicitation described in this document, including any attached or

referenced appendices, schedules or exhibits and as may be modified in writing from time to time by the Province by Addenda;

“should”, **“may”** or **“weighted”** means a requirement having a significant degree of importance to the objectives of the Request for Proposals; and

“Tax Verification Letter” means a letter issued by the Province’s Ministry of Finance to verify that a Proponent meets its applicable B.C. corporate income tax filing obligations and provincial sales tax (PST) filing and payment obligations, which may be required to be produced by a Proponent as a condition of Contract finalization, as described in Section 2.29.

2.2 Acceptance of Terms and Conditions

Submitting a proposal indicates acceptance of all the terms and conditions set out in the RFP, including those that follow and that are included in all appendices and any Addenda.

A proposal must be signed by a person authorized to sign on behalf of the Proponent with the intent to bind the Proponent to the RFP and to the statements and representations in the Proponent’s proposal. A scanned copy of the signed cover page of this RFP is acceptable as is a cover letter identifying the Proponent, identifying the RFP and including a signature of an authorized representative of the Proponent that confirms the Proponent’s intent to be bound. For proposals submitted via BC Bid attachment of the e-bidding key to an electronic proposal constitutes the signature of an authorized representative of the Proponent and is acceptable without additional signature.

2.3 Submission of Proposals

- a) Proposals must be submitted before Closing Time to the Closing Location using one of the submission methods set out on the cover page of this RFP. Proposals must not be sent by fax, except in the circumstances set out below. The Proponent is solely responsible for ensuring that, regardless of submission method selected, the Province receives a complete Proposal, including all attachments or enclosures, before the Closing Time.
- b) For electronic submissions (BC Bid or email), the following applies:
 - (i) The Proponent is solely responsible for ensuring that the complete electronic Proposal, including all attachments, is received before Closing Time;

- (ii) The maximum size of each attachment must be 20 MB or less (Proponents are solely responsible for ensuring that email proposal submissions comply with any size restrictions imposed by the Proponent's internet service provider);
 - (iii) Proponents should submit email proposal submissions in a single email and avoid sending multiple email submissions for the same opportunity. If the file size of an electronic submission exceeds the applicable maximum size, the Proponent may make multiple submissions (BC Bid upload or multiple emails for the same opportunity) to reduce attachment file size to be within the maximum applicable size; Proponents should identify the order and number of emails making up the email proposal submission (e.g. "email 1 of 3, email 2 of 3...");
 - (iv) For email proposal submissions sent through multiple emails the Province reserves the right to seek clarification or reject the proposal if the Province is unable to determine what documents constitute the complete proposal;
 - (v) Attachments must not be compressed, must not contain a virus or malware, must not be corrupted and must be able to be opened. Proponents submitting by electronic submission are solely responsible for ensuring that any emails or attachments are not corrupted. The Province may reject proposals that are compressed, cannot be opened or that contain viruses or malware or corrupted attachments.
- c) Only pre-authorized e-bidders registered on BC Bid can submit electronic bids on BC Bid. BC Bid is a subscription service (\$150 per year) and the registration process may take two business days to complete. If using this submission method, Proponents should refer to the BC Bid website or contact BC Bid Helpdesk at 250-387-7301 for more information. An electronic proposal submitted on BC Bid must be submitted using the e-bidding key of an authorized representative of the Proponent. Using the e-bidding key of a subcontractor is not acceptable.
- d) For email proposal submissions, including any notices of amendment or withdrawal referred to in Section 2.9, the subject line of the email and any attachment should be clearly marked with the name of the Proponent, the RFP number and the project or program title.
- e) The Province strongly encourages Proponents using electronic submissions to submit proposals with sufficient time to complete the upload and transmission of the complete proposal and any attachments before Closing Time.
- f) The Proponent bears all risk associated with delivering its Proposal by electronic submission, including but not limited to delays in transmission between the Proponent's computer and the Government Electronic Mail System or BC Bid.
 - g) While the Province may allow for email proposal submissions, the Proponent acknowledges that email transmissions are inherently unreliable. The Proponent is solely responsible for ensuring that its complete email proposal submission and all attachments have been received before Closing Time. If the Government Electronic Mail System rejects an email proposal submission for any reason, and the Proponent does not resubmit its proposal by the same or other permitted submission method before Closing Time, the Proponent will not be permitted to resubmit its proposal after Closing Time. The Proponent is strongly advised to contact the Government Contact immediately to arrange for an alternative submission method if:
 - (i) the Proponent's email proposal submission is rejected by the Government Electronic Mail System; or
 - (ii) the Proponent does not receive an automated response email from the Province confirming receipt of the email and all attachments within a half hour of the time the email proposal submission was sent by the Proponent.
- An alternate submission method may be made available, at the Province's discretion, commencing one half hour before the Closing Time, and it is the Proponent's sole responsibility for ensuring that a complete proposal (and all attachments) submitted using an approved alternate submission method is received by the Province before the Closing Time. The Province makes no guarantee that an alternative submission method will be available or that the method available will ensure that a Proponent's proposal is received before Closing Time.

2.4 Additional Information

All Addenda will be posted on BC Bid. It is the sole responsibility of the Proponent to check for Addenda on BC Bid. Proponents are strongly encouraged to subscribe to BC Bid's email notification service to receive notices of Addenda.

2.5 Late Proposals

Proposals will be marked with their receipt time at the Closing Location. Only complete proposals received and marked before the Closing Time will be considered to have been received on time. Proposals received late will be marked late and not considered or evaluated. In case of a dispute, the proposal receipt time as recorded by the Province at the Closing Location will prevail whether accurate or not.

2.6 Proposal Validity

Proposals will be open for acceptance for at least 90 days after the Closing Time.

2.7 Firm Pricing

Prices will be firm for the entire Contract period unless the RFP specifically states otherwise.

2.8 Completeness of Proposal

By submitting a proposal the Proponent warrants that, if the RFP is to design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the Contractor at no additional charge.

2.9 Changes to Proposals

By submitting a clear and detailed written notice, the Proponent may amend or withdraw its proposal before the Closing Time. Unless the RFP otherwise provides, Proponents should use a consistent submission method for submitting proposals and any amendments or withdrawals. Upon Closing Time, all proposals become irrevocable. The Proponent will not change any part of its proposal after the Closing Time unless requested by the Province for purposes of clarification.

2.10 Conflict of Interest/No Lobbying

a) A Proponent may be disqualified if the Proponent's current or past corporate or other interests, or those of a proposed subcontractor, may, in the Province's opinion, give rise to an actual or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by a Proponent in the preparation of the RFP or a relationship with any employee, contractor or representative of the Province involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the Government Contact prior to submitting a proposal. By submitting a proposal, the

Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.

b) A Proponent must not attempt to influence the outcome of the RFP process by engaging in lobbying activities. Any attempt by the Proponent to communicate for this purpose directly or indirectly with any employee, contractor or representative of the Province, including members of the evaluation committee and any elected officials of the Province, or with the media, may result in disqualification of the Proponent.

2.11 Subcontractors

a) Unless the RFP states otherwise, the Province will accept proposals where more than one organization or individual is proposed to deliver the services described in the RFP, so long as the proposal identifies the lead entity that will be the Proponent and that will have sole responsibility to deliver the services under the Contract. The Province will enter into a Contract with the Proponent only. The evaluation of the Proponent will include evaluation of the resources and experience of proposed subcontractors, if applicable.

b) All subcontractors, including affiliates of the Proponent, should be clearly identified in the proposal.

c) A Proponent may not subcontract to a firm or individual whose current or past corporate or other interests, may, in the Province's opinion, give rise to an actual or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by the firm or individual in the preparation of the RFP or a relationship with any employee, contractor or representative of the Province involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract. If a Proponent is in doubt as to whether a proposed subcontractor might be in a conflict of interest, the Proponent should consult with the Government Contact prior to submitting a proposal. By submitting a proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.

d) Where applicable, the names of approved subcontractors listed in the proposal will be included in the Contract. No additional subcontractors will be added nor other changes

made to this list in the Contract without the written consent of the Province.

2.12 Evaluation

- a) Proposals will be assessed in accordance with the evaluation criteria. The Province will be under no obligation to receive further information, whether written or oral, from any Proponent. The Province is under no obligation to perform any investigations or to otherwise verify any statements or representations made in a proposal.
- b) Proposals from not-for-profit agencies will be evaluated against the same criteria as those received from any other Proponents.
- c) The Province may consider and evaluate any proposals from other jurisdictions on the same basis that the government purchasing authorities in those jurisdictions would treat a similar proposal from a British Columbia supplier.

2.13 Contract

- a) By submitting a proposal, the Proponent agrees that should its proposal be successful the Proponent will enter into a Contract with the Province on substantially the same terms and conditions set out in Appendix A and such other terms and conditions to be finalized to the satisfaction of the Province, if applicable.
- b) Written notice to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for the goods or services, and no Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events.

2.14 Contract Finalization Delay

If a written Contract cannot be finalized with provisions satisfactory to the Province within thirty days of notification of the successful Proponent, the Province may, at its sole discretion at any time thereafter, terminate discussions with that Proponent and either commence finalization of a Contract with the next qualified Proponent or choose to terminate the RFP process and not enter into a Contract with any of the Proponents.

2.15 Debriefing

At the conclusion of the RFP process, all Proponents will be notified. Proponents may request a debriefing meeting with the Province.

2.16 Proponents' Expenses

Proponents are solely responsible for their own expenses in participating in the RFP process, including costs in preparing a proposal and for subsequent finalizations with the Province, if any. The Province will not be liable to any Proponent for any claims, whether for costs, expenses, damages or losses incurred by the Proponent in preparing its proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

2.17 Limitation of Damages

By submitting a proposal, the Proponent agrees that it will not claim damages, for whatever reason, relating to the Contract or in respect of the competitive process, in excess of an amount equivalent to the reasonable costs incurred by the Proponent in preparing its proposal and the Proponent, by submitting a proposal, waives any claim for loss of profits if no Contract is made with the Proponent.

2.18 Liability for Errors

While the Province has used considerable efforts to ensure information in the RFP is accurate, the information contained in the RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Province, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

2.19 No Commitment to Award

The RFP should not be construed as an agreement to purchase goods or services. The lowest priced or any proposal will not necessarily be accepted. The RFP does not commit the Province in any way to award a Contract.

2.20 No Implied Approvals

Neither acceptance of a proposal nor execution of a Contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

2.21 Legal Entities

The Province reserves the right in its sole discretion to:

- a) disqualify a proposal if the Province is not satisfied that the Proponent is clearly identified;
- b) prior to entering into a Contract with a Proponent, request that the Proponent provide confirmation

of the Proponent's legal status (or in the case of a sole proprietorship, the Proponent's legal name and identification) and certification in a form satisfactory to the Province that the Proponent has the power and capacity to enter into the Contract;

- c) not to enter into a Contract with a Proponent if the Proponent cannot satisfy the Province that it is the same legal entity that submitted the Proponent's proposal; and
- d) require security screenings for a Proponent who is a natural person, subcontractors and key personnel before entering into a Contract and decline to enter into a Contract with a Proponent or to approve a subcontractor or key personnel that fail to pass the security screenings to the Province's satisfaction.

2.22 Reservation of Rights

In addition to any other reservation of rights set out in the RFP, the Province reserves the right, in its sole discretion:

- a) to modify the terms of the RFP at any time prior to the Closing Time, including the right to cancel the RFP at any time prior to entering into a Contract with a Proponent;
- b) in accordance with the terms of the RFP, to accept the proposal or proposals that it deems most advantageous to itself;
- c) to waive any non-material irregularity, defect or deficiency in a proposal;
- d) to request clarifications from a Proponent with respect to its proposal, including clarifications as to provisions in its proposal that are conditional or that may be inconsistent with the terms and conditions of the RFP, without any obligation to make such a request to all Proponents, and consider such clarifications in evaluating the proposal;
- e) to reject any proposal due to unsatisfactory references or unsatisfactory past performance under contracts with the Province, or any material error, omission or misrepresentation in the proposal;
- f) at any time, to reject any or all proposals; and
- g) at any time, to terminate the competition without award and obtain the goods and services described in the RFP by other means or do nothing.

2.23 Ownership of Proposals

All proposals and other records submitted to the Province in relation to the RFP become the property of the Province and, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and the RFP, will be held in confidence. For more information on the

application of the Act, go to http://www.cio.gov.bc.ca/cio/priv_leg/index.page.

2.24 Copyright

This document is subject to copyright and may be used, reproduced, modified and distributed to the extent necessary for the Proponent to prepare and submit a proposal.

2.25 Confidentiality Agreement

The Proponent acknowledges that prior to the Closing Time it may be required to enter into a confidentiality agreement with the Province in order to obtain access to confidential materials relevant to preparing a proposal.

2.26 Alternative Solutions

If more than one approach to deliver the services described in the RFP are offered, Proponents should submit the alternative approach in a separate proposal.

2.27 Collection and Use of Personal Information

Proponents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If the RFP requires Proponents to provide the Province with personal information of employees who have been included as resources in response to the RFP, Proponents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Province. Such written consents should specify that the personal information may be forwarded to the Province for the purposes of responding to the RFP and used by the Province for the purposes set out in the RFP. The Province may, at any time, request the original consents or copies of the original consents from Proponents, and upon such request being made, Proponents will immediately supply such originals or copies to the Province.

2.28 Trade Agreements

This RFP is covered by the following trade agreements:

- a) Trade, Investment and Labour Mobility Agreement;
- b) New West Partnership Trade Agreement;
- c) Canadian Free Trade Agreement;
- d) Canada-European Union Comprehensive Economic and Trade Agreement;
- e) World Trade Organization Agreement on Government Procurement; and
- f) Comprehensive and Progressive Agreement for Trans-Pacific Partnership

For more information, Proponents may contact the Government Contact.

2.29 Tax Verification Letter

- a) As a condition of Contract finalization as described in Section 2.14, the successful Proponent (or any successor to that Proponent) will be required to provide the Ministry with a valid Tax Verification Letter, unless an exception applies as described below. If a Proponent is not able to produce the required Tax Verification Letter during Contract finalization, then the Province will be entitled to terminate discussions with that Proponent and proceed as described in Section 2.14.
- b) A Tax Verification Letter will not be required if:
 - (i) the Contract is valued at *less than* CAN\$100,000, including all fees, expenses and all options to extend or renew the Contract; or
 - (ii) the Contract is in relation to a government transfer as described in Chapter 21 of the Province's Core Policy and Procedures Manual.
- c) If a Tax Verification Letter is required, the Contract will contain, in addition to all other applicable schedules, a schedule that describes the Tax Verification Letter requirements of the Contract.

3 SITUATION/OVERVIEW

3.1 Ministry Responsibility

The Ministry of Citizens' Services provides a wide range of services to British Columbians across the province, both in person and online. From BC Services Cards to freedom of information and information technology infrastructure, we help deliver services that people count on.

The Office of the Chief Information Officer (OCIO) leads strategy, policy and standards for telecommunications, information technology, IT security and the management of the IM/IT investment portfolio for the Province.

The OCIO is accountable for the operation of a broad range of government technology infrastructure as a key enabler in support of business transformation for Government, Broader Public Sector organizations and through participation inter-jurisdictionally on initiatives to evolve technology and business.

3.2 Background

The Digital Identity and Trust Program ("the program") in the Ministry of Citizens' Services ("the ministry") seeks to support every opting-in British Columbian to conduct their personal, professional, and civil society affairs on the Internet in a safe, privacy respecting manner.

A key success factor for the program will mean that British Columbians can confidently use the Internet for all manner of personal, professional and civil society interactions, including the ability to enter into contractual relationships. They will be able to do this free from surveillance by third parties, knowing that their data cannot be used for identity theft.

In order to accomplish this goal, the program will provide digital identity and trust services for BC public body programs. The services will enable those programs to provide British Columbians with verifiable government data; the digital equivalent of accreditations, permits, licenses; and trusted identity documents. For simplicity, these digital credentials are called Verifiable Credentials (VCs).

The program understands that British Columbians are global citizens and therefore must be able to use these VCs outside of our provincial jurisdiction. In order to accomplish this, the program's digital services and accompanying policies make use of open technology and policy models to maximize compatibility with digital services offered globally. The program understands that all of the services and policies must respect the legislative framework of British Columbia and Canada. Please refer to section 4.2 for further information.

Up until the Fall of 2021 the Province's efforts with Verifiable Credentials (VCs) was managed by the Emerging Tech group within the OCIO and IT Services were provided by Quartech Systems Ltd and continue to be provided until the current contract end date of March 31, 2022. In the Fall of 2021 this work has been formalized into a new program.

3.3 Scope

IT Services in the agile development and operation of software and digital products and related activities including, but not limited to: support to communications, reporting, knowledge transfer to staff, planning, and client engagement.

Transition activities: when applicable, prior to the end of contract term the team will support transition to a new vendor or team for a period of time, at the direction of the Province. These activities may include, but are not limited to:

- Knowledge transfer such as documentation and job shadowing;
- Transfer of administrative rights for computer systems;
- Introductions to key contacts;
- Formal transfer of tasks, duties and responsibilities in an orderly and timely manner.

The team will contribute a variety of work including, but not limited to:

- Participating in open-source communities for software, protocols and standards;
- Develop and operate a Self-Sovereign Identity (SSI) digital wallet mobile app;
- Develop and operate a digital trust agent service;
- Develop and operate a distributed ledger;
- Contribute to design and development of SSI protocols, standards and opensource software;
- Develop user flow diagrams, wireframes and related user experience material for internal and external communication;
- Setup, maintain and operate required systems and infrastructure including Continuous Integration/Continuous Delivery (CI/CD) pipelines and automated test systems.
- Create documentation to accompany development

The resources will report to the senior architect and open community lead, BC Government product manager(s) or delegate(s), and deliver services determined in an agile approach.

Resources may be assigned to one (1) or more agile team(s) on an as needed basis.

Resources may perform their duties in a remote digital work environment, otherwise office space may be provided in Victoria, BC, Canada.

10 anticipated contracted resources in total:

- Senior Architect and Open Community Lead (one resource)
- Senior Site Reliability Specialist (one resource)
- Senior Test Developer (one resource)
- Mobile developer (one resource)
- Developers (two resources)
- Hyperledger-focused Developers (three resources)
- User experience (UX) & documentation specialist (one resource)

The Contractor will provide Transition Services to the Province to:

- Transition-In any services upon commencement of the contract or as requested throughout the Contract Term. This will involve the Contractor acquiring all required knowledge, access, materials and any additional information required to enable the Contractor to successfully provide all Services to the Province.
- Transition-Out the delivery of any Terminated Services to the Province or to an Other Service Provider at any time during the Contract Term.
- Transition-In/Out of Resources throughout the Term of the Contract. The Proponent is expected to provide efficient and effective processes for transitioning and 'on-boarding' Resources under the Contract. This is inclusive of situations where the Contractor must replace or substitute a Resource during the term of the Contract.

- Transition-Out Services upon the expiry or termination of this Agreement. This will be required towards the end of the Contract Term, or upon earlier termination of the Contract in accordance with its terms and conditions, and involve providing all required knowledge, access, materials and any additional information required to the Province and/or to an Other Service Provider.

Knowledge transfer includes transfer of any knowledge considered critical by either the Contractor or by the Province and may occur at any time during the Term of the Contract. The Contractor will provide the Province and its Resources with ongoing knowledge transfer with respect to the Services. The Contractor will ensure that the applicable information and knowledge regarding the program is documented, accurate, and current.

The Contractor will transfer knowledge to the Province and third parties (as appropriate and pursuant to Ministry direction) in relation to each of the Services provided. Such knowledge transfer services may include but are not limited to: training and mentoring developers, testers, administrators, business analysts, configurators and operational support and documentation. The Contractor will provide documentation to support all knowledge transfers.

3.4 Location of Work

The Ministry may require the Contractor to provide Services in Victoria or more rarely in some other appropriate location in British Columbia, which will depend on the circumstances of the Services. As the Ministry anticipates the work to be based in Victoria during the Contract Term, the Ministry will not reimburse the Contractor for travel and accommodation expenses incurred while delivering Services in Victoria. Certain of the Services may be performed at the Province Facilities in the greater Victoria area or such other locations as the Province may specify from time to time. See the Appendix A - Draft Contract.

The Province will also require that all Contractor Resources comply with any provincial restrictions and laws in place to help stop the spread of COVID-19. The restrictions are made by the Provincial Health Officer (PHO) under the Public Health Act. The Contractor and its subcontractors shall comply with the required protocols set by the PHO guidelines, as well as the Ministry's building protocols at all times when visiting or working in any Ministry facilities. Please see Appendix C – COVID-19 Vaccination Policy for Contractors for the current COVID policy regarding mandatory contractor vaccination requirements.

3.5 Privacy Requirements

The Ministry is a "public body" subject to British Columbia's Freedom of Information and Protection of Privacy Act ("FOIPPA"). As a service provider to the Province, the Contractor (and any subcontractors) will be required to comply with FOIPPA.

FOIPPA places restrictions on the collection, use, storage, disclosure and access of and to, personal information under the custody or control of the Ministry, including in connection with services provided by a service provider. "Personal information" is defined in FOIPPA as recorded information about an identifiable individual other than contact information. Any Contract will require that all information collected and retained within the service meet and satisfy the standards set by the Ministry for security and privacy.

See Privacy and Security, Schedule "K" (Privacy Protection Schedules) and Schedule "L" (Security Schedules) of the Appendix A - Draft Contract for further details about the Contractor's privacy protection and security obligations.

3.6 Provision of Equipment

The Contractor is expected to supply all equipment and supplies required for the Resources to perform the Services.

In particular, the Contractor will supply personal computers and the required software for the Resources. The Contractor will ensure all hardware, software, and other equipment meets, at a minimum, the OCIO IM/IT Standards.

The OCIO IM/IT Standards are available at the following URL, and include this page and all relevant child pages:

<http://www2.gov.bc.ca/gov/content/governments/services-for-government/policies-procedures/im-it-standards>

3.7 Policies and Procedures

The Contractor will adhere to the Province's Policies and Procedures including IM/IT Standards in carrying out the Services. The Province's IM/IT Standards include rules and constraints governing the naming, contents, and operations of software and hardware. In addition, the Contractor must comply with any Ministry-specific and corporate digital standards and principles. The Province's IM/IT standards may be updated at any time. The Contractor is required to keep up to date with the applicable standards in effect during delivery of the Services to ensure adherence to the most current standards.

The Province's IM/IT Standards including BC government information security policy can be obtained from the following site: <http://www.cio.gov.bc.ca/>.

3.8 RFP Schedule

The following outlines the anticipated schedule for this RFP; however, the Province reserves the right to modify the schedule, or to add or delete steps in the RFP process, in its sole discretion.

Procurement Step	Anticipated Dates
Issue date of RFP	December 29, 2021
Submission of questions	10 days before Closing Time
RFP Closing Time	January 28, 2022
Notification of Lead Proponent	February 4, 2022
Anticipated Contract execution date	February 28, 2022

4 CONTRACT

4.1 Contract Terms and Conditions

Proponents should review carefully the terms and conditions set out in Appendix A, including the Schedules.

4.2 Related Documents

The Province is a founding member of and aligns with the Trust Over IP Foundation. Refer to the ToIP model and whitepaper: <https://trustoverip.org/toip-model/>

The program aligns with and supports government's Digital Framework: <https://digital.gov.bc.ca/digital-framework/>

The program aims to work in the open. This can be seen in GitHub with a search of the BCGov organization in github = <https://github.com/bcgov/> and the topic "verifiable credentials" filtered for type "repositories": <https://github.com/search?q=topic%3Averifiable-credentials+org%3Abcgov&type=repositories>

Examples of repositories, communities and specifications are:

- <https://github.com/bcgov/>
- <https://github.com/BCDevOps/>
- <https://identity.foundation/presentation-exchange/>
- <https://www.hyperledger.org/use/aries>
- <https://www.hyperledger.org/use/ursa>
- <https://www.hyperledger.org/use/hyperledger-indy>
- <https://aries-interop.info/>
- <https://identity.foundation/didcomm-messaging/spec/>
- <https://www.w3.org/TR/did-core/>
- <https://sovrin-foundation.github.io/sovrin/spec/did-method-spec-template.html>
- <https://www.w3.org/2017/05/vc-data-model/CGFR/2017-05-01/>
- <https://github.com/hyperledger/aries-rfcs/tree/main/concepts>

4.3 Budget

Based on the current program area priorities and anticipated budget, the total Contract price will not exceed in aggregate \$4.0 million (CAD) for the initial Contract Term.

Although the Province makes no representations or guarantees as to the extent of Services that may be requested and there is no guarantee of any work volume during the Initial Term and the Renewal Term(s), if any, of the Contract, based on previous years and expected work engagements, the value of the Contract, for the Initial Term is estimated to be a maximum of \$4.0 million. The annual budget spent by the Ministry for the Services varies from year to year depending on the demand for the Services.

The price for the Services will be based on the hourly rates of the Contractor as provided of the Key Personnel in section 7.4 – Price Evaluation and Section 7.5 Price Submission.

5 REQUIREMENTS

In order for a proposal to be considered, a Proponent must clearly demonstrate that they meet the mandatory requirements set out in Section 7.1 (Mandatory Criteria) of the RFP.

This section includes “Response Guidelines” which are intended to assist Proponents in the development of their proposals in respect of the weighted criteria set out in Section 7.2 of the RFP. The Response Guidelines are not intended to be comprehensive. Proponents should use their own judgement in determining what information to provide to demonstrate that the Proponent meets or exceeds the Province’s expectations.

Please address each of the following items in your proposal in the order presented. Proponents may find it helpful to use the individual Response Guidelines as headings for proposal responses.

5.1 Company Experience

The successful Proponent will bring their experience sourcing and providing specialised IT Services, specifically in an agile software development and public sector environment and context. The purpose of these criteria is to facilitate the selection of a Proponent with a demonstrated track record of similar engagements with respect to size, scope and Services described in this RFP (refer to section 3.3). The Province is seeking a Proponent who can demonstrate the capacity to be responsive and adaptive to the increased or decreased workload demands while also demonstrating the capability to provide resources with the required specialized skills and experience. Refer to section 5.3 for details of the required skills and experience.

In order to provide the Ministry with confidence that they are able to deliver the Services as required throughout the Contract Term, Proponents should demonstrate that it is a mature organization with a stable corporate history and past experience delivering IT Services and with experience in delivery of technical and integration projects similar in size, scope and nature as those described in this RFP and within the last 5 years prior to the Issue Date of this RFP.

The Proponent will demonstrate that they can provide the required levels of capable resources to a client organization contributing to successful completion of complex projects. Proponents should also clearly indicate their level of experience in the specific technologies and methodologies.

The Province will be relying on the Contractor to contribute to governance as it relates to the Contract which includes a non-billable Contract Manager and non-billable Service Delivery Manager (can be the same resource for both Contract Manager and Service Delivery Manager).

Response Guidelines for Company Experience

The proposal should include:

1. Name the contact person for the Proponent, and include this person’s address, phone number, and email address. Include the physical address for the Proponent as well as any website address. This information will not be evaluated but will be used to contact the Proponent as required (note: this response guideline is not evaluated).
2. Name the Contract Manager and provide their current title at the Proponent company (note: this response guideline is not evaluated).

3. Name the Service Delivery Manager and provide their current title at the Proponent company (note: this response guideline is not evaluated).
4. A brief description of the Proponents' organizational experience in the last 5 years prior to the Issue Date of this RFP, working with similar clients to provide services with the same order of magnitude as to those described in this RFP. Demonstrate in your response:
 - a. Describe applying agile software and product development practices in a public sector environment
 - b. Describe how the services were provided to other clients similar in nature to this RFP and why this client was similar in nature;
 - c. Identify the types of Resources provided and how those Resources were similar to what is being requested in this RFP and include if any, specialized skills leveraged to deliver the Services and if any, identify which of the proposed Key Positions provided those services.
5. Provide examples of two (2) projects similar in size, scope and complexity that clearly demonstrate the Proponent's experience in providing resources and conducting services similar to that described in this RFP within the last five (5) years of the Issue Date of this RFP. The examples of client projects should be large, complex, projects similar in scope and requirements to the program and demonstrates an enterprise-wide service delivery that impacted multiple stakeholders. For each project include:
 - a) a brief overview of the project, the date span of the project, number of resources provided, and the approach to the delivery of the services.
 - b) a description of what particular services were provided by each key resource, including a description of the types of services. Include in your answer how these services and the required skills of the resources were similar in nature to the Services, Resources and required skills described in this RFP; including requests for specialized resources; and indicate if any of the resources are the same as being proposed as part of this submission.
 - c) provide one (1) project reference contact name, phone number and email address that can support the experience cited. For the project reference, the proposal should provide:
 - i. The project or individual(s) the reference is for;
 - ii. Name;
 - iii. Title;
 - iv. Organization;
 - v. Phone number; and
 - vi. Email address.

5.2 Approach

5.2.1 SERVICE DELIVERY

- Work goals and deliverables will be determined in an agile approach to software and product development, with priorities set by team lead, product manager(s) or delegate(s)
- Reporting will happen at two (2) levels:
 - Agile sprint reviews: resources will participate in daily updates (stand ups) and regularly scheduled sprint reviews to the senior architect and open community lead, BC Government Product Manager(s) or their delegate(s)

- Contribute to regularly scheduled Executive Dashboard updates, and as needed. These updates will typically lead by the senior architect and open community lead on behalf of the contracted team.
- Contracted team will facilitate knowledge transfer to staff on an as needed and ongoing basis
- Maintain and operate existing and new systems for high availability
- Open-source and open standards approach
 - Code contributions through Github repos
 - Participation in code reviews
 - Developer community support
 - Participation of development of open standards

5.2.2 TRANSITION ACTIVITIES

- When applicable, prior to the end of contract term the team will support transition to a new vendor or team for a period of time, at the direction of the Province. These activities may included, but are not limited to:
 - knowledge transfer such as documentation and job shadowing;
 - transfer of administrative rights for computer systems;
 - introductions to key contacts;
 - formal transfer of tasks, duties and responsibilities in an orderly and timely manner.

Response Guidelines for Approach:

1. Describe your experience providing resources operating in an agile method (such as Scrum) where deliverables are determined by product manager(s) on an iterative basis, tethered to organizational goals and priorities.
2. Describe how your organization will perform daily, bi-weekly reporting updates and how it will contribute to executive dashboard reporting.
3. Describe your strategy for balancing system stability, monitoring, availability and proactive measures with ongoing product and software development.
4. Describe your strategy for working in the open with open-source software and open standards.
5. Describe the Proponent's approach and commitment to knowledge transfer in meeting the Ministry's requirements.
6. A description of transition activities that you have done in past projects, for each of the scenarios below:
 - a. the Proponent's approach to determining information and documentation requirements, respective Key Positions, participation expectations and commitments and timelines;
 - b. the Proponent's approach to training and knowledge transfer as it relates to transition services;
 - c. communication and risk mitigation strategies; and
 - d. any other factors that are part of the Proponents approach to providing Transition Services.

5.3 Resource Experience

The Proponent will deliver consulting services matching the following criteria. The capabilities are divided into seven (7) Key Positions for the ten (10) total resources required. Each Key Personnel will be scored as to how the proposed resource(s) meet(s) the requirements. Within each Key Position, the capabilities are broken down into several bullets. For all experience related criteria, proponents may score higher as experience increases in number of years, complexity, and number of projects.

Key Positions Required	Number of Resources Required
Senior Architect & Open Community Lead	1
Senior Site Reliability Specialist	1
Senior Test Developer	1
Mobile Developer	1
Developers	2
Hyperledger-Focused Developers	3
User Experience (UX) & Documentation Specialist	1

5.3.1 SENIOR ARCHITECT AND OPEN COMMUNITY LEAD

This Key Position will be the lead for the contracted team and the lead technical architect for the program. This includes orchestrating team resources in projects and products and coordinating between BC Government, other jurisdictions, and open-source communities in a technical capacity.

1. **Open-source Community Leadership:** The resource has at least four (4) years’ experience participating in and leading open-source projects within established governance structures such as the Decentralized Identity Foundation, Hyperledger Foundation, Trust over IP Foundation, W3C Credentials community group.
2. **Self-Sovereign Identity (SSI) Expertise:** The resource has at least four (4) years’ experience communicating concepts, designing, and implementing systems based on SSI principles – specifically experience related to Hyperledger Aries and/or Hyperledger Indy.
3. **Technical Architect:** The resource has at least four (4) years’ experience in design and architecture of complex custom software implementations within larger public sector organizations or large enterprises. Demonstrated successful completion of projects within a public sector or large enterprise environment. Preference will be given to proponents providing experience in architecture of Hyperledger Aries implementations.
4. **Specification Development:** The resource has proven contributions, as shown through GitHub, to: Hyperledger Aries, Ursa and/or Indy specification documents. For example, Hyperledger Indy Project Enhancements (HIPE) and/or Hyperledger Aries requests for comment (RFCs) – number of RFCs contributed as well as the number of years will increase experience proponent's score.

5.3.2 SENIOR SITE RELIABILITY SPECIALIST (SRS)

The Senior SRS combines software and systems engineering to build and run, at scale, high-availability and fault-tolerant digital services. This Key Position ensures that services have reliability and functionality appropriate to ensure client satisfaction while supporting the demand of DevOps to deliver at a fast rate of improvement. The Senior SRS keeps an ever-watchful eye on the systems’ capacity and performance. The Key Position may lead a team of SRSs and lead critical digital products that have multiple impacts in the business area and/or beyond the ministry.

1. Experience (5+ years) in leading teams responsible for deployment of digital services.
2. **Deployment Expertise:** Expertise in deployment strategies, general knowledge of continuous integration and continuous delivery (CI/CD) pipelines. Including experience with implementing and maintaining automated build and deployment pipeline using modern technologies such as GitHub Actions, Ansible, and Terraform.

3. **Public Sector Experience:** Significant experience in deployment and support of larger scale IT systems within larger public sector organizations. Demonstrate successful completions of projects within a public sector environment.
4. **Hyperledger Experience:** Significant experience in designing, implementing, maintaining, troubleshooting, and supporting large scale, highly available Hyperledger Indy ledger network(s). Significant experience designing, implementing, maintaining, troubleshooting, and supporting Hyperledger Aries agents.

5.3.3 SENIOR TEST DEVELOPER

The Senior Test Developer is a specialist in the development of automated test systems, including interoperability test and user interface tests. The Senior Test Developer advises on best practices, methodologies and principles for quality assurance and testing. The Senior Test Developer also contributes test systems to CI/CD pipelines.

1. **Test Automation:** Significant experience with implementing and maintaining automated behaviour driven testing pipeline covering both UI (web and mobile) and APIs.
2. **Hyperledger Experience:** Proven experience designing behaviour driven development (BDD) test scripts based on Hyperledger Aries RFCs and Aries Interoperability Profile. Proven experience in development of a test harness or test scripts for Hyperledger Aries frameworks. Demonstrated ability to execute test scripts against Hyperledger Aries agents.
3. **Testing Approaches:** Significant experience with continuous testing and quality assurance principles including integrating automated tests with CI/CD pipelines.

5.3.4 MOBILE DEVELOPER

A developer Key Position specializing in the development of mobile applications (“apps”) for both Android and iOS devices. This Key Position is responsible for managing application lifecycle within Apple and Google to publish applications to app stores.

1. **Continuous Integration/Continuous Delivery (CI/CD) Practices:** Demonstrated experience with CI/CD practices as it relates to mobile application development. Experience should include implementing CI/CD practices using Github Actions.
2. **Enterprise Mobile Software Design and Development:** Demonstrated mobile development and design for Android and iOS operating systems (OS) application within an enterprise context. Experience should include native iOS and Android development and/or using software development frameworks such as React Native.
3. **App Store Management Expertise:** Demonstrated ability to manage application lifecycle using Apple and Google app stores.
4. **Public Sector Agile Experience:** Demonstrated experience applying agile development practice in a large public sector environment.

5.3.5 DEVELOPER (2 RESOURCES)

The Developer is a highly technical Key Position responsible for configuration, development of functionality and business rules. This includes programming, documenting, testing, and supporting the development and maintenance of systems.

1. **Hyperledger Experience:** Experience integrating Hyperledger Aries frameworks into mobile or web applications.

2. **Cloud-Native Development Experience:** Experience with developing and maintaining high availability cloud-native applications by applying “12 Factor App” principles (see <https://12factor.net/>) or similar approaches.
3. **Open-Source Experience:** Proven experience developing and contributing to open-source projects, as shown through GitHub user profile and repo references.
4. **Public Sector Agile Experience:** At least one (1) year demonstrated experience applying agile development mindset, including iterative software development, in a large public sector environment.

5.3.6 HYPERLEDGER-FOCUSED DEVELOPER (3 RESOURCES)

The Hyperledger-Focused Developer is a specialized Key Position centred on experience in the three open-source projects of Hyperledger Aries, Indy and Ursa. These resources will design specifications, requests for comment (RFCs), and/or implement in code in collaboration with the Hyperledger community. These are senior developers with experience in several software languages.

1. **Hyperledger Contribution:** Proven contribution to Hyperledger Aries, Indy or Ursa framework projects
 - 1.1. Software development - Shown through GitHub individual contributions to specific open-source projects with number of years and number of commits (or lines of code).
 - 1.2. Supporting specification implementation advice for RFCs
2. **Senior Experience:** Senior developer experience, including:
 - 2.1. ten (10) or more years of experience in software development.
 - 2.2. three (3) or more years' experience in “12 Factor App” principles of software development or similar approaches;
 - 2.3. and three (3) or more years' experience in continuous integration/continuous delivery (CI/CD) practice.
3. **Systems Design and Implementation:** Significant experience in design, development, and architecture of Hyperledger Aries, Ursa or Indy system implementations. Experience with Hyperledger Aries controllers enabling line of business application integrations.

5.3.7 USER EXPERIENCE (UX) & DOCUMENTATION SPECIALIST

The User Experience (UX) and Technical Documentation Specialist leverages their understanding and perspective to communicate concepts to a variety of technical and non-technical audiences in a variety of formats. They also contribute to user experience design and providing other inputs for software developers.

1. **Technical Documentation:** The resource has experience representing technical information for a technical audience such as developers. This may be in the form of architecture diagrams or reference documentation for example.
2. **Non-technical Documentation:** The resource has experience creating documentation representing various viewpoints such as the business need, user flow, and organizational responsibility.
3. **Self-Sovereign Identity (SSI) Understanding:** The resource has experience conveying concepts and principles of SSI and Verifiable Credentials, such as authoring white papers, presentations, and diagrams, for various and diverse audiences.
4. **User Experience Design:** The resource has at least ten (10) years' experience in the field of User Experience Design with consumer and business facing applications.

5. **Web Publishing:** Experience with creating and publishing web content, writing content and designing information architecture.
6. Experience (2+ years) using an Agile/iterative approach to software and product development.

Response Guidelines for Resource Experience

The Proponent's response should demonstrate the Proponent's organization's capacity to provide experienced and skilled Resources to perform the services. Each Key Position within section 5.3 will be scored separately and weighted, towards the full 50 points for Resource Experience (see section 7.2).

1. Complete Appendix B – Part 3A Key Positions and Key Personnel, to:
 - a. provide the names of the Resource who will fill each identified Key Position (these individuals will become Key Personnel);
 - b. identify if the Resource is a subcontractor (if applicable);
 - c. for all Key Positions, except User Experience (UX) & Documentation Specialist, provide a publicly available GitHub user account or equivalent link for the identified resource(s).
2. For each of the Key Personnel identified, Complete Appendix B – Part 3B:
 - a. the Key Position being filled;
 - b. name of the identified Contractor Resource and their number of years of related work experience;
 - c. respond to each of the skills and experience criteria listed for the Key Personnel, and where possible, reference GitHub evidence that can be validated by browsing resources' Github user account online; and
 - d. at least one client reference for each proposed Key Personnel
3. provide a reference contact name, phone number and email address that can support the experience cited. For each client reference, the proposal should provide:
 - a. The project or individual(s) the reference is for;
 - b. Name;
 - c. Title;
 - d. Organization;
 - e. Phone number; and
 - f. Email address.

Note: Proposed Resources that exceed the required number will not be evaluated. For example, if two (2) Organizational Change Management Leads are required and a proposal contains three (3) proposed Organizational Change Management Leads, only the first two (2) Key Personnel listed in Appendix B, Part 3A will be evaluated.

5.4 Price

Prices quoted will be deemed to be:

- a) in Canadian dollars;
- b) inclusive of duty, FOB destination, and delivery charges where applicable;
- c) exclusive of any applicable taxes; and
- d) Without any OT premium

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These hourly rates will be fixed for the Initial Term to September 30, 2023. For the possible Renewal Terms the Contractor may receive no more than the lesser of the change in the Consumer Price Index for British Columbia in the year immediately preceding the applicable Renewal or a 3% increase in its hourly rates as described in Section 3.1 (b) Schedule "D" (Fees and Payment) of the Draft Contract.

Response Guidelines for Price

1. Complete Appendix B - Part 4– Pricing

6 PROPOSAL FORMAT

Proponents should ensure that they fully respond to all requirements in the RFP in order to receive full consideration during evaluation.

The following format, sequence, and instructions should be followed in order to provide consistency in Proponent response and ensure each proposal receives full consideration. All pages should be consecutively numbered.

- a) Signed cover page (see section 7.1 Mandatory Criteria).
- b) Table of contents including page numbers.
- c) A short (one or two page) summary of the key features of the proposal.
- d) The body of the proposal, including pricing, i.e. the “Proponent Response” using the response template.
- e) Appendices, appropriately tabbed and referenced.
- f) Identification of Proponent (legal name)
- g) Identification of Proponent contact (if different from the authorized representative) and contact information.

7 EVALUATION

Evaluation of proposals will be by a committee formed by the Province and may include employees and contractors of the Province and other appropriate participants.

The Province’s intent is to enter into a Contract with the Proponent who has met all mandatory criteria and minimum scores (if any) and who has the highest overall ranking

Proposals will be assessed in accordance with the entire requirement of the RFP, including mandatory and weighted criteria.

7.1 Mandatory Criteria

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration during the evaluation process.

Mandatory Criteria
The proposal must be received at the Closing Location before the Closing Time.
The proposal must be in English.
The proposal must be submitted using one of the submission methods set out on the cover page of the RFP and in accordance with Section 2.3.
The proposal must either (1) include a copy of the cover page that is signed by an authorized representative of the Proponent or (2) otherwise identify the RFP, identify the

Mandatory Criteria
Proponent and include the signature of an authorized representative of the Proponent that confirms the Proponent’s intent to be bound, or (3) be submitted by using the e-bidding key on BC Bid (if applicable) in accordance with the requirements set out in Section 2.2.
The proposal must include an Appendix B - Response Template, completed by the Proponent, or a form substantially similar to Appendix B.
By submitting a proposal, the Proponent agrees that should its proposal be successful the Proponent will enter into a Contract with the Province on the same or substantially the same terms and conditions set out in Appendix A – Draft Contract and such other terms and conditions to be finalized to the satisfaction of the Province, if applicable.

7.2 Weighted Criteria

Proposals meeting all of the mandatory criteria will be further assessed against the following weighted criteria.

Weighted Criteria	Weight	Minimum score
Company Experience (section 5.1)	15	9
Approach (section 5.2)	15	9
Resource Experience (section 5.3)	50	30
Price (section 5. 4)	20	
TOTAL	100	60

Proponents that do not meet a minimum score within a weighted criterion will not be evaluated further.

Resource Experience (section 5.3) scoring will be further weighted for each Key Personnel as a percentage of the Weighted Criteria as below:

Key Personnel	Weight*
Senior Architect & Open Community Lead**	25
Senior Site Reliability Specialist**	25
Senior Test Developer	20
Mobile Developer	15
Developer #1	10
Developer #2	10
Hyperledger-Focused Developer #1	15
Hyperledger-Focused Developer #2	15
Hyperledger-Focused Developer #3	15
User Experience (UX) & Documentation Specialist	10
Total	160

*as a percentage of the 50 point total RFP weight for the Resource Experience section

**minimum score of 60% required for this Key Personnel

7.3 Weighted Evaluation Criteria Scoring

Scoring of Proponent responses will be guided by the weighted evaluation scoring criteria guidelines set out below. The Ministry will assign a score to each evaluated response in the Proponents submission based on the Ministry’s assessment of how well the response meets the Ministry’s requirements.

Explanation	Value of Evaluation Criteria Weighting
Exceptional, far exceeds requirements	10
A sound response, fully meets all our requirements	8
Acceptable at a minimum level, meets our basic requirements	6
Falls short of meeting basic requirements, lacking in critical areas	4
Seriously deficient, missing key information	2
Unacceptable, does not address requirements or is missing all together	0

The above will be used by evaluators when evaluating proposals in response to each of the questions in the Response Guidelines contained in this RFP, except for the Pricing Submission Evaluation (see Section 7.5-Pricing Evaluation).

7.4 Price Submission

7.4.1 RESOURCES

Provide an hourly all-inclusive hourly rate for each Key Personnel in Appendix B – Part 4 – Price. This all-inclusive hourly rate will be for all Resources assigned to the Key Personnel. This will be used in the price evaluation. To score the Proponent’s prices for Resources, the Proponent’s price will be evaluated based on the hourly rate for each of the Key Personnel provided (See Section 7.5 – Pricing Evaluation).

7.4.2 RATE DETAILS

Rates are determined on a Key Personnel basis.

Note 1: At no time can the Contractor charge overtime rates for any Contractor Resource.

Note 2: Contract Manager and Service Delivery Manager are not chargeable to the Province.

These hourly rates will be fixed for the Initial Term to September 30, 2023. For the possible Renewal Term(s) the Contractor may receive no more than the lesser of the change in the Consumer Price Index for British Columbia in the year immediately preceding the applicable Renewal or a 3% increase in its hourly rates as described in Section 3.1 (b) Schedule “D” (Fees and Payment) of the Draft Contract.

Prices quoted will be deemed to be:

- a. in Canadian dollars;
- b. without any OT premium;
- c. inclusive of duty, FOB destination, travel expenses, and delivery charges where applicable; and
- d. exclusive of any applicable taxes.

7.5 Price Evaluation

The all-inclusive total hourly cost for each Key Personnel provided in section Appendix B – Part 4 – Price will be used for the price evaluation. The all-inclusive total hourly cost for all Key Positions will be determined by the following formula:

Key Personnel	Name	Hourly Rate
Contract Manager		N/A
Service Delivery Manager		N/A
Senior Architect & Open Community Lead		\$
Senior Site Reliability Specialist		\$
Senior Test Developer		\$
Mobile Developer		\$
Developer #1		\$
Developer #2		\$
Hyperledger-Focused Developer #1		\$
Hyperledger-Focused Developer #2		\$

Hyperledger-Focused Developer #3		\$
User Experience (UX) & Documentation Specialist		\$
TOTAL HOURLY COST FOR ALL Key Personnel		\$

The all-inclusive Total Hourly Cost will be calculated by adding all of the Hourly rates for all Key Personnel.

The total of the all-inclusive Hourly Rates will be added for the Key Position.

The Province will calculate the number of points to award based on the following formula:

$$\frac{\$ \text{Lowest Total of Hourly Cost}}{\text{Score}} \times \text{Maximum Price Score} = \text{Proponent Price}$$

 Score
 \$This Proponent's Total of Hourly Cost

7.6 Tie Breaker Procedures

Following the completion of the evaluation, the proposals will be ranked by total points. The Proponent with the highest total points is the successful Proponent.

In the event that two (2) or more Proponents have the same overall score, the Proponent with the highest score for Total before Price as out in section 7.5 will be considered the higher-ranked Proponent.

In the event that two (2) or more Proponents have the same overall score and Total before Price score, the Proponent with the highest score for Resources as set out in section 7.5 will be considered the higher-ranked Proponent and therefore the successful Proponent.

7.7 Successful Proponent and Reference Checks

Once the successful Proponent has been identified (either as having achieved the highest total score or by application of the tie breaker procures) the evaluation committee may then elect, in its sole discretion, to select and notify the successful Proponent. Upon such notification, the successful Proponent's external references may be verified.

The Province may in its sole discretion, but is under no obligation to, check Proponent and subcontractor references without first notifying the Proponent or its subcontractors. The Province reserves the right to contact and use references pertaining to the Proponent that are not among those references provided to the Province (including obtaining a substitute referee from the same reference company). seek additional references independent of those supplied by the Proponent, including internal references in relation to the Proponent's and any subcontractor's performance under any past or current contracts with the Province or other verifications as are deemed necessary by it to verify the information contained in the proposal and to confirm the suitability of the Proponent.

Reference checks will be conducted on a pass-fail basis. The Province reserves the right to reject any Proponent whose references, in the Province's sole opinion, are deemed to be unsatisfactory and the Province will not enter into a Contract with that Proponent.

Further to the Province's reservation of rights under Section 2.22, if the Proponent is deemed unsuitable by the Province in its sole discretion due to unsatisfactory references, or if the proposal is found to contain material errors, omissions or misrepresentations, the Proponent's proposal may be rejected.

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If the reference checks are satisfactory then the Province may enter into the Contract with the successful Proponent. These reference check provisions do not replace and should not be deemed to replace or be inconsistent with any reservation of rights in favour of the Province, including any reservation of rights set out in Section 2.22.

Appendix A - Contract Form

The Appendix A – Contract Form is provided as a separate .docx file named:
“RFP ON-003723 Appendix A Contract Form.docx”.

Appendix B – Response Template

The Response Template is provided as a separate .docx file named:
“RFP ON-003723 Appendix B Response Template.docx”.

Appendix C – COVID-19 Vaccination Policy

NOTICE TO CONTRACTORS OF THE BC PROVINCIAL GOVERNMENT

The COVID-19 pandemic continues to have an unprecedented impact on the health of Canadians. COVID-19 vaccines are a critical tool that reduce the risk of COVID-19 and protect broader public health.

As a responsible employer, the BC Provincial Government is committed to protecting the health and safety of its employees. On November 1, 2021, the Deputy Minister to the Premier, Cabinet Secretary and Head of the BC Public Service announced mandatory COVID-19 vaccination within the BC Public Service.

HR Policy 25, issued under the BC *Public Service Act*, requires that as of December 13, 2021 all contractor and subcontractor personnel entering a staff-only area of an indoor BC government workplace while BC government employees are present (a “**BC government workplace**”), for provision of services under a government contract, must be fully vaccinated against COVID-19 with a vaccine approved for use in Canada. A staff-only area is an area that is not intended for access by the public or clients receiving government services.

This requirement is part of the BC government’s occupational health and safety plan and is intended to ensure that BC government workplaces are kept safe and that employees and other personnel who work in them are protected.

Details of the requirement are set out below and additional information about the requirement can be found here:

- *Core Policy Objectives & Human Resources Policies - Policy 4 – Occupational Safety and Health- Exposure Control* section
- COVID-19 vaccination policy FAQs

If you have any questions, please contact your ministry contract manager.

1. Vaccination requirement for contractor and subcontractor personnel

As of December 13, 2021, all contractor and subcontractor personnel entering a BC government workplace while BC government employees are present, for provision of services under a government contract, must be fully vaccinated against COVID-19 with a vaccine approved for use in Canada.

For clarity, this requirement does not apply to personnel performing services in workplaces that are not BC government workplaces, or to situations where government employees may enter contractor facilities (such as to conduct compliance audits or security verification).

Affected contractors must take the necessary steps to ensure that all contractor and subcontractor personnel are aware of this requirement, and that they fully comply with it.

2. Future contracts & procurement processes

As a condition of finalizing any service contracts with the Province, including service contracts arising from procurement processes, those contracts will require that all contractors and their personnel and any subcontractors and their personnel who will access BC government workplaces be fully vaccinated with COVID-19 vaccines approved for use in Canada, subject to any authorized exemptions. Such contracts will contain associated provisions required by and satisfactory to the Province regarding the foregoing, which may include provisions regarding mitigation measures for exempt personnel, compliance, enforcement and the use of a Certificate certifying compliance or presentation of a BC Vaccine Card by personnel.

3. Exemptions

If any personnel of a contractor or subcontractor is exempt from the requirement to be vaccinated for a valid reason under the *BC Human Rights Code*, the contractor will provide notice of the exemption to the ministry contract manager under the applicable contract, and will provide the ministry contract manager with all requested information, including:

- the number of affected personnel
- the impacted work locations
- mitigation measures proposed by the contractor to adequately address the risk of viral transmission in the BC government workplace.

The ministry contract manager may approve entry to a BC government workplace by exempt personnel if the ministry contract manager determines that reasonable measures can be put in place to adequately mitigate the risk of viral transmission. All mitigation measures are subject to prior written approval by the ministry contract manager.

Personnel who require an exemption must not attend a BC government workplace unless and until mitigation measures required by and approved by the ministry contract manager are in place. Affected contractors must ensure that exempt personnel of the contractor and its subcontractors comply at all times with all approved mitigation measures.

Except as may be requested by the Province, contractors should not share any personal information with the Province, such as names or reasons for exemptions.

4. Verification and monitoring

Ministries may implement measures to confirm compliance with the vaccination requirement. Measures may include contractor Certificates or verification of vaccination status with individual personnel prior to entering a BC government workplace (including by having personnel show their BC vaccine card in person or by live video conference with the contract manager), in accordance with HR Policy 4. Contractors must ensure compliance with all such measures.

If a Certificate is required by the contracting ministry, contractors must submit a Certificate by no later than December 10, 2021 certifying compliance with the vaccination requirement as of December 13, 2021, or at any other time or times required by the contracting ministry.

COVID-19 VACCINATION CERTIFICATE

I (first and last name), being the contractor or, if the contractor is a corporation, the authorized representative of (name of contractor), pursuant to Contract (contract number) (the “Contract”), warrant and certify to the Province of British Columbia as follows:

1. All contractor and subcontractor personnel who will provide services under the Contract on or after December 13, 2021:
 - (a) will be fully vaccinated against COVID-19 with a vaccine approved in Canada at such time that they access any staff-only area of indoor BC government workplaces while BC government employees are present; or
 - (b) if exempt from the requirement to be fully vaccinated against COVID-19 for a valid reason under the BC *Human Rights Code*, will comply with all mitigation measures approved by the Province if the Province permits access to a staff-only area of a BC government workplace.
2. All personnel of any subcontractor engaged to provide services under the Contract have been notified of the vaccination requirements of the BC government and each subcontractor has provided the contractor with a written Certificate of its compliance with these vaccination requirements.
3. The information provided is true as of the date of this Certificate and will continue to be true for the term of the Contract.

I understand that the Certificate provided to the Province is subject to verification at all times. The Province reserves the right to require additional information to verify this Certificate. I acknowledge that if this Certificate is or becomes untrue at any time during the Contract term, or if the contractor fails to comply with any requirement of the Province in connection with this vaccination requirement, the Province may exercise any remedies available to it which may include termination of the Contract.

Certified as of the day of , 202X

Print Name: _____

Print Title: _____

Information provided in this Certificate will be protected, used, stored and disclosed in accordance with the Freedom of Information and Protection of Privacy Act.