

All enquiries related to this Request for Proposals, including any requests for information and clarification, are to be submitted by March 23, 2026, and directed, in writing, to [procurement@bc-er.ca](mailto:procurement@bc-er.ca), who will respond if time permits. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses will be recorded and may be distributed to all Proponents at the BCER's option.

**RFP# 21427001**

Posted: March 3, 2026

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## Operational Support of SharePoint Online Portals

**Closing Time:** Proposal must be received electronically  
**before 2:00 PM Pacific Time on: March 31, 2026**

### Delivery of Proposals

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**Proposals must be submitted electronically.**

To: <https://procurement.bc-er.ca/>

### Organization Overview

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The British Columbia Energy Regulator (BCER) oversees the full life cycle of energy resource activities in B.C., from site planning to final restoration. Our role includes the regulation of natural gas, oil, hydrogen, ammonia, methanol and renewable energy sources such as geothermal, solar and wind power.

Our authority is established by way of the Energy Resource Activities Act (ERAA) and additional legislation related to heritage conservation, roads, land and water use, forestry, and other natural resources. We work to ensure industry compliance with provincial legislation to protect public safety and the environment, support reconciliation with Indigenous peoples, conserve energy resources and foster a sound economy and social wellbeing.

Our employees work out of seven locations to ensure our presence near energy resource activities: Fort Nelson, Fort St. John, Dawson Creek, Terrace, Prince George, Kelowna and Victoria.

We acknowledge and respect the many First Nations, each with unique cultures, languages, legal traditions and relationships to the land and water, on whose territories the BCER's work spans.

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## **A. Definitions and Administrative Requirements**

### **1. Definitions**

Throughout this Request for Proposals, the following definitions apply:

“Contract” means the written agreement resulting from this Request for Proposals executed by the BCER and the Contractor;

“Contractor” means the successful Proponent to this Request for Proposals who enters into a written Contract with the BCER;

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

“Proponent” means an individual or a company that submits, or intends to submit, a proposal in response to this Request for Proposals;

“BCER” means British Columbia Energy Regulator;

“Request for Proposals” means the process described in this document; and

“Should” or “desirable” means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

### **2. 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. An electronic proposal constitutes the signature of an authorized representative of the Proponent and is acceptable without additional signature.

### **3. Electronic Submissions**

For electronic submissions the following applies:

- a) The Proponent is solely responsible for ensuring that the complete electronic Proposal, is received before Closing Time;
- b) The maximum size of each attachment must be 500 MB or less and uploaded in a single attachment;
- c) Proponents should submit proposal submissions in a single upload and avoid sending multiple submissions for the same opportunity;
- d) 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 BCER may reject proposals that are compressed, cannot be opened or that contain viruses or malware or corrupted attachments.

### **4. Additional Information Regarding the Request for Proposals**

All subsequent information regarding this Request for Proposals, including changes made to this document will be posted on the BC Bid website at [www.bcbid.ca](http://www.bcbid.ca). It is the sole responsibility of the Proponent to check for amendments on the BC Bid website.

### **5. Late Proposals**

Proposals will be marked with their receipt time once submitted. Only complete proposals received and marked before closing time will be considered to have been received on time. Proposals that are received late will be marked late and will not be considered or evaluated. In the event of a dispute, the proposal receipt time as recorded by the electronic date stamp shall prevail whether accurate or not.

### **6. Eligibility**

- a) Proposals will not be evaluated if the Proponent’s current or past corporate or other interests may, in the BCER’s opinion, give rise to a conflict of interest in connection with the project described in this Request for Proposals. This includes, but is not limited to, involvement by a Proponent in the preparation of this Request for Proposals. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the BCER Contract Management Analyst prior to submitting a proposal.
- b) Proposals from not-for-profit agencies will be evaluated against the same criteria as those received from any other Proponents.

### **7. Evaluation**

Evaluation of proposals will be by a committee formed by the BCER and may include employees and contractors of the BCER. All personnel will be bound by the same standards of confidentiality. The BCER’s intent is to enter into a Contract with the Proponent who has the highest overall ranking.

### **8. Negotiation Delay**

If a written Contract cannot be negotiated within thirty days of notification of the successful Proponent, the BCER may, at its sole discretion at any time thereafter, terminate negotiations with that Proponent and either negotiate a Contract with the next qualified Proponent or choose to terminate the Request for Proposals process and not enter into a Contract with any of the Proponents.

**9. Debriefing**

At the conclusion of the Request for Proposals process, all Proponents will be notified of the award by email. Unsuccessful Proponents may request a debriefing meeting with the BCER.

**10. Alternative Solutions**

If alternative solutions are offered, please submit the information in the same format, as a separate proposal.

**11. Changes to Proposals**

By submission of a clear and detailed written notification, the Proponent may amend or withdraw its proposal prior to the closing date and time. Upon closing time, all proposals become irrevocable. The Proponent will not change the wording of its proposal after closing and no words or comments will be added to the proposal unless requested by the BCER for purposes of clarification.

**12. Proponents' Expenses**

Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the BCER, if any. If the BCER elects to reject all proposals, the BCER will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

**13. Limitation of Damages**

Further to the preceding paragraph, the Proponent, by submitting a proposal, 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.

**14. Proposal Validity**

Proposals will be open for acceptance for at least 90 days after the closing date.

**15. Firm Pricing**

Prices will be firm for the entire Contract period unless this Request for Proposals specifically states otherwise.

**16. Currency and Taxes**

Prices quoted are to be:

- a) In Canadian dollars;
- b) Inclusive of duty, where applicable; FOB destination, delivery charges included where applicable; and
- c) Exclusive of taxes

**17. Completeness of Proposal**

By submission of a proposal the Proponent warrants that, if this Request for Proposals is to design, create or provide a system or manage a program, all components required to operate the system or manage the program have been identified in the proposal or will be provided by the Contractor at no charge.

**18. Subcontracting**

- a) Using a subcontractor (who should be clearly identified in the proposal) is acceptable. This includes a joint submission by two Proponents having no formal corporate links. However, in this case, one of these Proponents must be prepared to take overall responsibility for successful performance of the Contract and this should be clearly defined in the proposal.
- b) Subcontracting to any firm or individual whose current or past corporate or other interests may, in the BCER's judgment, give rise to a conflict of interest in connection with the project or program described in this Request for Proposals will not be tolerated. This includes, but is not limited to, any firm or individual involved in the formulation of this Request for Proposals. If a Proponent is in doubt as to whether a proposed subcontractor gives rise to a conflict of interest, the Proponent should consult with the BCER Contact Person listed on page 1 prior to submitting a proposal.
- c) Where applicable, the names of approved sub-contractors 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 BCER.

**19. Acceptance of Proposals**

This Request for Proposals should not be construed as an agreement to purchase goods or services. The BCER is not bound to enter into a Contract with the Proponent who submits the lowest priced proposal or with any Proponent. Proposals will be assessed in light of the evaluation criteria. The BCER will be under no obligation to receive further information, whether written or oral, from any Proponent.

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.

**20. Definition of Contract**

Notice in writing 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.

**21. Contract**

By submission of a proposal, the Proponent agrees that should its proposal be successful, the Proponent will enter into a Contract with the BCER in accordance with the terms of the BCER's Information Technology Professional or General Service Agreements.

**22. Liability for Errors**

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

**23. Modification of Terms**

The BCER reserves the right to modify the terms of this Request for Proposals at any time in its sole discretion. This includes the right to cancel this Request for Proposals at any time prior to entering into a Contract with the successful Proponent.

**24. Ownership of Proposals**

All proposals submitted to the BCER become the property of the BCER. They will be received and held in confidence by the BCER, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and this Request for Proposals.

**25. Use of Request for Proposals**

Any part of this document, or any information provided by the BCER in relation to this Request for Proposals may not be used or disclosed, for any purpose other than for the submission of proposals. Without limiting the generality of the foregoing, by submission of a proposal, the Proponent agrees to hold in confidence all information provided by the BCER in relation to this Request for Proposals.

**26. Reciprocity**

The BCER may consider and evaluate any proposals from other jurisdictions on the same basis that the BCER purchasing authorities in those jurisdictions would treat a similar proposal from a British Columbia supplier.

**27. No Lobbying**

Proponents must not attempt to convey directly or indirectly with any employee, contractor or representative of the BCER, including the evaluation committee and any elected officials of the BCER, or with members of the public or the media, about the project described in this Request for Proposals or otherwise in respect of the Request for Proposals, other than as expressly directed or permitted by the BCER.

**B. Requirements and Responses**  
**Summary of the Requirement**

The British Columbia Energy Regulator (BCER) is seeking a qualified vendor to provide ongoing operational and advisory support for BCER’s SharePoint Online and Microsoft 365 (M365) environment.

The intent of this procurement is to ensure BCER has timely access to deep SharePoint and M365 expertise to support internal staff in the administration, sustainment, and incremental enhancement of the digital workplace capabilities delivered through BCER’s multi-year Digital Workplace Project.

The successful proponent will supplement BCER’s internal capacity by providing on-demand expert assistance, technical guidance, and hands-on support as required to ensure the SharePoint and M365 environment remains stable, secure, compliant, and capable of evolving in response to organizational needs. This includes support across SharePoint Online, M365 tenant administration, governance, records management enablement, Copilot, and the Power Platform.

**1. Anticipated Schedule**

The following table outlines the anticipated schedule for this RFP. All times identified in the table are in Pacific Time.

<b>Event</b>	<b>Anticipated Date</b>
Enquiries deadline	March 23, 2026
Request closing time	March 31, 2026 at 2:00PM PST
Review, interviews, and reference checks as required	March 30-April 10, 2026
Preferred Proponent selected by	April 13, 2026
Commencement of work	April 2026

**2. BCER Situation/Overview**

The BCER regulates the full life cycle of energy resource activities in B.C., from site planning to restoration. We ensure activities are undertaken in a manner that protects public safety, safeguards the environment, supports meaningful reconciliation, and advances the public interest and contributes to B.C.’s economy. The BCER’s current legislated mandate, regulatory framework, core activities and organizational structure are described in the [2023/24 - 2025/26 Service Plan \(PDF\)](#) available on the BCER’s website at [www.bc-er.ca](http://www.bc-er.ca).

**2.1 BCER Responsibility**

The BCER mission is as follows:

We regulate the life cycle of energy resource activities in B.C. from site planning to restoration, ensuring activities are undertaken in a manner that:

- Protects public safety
- Safeguards the environment
- Supports meaningful reconciliation
- Advances the public interest and contributes to B.C.’s economy

## 2.2 Background

BCER has been progressing a Collaborative Digital Workplace initiative over multiple years, leveraging Microsoft 365 - particularly SharePoint Online - to modernize how information is created, managed, shared, and retained across the organization.

Through this initiative, BCER has delivered SharePoint-based collaboration sites for business areas across the organization that:

- Align to business processes and ways of working
- Provide a new system of record for documents previously stored on network shared drives
- Enable records management, classification, retention, and disposition in accordance with BCER's regulatory and legislative obligations
- Support collaboration, transparency, and information accessibility across programs

As the Digital Workplace Project continues to mature and expand, BCER's focus has increasingly shifted from solution delivery to ongoing operational support, optimization, and evolution of the SharePoint and M365 platform.

This work directly supports BCER's Strategic Plan objective to empower our people through diversity of thought, collaboration, and leadership. The Collaborative Digital Workplace initiative has established a modern, shared platform that enables staff across programs and locations to work more collaboratively, surface diverse perspectives, and access information equitably, with information management built into the background. As the platform matures, sustained operational support and expert guidance are required to ensure these capabilities continue to evolve in ways that strengthen collaboration, support informed decision making, and enable staff to lead and innovate within their roles. Establishing on demand access to specialized SharePoint and Microsoft 365 expertise will help ensure the digital workplace remains an effective enabler of BCER's people centred objectives, rather than a constraint on them, while upholding compliance with legislated obligations.

BCER maintains internal technical and information management capacity; however, given the breadth and pace of change within the M365 ecosystem, BCER requires access to specialized expertise to support complex administrative tasks, advanced configuration, troubleshooting, governance evolution, and the introduction of new capabilities such as Copilot and Power Platform solutions.

This RFP is intended to establish a flexible support arrangement that enables BCER to draw on external expertise as needed, without duplicating internal roles or transferring operational ownership.

### **3. Requirements**

#### **Scope of Services**

The scope of services is operational, advisory, and enablement-focused in nature and is expected to be delivered on an as-needed basis. The successful proponent will work collaboratively with BCER staff to support the ongoing administration, sustainment, optimization, and evolution of BCER's SharePoint Online and Microsoft 365 (M365) environment.

Services may include, but are not limited to, the following areas.

#### **3.1 SharePoint Online Operational Support**

- Advanced SharePoint Online administration and configuration support
- Assistance with site architecture, templates, navigation, permissions, and performance optimization
- Troubleshooting complex SharePoint issues escalated by BCER support staff
- Support for incremental enhancements to existing SharePoint sites and functionality
- Guidance on best practices to ensure solutions remain scalable, supportable, and aligned with BCER standards

#### **3.2 Microsoft 365 Tenant Administration and Governance**

- Advisory support related to M365 tenant administration and configuration
- Guidance on governance models, policies, and standards across M365 workloads
- Assistance assessing and responding to impacts from Microsoft roadmap changes and platform updates
- Support aligning technical configurations with BCER information security, privacy, and information management policies

#### **3.3 Records Management and Compliance Enablement**

- Support for the ongoing configuration, refinement, and troubleshooting of records classification, retention, and disposition capabilities within M365 (e.g., Microsoft Purview)
- Assistance ensuring SharePoint and M365 solutions continue to support BCER's regulatory and legislative obligations
- Guidance on maintaining compliance as business processes and platform capabilities evolve

#### **3.4 Power Platform and Low-Code Solutions**

- Advisory and technical support for Power Apps, Power Automate, and related Power Platform components integrated with SharePoint
- Assistance maintaining, enhancing, or refactoring existing low-code solutions
- Guidance on governance, lifecycle management, and supportable design patterns

### 3.5 Copilot and Emerging Microsoft 365 Capabilities

- Advisory support related to Microsoft Copilot readiness, enablement, and governance
- Assistance assessing appropriate use cases, dependencies, risks, and controls associated with Copilot adoption
- Guidance on integrating Copilot and other emerging M365 capabilities into BCER's digital workplace in a manner aligned with information management and security requirements

### 3.6 Training and Organizational Enablement

- Delivery of targeted training or enablement sessions related to SharePoint Online and Microsoft 365 capabilities, where specialized expertise is required
- Support for training associated with the effective rollout and use of Microsoft Copilot, including role-based or scenario-focused use cases
- Assistance developing or refining training materials, guidance, or reference resources related to supported capabilities
- Support for train-the-trainer or enablement-focused approaches intended to build internal BCER capability

Training activities are expected to be scoped, purpose-driven, and delivered on an as-needed basis, and are intended to complement BCER's internal change management, communications, and learning efforts.

### 3.7 Knowledge Transfer and Collaboration

- Working collaboratively with BCER staff to support internal capability development
- Providing documentation, guidance, or walkthroughs as appropriate to support operational continuity and knowledge retention

Internal estimation of effort indicates this scope of work to be in the \$50k budget range.

### Deliverables

In addition to the services outlined above, the successful proponent will be responsible to provide the following:

- Status reports (format to be approved by Regulator).
- Monthly invoicing including detailed hours worked.

### Format Requirements

The following format, sequence, and instructions must be followed to provide consistency in Proponent response and ensure each proposal receives full consideration. With all pages consecutively numbered, the proposals should contain the following parts:

- a) Table of contents with page numbers.
- b) Executive summary.
- c) The body of the proposal in accordance with the above content requirements, to a maximum length of 5 pages.

## Content Requirements

Responses should be succinct and should focus on the specific services and capabilities being proposed. Proponents are asked to be considerate of the time required to review submissions.

To support a fair, consistent, and efficient evaluation process, BCER's preference is for all proposals to be organized using the following outline.

### 1. Fulfilment of Mandatory Requirements

- Confirmation that the proponent meets and complies with all mandatory requirements identified in this RFP.
- An independence and objectivity statement confirming that the proponent is free of any actual, potential, or perceived conflict of interest that could impact the delivery of the services described in this RFP.

### 2. Summary of Proponent Qualifications

- Overview of the proponent's qualifications relevant to providing ongoing operational support for SharePoint Online and Microsoft 365 environments.
- Identification of relevant certifications or credentials held by the organization or proposed resources (e.g., Microsoft certifications, IT service management, project or change management certifications).
- Description of the proponent's ability to work effectively across technical and business stakeholders and to communicate clearly with internal support teams.

### 3. Summary of Relevant Experience

- Description of experience providing operational, advisory, or managed support services for SharePoint Online and Microsoft 365 environments.
- Experience supporting environments with governance, records management, compliance, or regulatory requirements.
- Experience supporting or enabling adoption of Microsoft 365 capabilities such as SharePoint, Power Platform, and Copilot.
- Experience working in public sector, regulated, or similarly complex organizational contexts.

### 4. Proposed Approach and Methodology

- Description of the proponent's proposed approach to delivering the scope of services described in this RFP.
- Approach to providing responsive, on-demand support and working collaboratively with BCER staff.
- Approach to governance, risk awareness, and alignment with existing organizational standards.
- Approach to knowledge transfer, documentation, and internal capability enablement.

### 5. Proposed Resources and Availability

- Identification of proposed roles or resource types that may be used to deliver services (e.g., SharePoint specialist, M365 administrator, Power Platform specialist).
- Confirmation of willingness and ability to provide services on a part-time, as-needed basis.
- Identification of any known availability constraints, scheduling limitations, or blackout periods.

#### 6. Costs (Hourly Rates)

- A clear breakdown of hourly rates, provided in Canadian dollars (CAD), by role or skill set.
- Pricing is to be presented on an hourly rate basis only.

#### 7. Resumes

- Concise resumes or bios for all proposed personnel.
- Resumes should focus on relevant experience, skills, and qualifications related to SharePoint Online, Microsoft 365, Copilot, Power Platform, and operational support services.

### 4. Evaluation of Proponent Response

The evaluation of responses will be conducted by a team consisting of employees and/or contractors of the BCER. All members of the team will be bound by the same standards of confidentiality.

This section details the mandatory and desirable criteria against which proposals will be evaluated. Proponents should ensure that they fully respond to all criteria in order to receive full consideration during the evaluation.

The lowest priced proposal will not necessarily be accepted. The BCER reserves the right to refuse any proposal based on quality, service, price, reputation, experience and other criteria.

The Preferred Proponent will be the Proponent scoring the most points after evaluation. The evaluation process will consist of the following stages:

- Stage One – Mandatory Criteria
- Stage Two – Desirable Criteria

#### Mandatory Criteria

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

- The Proposal **must be received before the designated closing date and time.**
- The Proposal **must be in English and submitted electronically to <https://procurement.bc-er.ca/>**
- The Proponent **must confirm that any personal information received, collected or held over the course of the review will be stored and used only in Canada.**
- The Proposal **must contain an independence and objectivity statement** confirming the Proponent is free of any actual or perceived conflict of interest and free of bias with respect to the BCER, its officers and employees.

**Failure to meet all mandatory criteria above will disqualify the Proponent's Proposal from further review.** If you have issues uploading to the procurement portal contact [procurement@bc-er.ca](mailto:procurement@bc-er.ca) before the deadline.

**Desirable Criteria**

The BCER seeks to enter into an agreement with the Proponent who, in the opinion of the BCER, has the resources with the knowledge and competence to provide the greatest value. Proposals meeting all of the mandatory criteria will be further assessed against the desirable criteria.

Desirable Criteria	Weight
<p><b>SharePoint and Microsoft 365 Operational Expertise</b>            Demonstrated depth of expertise in providing ongoing operational support for SharePoint Online and Microsoft 365 environments.            Consideration may include:</p> <ul style="list-style-type: none"> <li>• Experience supporting mature SharePoint Online environments beyond initial implementation</li> <li>• Demonstrated capability in advanced SharePoint administration, configuration, troubleshooting, and optimization</li> <li>• Experience supporting Microsoft 365 tenant administration across multiple workloads</li> <li>• Ability to provide practical, operations-focused guidance rather than project-only delivery</li> </ul>	30%
<p><b>Governance, Records Management, and Compliance Support</b>            Demonstrated experience supporting SharePoint and M365 environments with governance, records management, and compliance requirements.            Consideration may include:</p> <ul style="list-style-type: none"> <li>• Experience supporting records classification, retention, and disposition within Microsoft 365 (e.g., Microsoft Purview)</li> <li>• Understanding of governance models for SharePoint, M365, and low-code solutions</li> <li>• Experience working in regulated, compliance-driven, or public-sector environments</li> <li>• Ability to align technical configurations with information management and security requirements</li> </ul>	20%
<p><b>Copilot, Power Platform, and Emerging Capability Enablement</b>            Demonstrated experience supporting the adoption and evolution of emerging Microsoft 365 capabilities.            Consideration may include:</p> <ul style="list-style-type: none"> <li>• Experience supporting Microsoft Copilot readiness, governance, enablement, or rollout activities</li> <li>• Experience assessing appropriate use cases, risks, and controls associated with Copilot adoption</li> <li>• Experience supporting Power Apps, Power Automate, or related Power Platform solutions integrated with SharePoint</li> <li>• Ability to advise on the operational and governance implications of new M365 features as they are introduced</li> </ul>	20%
<p><b>Training and Internal Capability Enablement</b>            Demonstrated ability to support targeted training and enablement activities that build internal organizational capability.            Consideration may include:</p> <ul style="list-style-type: none"> <li>• Experience delivering role-based or scenario-focused training related to SharePoint, M365, or Copilot</li> <li>• Experience supporting train-the-trainer or enablement-focused approaches</li> <li>• Ability to tailor training content to organizational context rather than generic product instruction</li> <li>• Quality and practicality of proposed approaches to knowledge transfer and internal enablement</li> </ul>	15%

<p><b>Corporate Presence and Local Capacity</b>            BCER has a preference for vendors that maintain a corporate presence within British Columbia.            Consideration may include:</p> <ul style="list-style-type: none"> <li>• Existence of a physical office or established operational presence in British Columbia</li> <li>• Demonstrated ability to provide timely, responsive support aligned to BCER’s operating context and operating hours</li> </ul>	5%
<p><b>Approach to Service Delivery and Collaboration</b>            Demonstrated ability to work effectively as an extension of BCER’s internal teams.            Consideration may include:</p> <ul style="list-style-type: none"> <li>• Proposed approach to providing responsive, on-demand support</li> <li>• Ability to scale effort up or down based on operational needs</li> <li>• Experience collaborating with internal technical, information management, and business stakeholders</li> <li>• Quality of communication, documentation, and knowledge-sharing practices</li> </ul>	5%
<p><b>Pricing</b>            Pricing will be evaluated based on hourly rates only.            Consideration may include:</p> <ul style="list-style-type: none"> <li>• Clarity and transparency of proposed hourly rates by role or skill set</li> <li>• Alignment of hourly rates with the level of expertise proposed</li> </ul>	5%

**Informational Interviews**

The top ranking (to a maximum of three) Proponents may be asked to attend an interview with the evaluation team. During the interview, the evaluation committee may clarify and/or verify statements made in the written Response.

The requirement for interviews is optional. The BCER reserves the right to complete the evaluation process without Proponent interviews. Interview scoring criteria will be shared with interviewees prior to an interview if they are scheduled.