

All enquiries related to this Request for Qualifications, including any requests for information and clarification, are to be directed, in writing, to procurement@bc-er.ca, prior to June 27, 2025. Responses will be addressed as 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 will be distributed to all Proponents at the BCER's option.

Amd 2 Posted: June 24, 2025

RFQ 21026001

Information Systems Development Services 2025-2028

Closing Time: Responses must be received electronically before **2:00 PM** Pacific Time on: **July 18, 2025**

Delivery of Proposals

Proposals must be submitted electronically.

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

Proposals must be submitted to the above link before the closing date.

Organization Overview

The British Columbia Energy Regulator (BCER) is the Province of B.C.'s life-cycle energy resources regulator. The BCER is a Crown agency with a mandate to ensure both the environment and public safety are protected, and those with concerns have the opportunity to have their voices heard in the sustainable development of British Columbia's energy resources.

As a cost recoverable, values driven organization, we prioritize safety, stewardship, and Indigenous interests throughout the full project lifecycle – from exploration to reclamation – and support the transition to clean energy. The BCER is committed to reconciliation with Indigenous Peoples, honouring the Provincial commitment to the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), the Declaration on the Rights of Indigenous Peoples Act, and the Truth and Reconciliation Commission's (TRC) Calls to Action. Through fostering respectful and collaborative relationships with Indigenous partners and stakeholders, the BCER delivers on Government's priorities.

The BCER has an innovative forward-thinking workplace that demonstrates our core values. Through continuous improvement and development, the BCER is agile and responsive to the rapidly changing environment in which we operate. We are diverse and inclusive, with transparency, innovation, and integrity as the foundation of our respectful culture. Secured access to BCER information and systems is a foundational consideration in the management of the BCER infrastructure.

Table of Contents

| | | |
|------|--|----|
| 1. | OVERVIEW OF THE REQUIREMENT | 3 |
| 2. | REQUEST FOR QUALIFICATIONS DEFINITIONS | 3 |
| 3. | REQUEST FOR QUALIFICATIONS | 3 |
| 3.1 | List of Qualified Suppliers | 3 |
| 3.2 | Form of Contract | 4 |
| 3.3 | Enquiries | 4 |
| 3.4 | Closing Date | 4 |
| 3.5 | Late Responses | 4 |
| 3.6 | Qualifications Review Committee | 4 |
| 3.7 | Review and Selection | 5 |
| 3.8 | Signed Responses | 5 |
| 3.9 | Changes to Response Wording | 5 |
| 3.10 | Respondents' Expenses | 5 |
| 3.11 | Acceptance of Responses | 5 |
| 3.12 | Definition of Contract | 5 |
| 3.13 | List of Qualified Suppliers Not Binding | 5 |
| 3.14 | Modification of Terms | 5 |
| 3.15 | Ownership of Responses | 6 |
| 3.16 | Confidentiality of Information | 6 |
| 4. | USE OF LIST GUIDELINES | 6 |
| 4.1 | Effective Date | 6 |
| 4.2 | Contracts | 6 |
| 4.3 | Selection Criteria | 6 |
| 4.4 | Material Changes | 7 |
| 4.5 | Qualified Suppliers | 7 |
| 4.6 | Obligations | 8 |
| 4.7 | Discretion | 8 |
| 4.8 | Rates | 8 |
| | SERVICES | 9 |
| 5.1 | Roles | 9 |
| 5.2 | Technologies | 10 |
| 5.3 | Operational Maintenance and Support | 11 |
| 5.4 | Database Administration | 12 |
| 6. | DEVELOPMENT METHODOLOGIES AND GUIDELINES | 12 |
| 7. | WORKING WITH THE BCER | 14 |
| 8. | EVALUATION | 14 |
| 8.1 | Mandatory Criteria | 15 |
| 8.2 | Desirable Criteria | 15 |
| 9. | FORMAT REQUIREMENTS | 16 |
| 10. | APPENDIX A – BCER SCHEDULE G | 17 |

1. Overview of the Requirement

The BCER is soliciting proposals from qualified Suppliers to support the implementation of the Digital Transformation Strategy and the annual Capital Plan by providing services to support and implement a variety of information systems development projects.

Based on the review of RFQ responses, the BCER intends to establish a List of Qualified Suppliers who may be directly awarded, or asked to compete for, contracts for provision of the services described in section 5.

The List of Qualified Suppliers will be in place for three years. Note - the qualified suppliers list does not guarantee work and does not guarantee that contracts are issued.

2. Request for Qualifications Definitions

Throughout this Request for Qualifications, the following definitions will be used:

- a) "BC Bid" means the electronic tendering service maintained by the Province;
- b) "Contract" means a written contract executed by the BCER and the Contractor;
- c) "Contractor" means a Qualified Supplier who enters into a Contract with the BCER;
- d) "List of Qualified Suppliers" means a list of names of Respondents possessing the qualifications described in this RFQ that have satisfied any conditions set by the Province for being added to and staying on that list;
- e) "must", or "mandatory" means a requirement that must be met in order for a Response to receive consideration;
- f) "BCER" means the British Columbia Energy Regulator;
- g) "Qualified Supplier" means a Respondent possessing the qualifications described in this RFQ that has satisfied any conditions set by the BCER for being added to, and staying on, the List of Qualified Suppliers;
- h) "Respondent" means an individual or a company that submits, or intends to submit, their qualifications in response to this "Request for Qualifications";
- i) "Response" means a statement of qualifications submitted in reply to this Request for Qualifications; and
- j) "should" or "desirable" means a requirement having a significant degree of importance to the objectives of the Request for Qualifications.

3. Request for Qualifications

3.1 List of Qualified Suppliers

The services will be provided on an "as, if, and when requested" basis. It is the intention of the BCER to choose Contractors from the List of Qualified Suppliers to perform services. The method of selecting the appropriate Contractor will be based on the skill set and experience of a particular Qualified Supplier. Alternatively, the BCER may issue an invitation to several Qualified Suppliers, to obtain pricing information and additional information about a potential project and then evaluate the Qualified Suppliers on a competitive basis.

3.2 Form of Contract

Any Contract with a Qualified Supplier will be substantially similar to the terms and conditions of the BCER's [Information Technology Professional Service Agreement](#) and will include additional controls surrounding access:

- a) The Contractor will be responsible for supplying his/her own office space but may perform Services under this agreement on BCER premises at the BCER's request. The Contractor will be responsible for supplying all necessary IT equipment and software for his/her team.
- b) The contractor will agree not to discuss the services provided under the Agreement with anyone associated with the Contractor outside of the individuals authorized and involved with providing services under this Agreement.
- c) No information shall be requested, reviewed or discussed by the Contractor employees working on BCER projects that is not directly related to their assigned tasks.
- d) All BCER data will be adequately protected, safeguarded from loss or theft, and must be stored on Canadian infrastructure.

3.3 Enquiries

All enquiries related to this Request for Qualifications are to be directed, via email, to procurement@bc-er.ca. Information obtained from any other source is not official and should not be relied upon. Enquiries and answers will be recorded and will be distributed to all Respondents at the BCER's option.

3.4 Closing Date

A complete copy must be submitted electronically and must be received by 2:00 PM, Pacific Time, on **July 18, 2025** to <https://procurement.bc-er.ca/>. Responses must not be sent by e-mail. Proponents having issues with submitting a response must contact procurement@bc-er.ca before the deadline.

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

| Event | Anticipated Date |
|---|--|
| Enquiries deadline | June 27, 2025 |
| Request closing time | July 18 , 2025, before 2:00PM PST |
| Review and reference checks as required | July 21-25 , 2025 |
| Preferred Proponent selected by | July / August 2025 |

3.5 Late Responses

Late Responses cannot be accepted, but may be considered in accordance with section 4.7b.

3.6 Qualifications Review Committee

Evaluation of Responses will be by a committee formed by the BCER and may include employees and contractors of the BCER.

3.7 Review and Selection

The qualifications review committee will check Responses against the mandatory criteria. Responses not meeting all mandatory criteria will be rejected without further consideration. Responses that do meet all the mandatory criteria will then be assessed and scored against the desirable criteria. Responses not meeting a minimum score in a category will not be further considered. The names of successful Respondents will be added to the BCER's List of Qualified Suppliers.

3.8 Signed Responses

The Response must be signed by a person authorized to sign on behalf of the Respondent and to bind the Respondent to statements made in response to this Request for Qualifications.

3.9 Changes to Response Wording

The Respondent will not change the wording of its Response after closing and no words or comments will be added to the Response unless requested by the BCER for purposes of clarification.

3.10 Respondents' Expenses

Respondents are solely responsible for their own expenses in preparing a Response and for subsequent negotiations with the BCER, if any. The BCER will not be liable to any Respondent for any claims, whether for costs or damages incurred by the Respondent in preparing the Response, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

3.11 Acceptance of Responses

This Request for Qualifications is not an agreement to purchase goods or services. The BCER is not bound to enter into a Contract with any Qualified Supplier. Responses will be assessed in light of the qualification review criteria. The BCER will be under no obligation to receive further information, whether written or oral, from any Respondent.

3.12 Definition of Contract

Notice in writing to a Respondent that it has been identified as a Qualified Supplier will not constitute a contract. Only if a Qualified Supplier and the BCER enter into a subsequent full written Contract will a Respondent acquire any legal or equitable rights or privileges relative to the goods or services.

3.13 List of Qualified Suppliers Not Binding

A Qualified Supplier may withdraw its name from the List of Qualified Suppliers by notifying the BCER in writing. The BCER may withdraw a name of a Qualified Supplier from the List of Qualified Suppliers by notifying that Qualified Supplier in writing.

3.14 Modification of Terms

The BCER reserves the right to modify the terms of this Request for Qualifications at any time in its sole discretion. This includes the right to cancel this Request for Qualifications or the List of Qualified Suppliers at any time without entering into a Contract.

3.15 Ownership of Responses

All documents, including Responses, 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*.

3.16 Confidentiality of Information

Information pertaining to the BCER obtained by the Respondent as a result of participation in this project is confidential and must not be disclosed without written authorization from the BCER.

4. Use of List Guidelines

The guidelines set out in this section regarding the use of the List of Qualified Suppliers are subject to change occasionally, as the BCER may deem necessary, without notice to the Consultants or firms on the List.

4.1 Effective Date

The list of Qualified Suppliers will be in effect until June 30, 2028.

4.2 Contracts

Any Contracts entered into with a Qualified Supplier will be:

- a) Between the BCER and the individual Consultant where the Qualified Supplier is the individual Consultant, and
- b) Between the BCER and a company, specifying the individual Consultant(s) to be engaged, where the Qualified Supplier is a Respondent company.

4.3 Selection Criteria

The BCER may select a Qualified Supplier from the List using one or more of the following selection methods:

- a) If the estimated Contract value is less than \$25,000 the BCER may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier;
- b) If the estimated Contract value is \$25,000 or more and less than \$75,000, the BCER may directly invite a Qualified Supplier to provide a quotation based on Consultant availability and on specified requirements (e.g., deliverables, milestones, term, etc.) of the project or assignment with the intent to enter into Contract negotiations with that Qualified Supplier if it can be verified by the BCER that only one Qualified Supplier has a Consultant that:
 - I. Is available to undertake the project or assignment; or,
 - II. Has the necessary qualifications to carry out the project or assignment based on the BCER's specific assessment of the Consultant qualifications.

- c) If the estimated Contract value is \$25,000 or more and less than \$75,000, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the BCER's specific assessment of the Consultant qualifications, the BCER may, in its sole discretion, use a competitive or other selection process between a minimum of two (if available) such Qualified Suppliers that evaluates each Qualified Supplier's available Consultants, proposed approach, pricing, or other elements required for the project or assignment. The BCER may, at its sole discretion, consider other Qualified Suppliers' available Consultants that, in the BCER's sole opinion, meet the BCER's qualification criteria for the project or assignment (e.g., specialization, experience level, etc.).
- d) If the estimated Contract value is \$75,000 or more, and more than one Qualified Supplier has a Consultant available who has the necessary qualifications to carry out the project or assignment based on the BCER's specific assessment of the Consultant qualifications, the BCER will invite all such Qualified Suppliers to compete for the project or assignment.
- e) Notwithstanding subparagraphs a), b), c), and d), the BCER may directly negotiate a contract with a Qualified Supplier where one of the following exceptional conditions applies:
 - i. Only one available Consultant is qualified to provide the services;
 - ii. An unforeseeable emergency exists and the services could not be obtained in time by means of a competitive process;
 - iii. A competitive process would interfere with the BCER's ability to maintain security or order or to protect human, animal or plant life or health; or
 - iv. The acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

4.4 Material Changes

Qualified Suppliers will immediately, during the period that the List is in effect, advise the BCER of any material changes to the information contained in their response.

4.5 Qualified Suppliers

Qualified Suppliers may be contacted on an "as, if and when requested" basis and may be contacted directly or asked to compete on opportunities for the provision of services in accordance with the selection method set out in section 8 or as revised by the BCER and communicated to all Qualified Suppliers from time to time. If a Qualified Supplier's requested Consultant is unavailable for a contemplated project or assignment, the Qualified Supplier may propose a substitute resource to the BCER for evaluation and consideration.

The BCER has the sole discretion to remove a Qualified Supplier from the List of Qualified Suppliers for unsatisfactory performance by a Qualified Supplier in a Contract, or for failing to meet the requirements for staying on the List of Qualified Suppliers as set out in this RFQ or as may be communicated by the BCER from time to time. Reasons for removal from the List of Qualified Suppliers may include, but is not limited to:

- deemed lack the experience required to deliver on projects,
- evidence that the content of the response was inaccurate or misleading
- contractor inability to meet the requirements of the RFQ
- pattern of non-response to BCER competitions is evident.

4.6 Obligations

The BCER has no obligation to:

- a) Inquire as to the availability of a substitute Consultant when advised by a Qualified Supplier that the Consultant named on the List is not available for a particular project;
- b) Evaluate or accept any substitute Consultant proposed by a Qualified Supplier;
- c) Enter into a Contract with any one or more Qualified Suppliers; or
- d) Invite any one or more Qualified Suppliers to participate in competitive processes for a Contract.

4.7 Discretion

The BCER reserves the right, at its sole discretion, to:

- a) Use the List of Qualified Suppliers in connection with projects or assignments. The criteria for selecting Qualified Suppliers for each project or task will vary, depending upon the requirements of the applicable project or task and could involve requiring a Consultant to have a certain demonstrated experience and proficiency level in one or more Service Areas depending on the specific requirements of the project or assignment.
- b) Consider subsequent requests for inclusion on the List of Qualified Suppliers after October 1, 2025 and during the term of the List. Any such requests will be subject to those Respondents submitting their qualification information for review in the same manner as originally outlined in this RFQ. There is no assurance that the BCER will require any future additions to the List or will accept any requests for inclusion.
- c) Employ open competitions that include suppliers external to the List of Qualified Suppliers;
- d) Otherwise engage suppliers external to the List of Qualified Suppliers in connection with any project required by the BCER; and
- e) At any time, cancel, extend, expand or make a call to the market-place to renew the List of Qualified Suppliers.

4.8 Rates

The BCER may not necessarily select the Qualified Supplier offering the lowest rates and may review the qualifications or other criteria required for a specific project.

5. Services

The BCER requires services ranging from business level consultation to geographic information systems and information systems development, with the objective of supporting, implementing or enhancing business information systems for the BCER. The duration of service on any one of multiple simultaneous assignments may range from several weeks to several months.

This RFQ is intended for companies that have the capacity and capability to resource the BCER's projects with either individual consultants or complete project 'teams'. Responses that indicate the ability to provide all, or a subset of, the range of services listed below are acceptable. The extent of services the respondent can provide must be made clear, including their ability to resource a 'team' if required. Respondents indicating they can resource project 'teams' must demonstrate their ability to provide all roles that are required on a variety of development projects.

The List of Qualified Suppliers will include the top-ranked Respondents, based on both the respondent's capacity to provide resourcing and specific areas of expertise.

5.1 Roles

The BCER requires contractors to provide the following roles in support of the development and implementation of new systems.

These roles must include some or all of the following:

| | |
|--|--|
| <ul style="list-style-type: none">• Project Manager• Scrum Master• Data Analyst• GIS Technician• Business Analyst• Service Designer• UX/CX Designer• UI Designer• UX/Cx Strategist• UX/CX Analyst• System Architect• Change Manager• GIS Analyst• GIS Developer• Database Administrator• Developer• Data Governance Analyst• Data Scientist• Data Engineer | <ul style="list-style-type: none">• QA Analyst• Digital Transformation Analyst• Solution Architect• Automation Engineer• AI Solutions Architect• AI Ethics Specialist• AI/ML Architect• AI developer• Machine Learning Engineer• BI developer• ETL developer• Data engineer• Web developer• Mobile developer• Information Architect• Analytics strategist• Data visualization designer |
|--|--|

5.2 Technologies

The BCER requires development resources with experience in the following tools and technologies:

| Service Description | Tools / Technologies |
|---|--|
| Cluster Computing / Containerization | <ul style="list-style-type: none"> • OpenShift <ul style="list-style-type: none"> ○ Quay ○ Advanced Cluster Security (ACS) ○ Loki ○ Prometheus • Docker |
| CI/CD <i>*currently implemented on a subset of systems</i> | <ul style="list-style-type: none"> • Microsoft DevOps Server |
| Automated Testing | <ul style="list-style-type: none"> • Cypress • Tavern • SonarQube |
| | <ul style="list-style-type: none"> • |
| Identity and Access Management Tool | <ul style="list-style-type: none"> • Active Directory/EntrelID • Keycloak • CAS SSO (<i>legacy</i>) <ul style="list-style-type: none"> ○ Where possible, these legacy systems will be modified to use the recently implemented Keycloak authentication. |
| Workflow and Business Process Modelling | <ul style="list-style-type: none"> • Camunda • BPMN 2.0 |
| Business Rule Management Tool | <ul style="list-style-type: none"> • Drools |
| Automation | <ul style="list-style-type: none"> • Red Hat Ansible |
| Enterprise Integrator and API Manager | <ul style="list-style-type: none"> • WSO2 API Manager (<i>legacy</i>) • Red Hat 3Scale • Red Hat Integration (Camel/Karavan/Quarkus/Java 17) |
| Operating Systems | <ul style="list-style-type: none"> • Windows Server 2019, 2022 • Red Hat Enterprise Linux 8 • Red Hat Core OS |
| M365 Technologies | <ul style="list-style-type: none"> • SharePoint • Power Apps • Power Automate (formerly Flow) |
| System development and implementation tools | <ul style="list-style-type: none"> • .NET 6/C# (<i>Primary for new development</i>) • Java • Jersey • AspectJ • JPA • Typescript/JavaScript • Angular • Spring • Hibernate • JSF |

| | |
|--|---|
| | <ul style="list-style-type: none"> • PrimeFaces (AJAX Controls) • Bootstrap • HTML5/ CSS • XML, XSLT • JSON • SOAP • Python • Oracle Forms and Reports (19c) • SQL / PostgreSQL (Postgres) • SQL / PLSQL (Oracle) |
| Source Control | <ul style="list-style-type: none"> • GIT |
| Database Platforms | <ul style="list-style-type: none"> • Oracle 19c (<i>Primary</i>) • PostgreSQL • SQL Server |
| Issue and Project Tracking and Collaboration | <ul style="list-style-type: none"> • Jira (legacy) • |
| Business Intelligence | <ul style="list-style-type: none"> • Power BI |
| Data Virtualization | <ul style="list-style-type: none"> • TIBCO |
| Web Servers | <ul style="list-style-type: none"> • Internet Information Server • OpenResty • Apache Tomcat • Apache Web Server |
| Financial Systems | <ul style="list-style-type: none"> • Microsoft Dynamics Business Central • Microsoft Great Plains (legacy) • Continia • Altec DocLink.(legacy) • Microsoft eConnect |
| GIS Technologies | <ul style="list-style-type: none"> • ESRI Portal • ArcGIS Enterprise • ArcGIS • Geocortex Essentials • FME |
| Experience working with the following technologies an asset but not required | <ul style="list-style-type: none"> • POSSE™ • Craft CMS • Dataedo |

5.3 Operational Maintenance and Support

The BCER information systems must be on-line during business hours with no disruption of service. The BCER requires contractors with the technical skills to provide effective support for our technical team ensuring systems are well maintained and functional. Contractors must be experienced in the technologies and skillsets outlined in this section and may be required to work evenings or weekends to provide effective response to customer needs if an incident arises. If necessary, contractors must be able to travel to sites to resolve incidents or perform preventative or ongoing maintenance operations.

5.4 Database Administration

The BCER requires database administration services in support of its database instances. This includes but is not limited to the following responsibilities:

- Installing and upgrading the Oracle server and application tools including Oracle Forms and Reports.
- Allocating system storage and planning future storage requirements for the database system.
- Creating primary database storage structures (tablespaces) after application developers have designed an application.
- Creating primary objects (tables, views, indexes) once application developers have designed an application.
- Modifying the database structure, as necessary, from information given by application developers.
- Enrolling users and maintaining system security.
- Ensuring compliance with the BCER Oracle license agreement.
- Controlling and monitoring user access to the database.
- Monitoring and optimizing database performance.
- Planning for backup and recovery of database information.
- Working with BCER IT staff to maintain archived data on BCER infrastructure.
- Backing up and restoring the database.
- Contacting Oracle for technical support.

6. Development Methodologies and Guidelines

The BCER uses several application development methodologies to design, build, and implement software applications. The methodology for each project is determined by several factors including business readiness, requirements, end product goal, feedback on work to date, potential for change, past experience, etc.

The BCER is moving away from the development of monolithic applications and looking to continue its investment in the development of independent services; however, a number of existing applications will continue to be enhanced and improved.

Suppliers should have the experience and skillsets to deliver projects based on the following development methodologies:

| | |
|-------------|--|
| Waterfall | Waterfall will primarily used to support existing business units and/or projects that are accustomed to a waterfall approach and delivery has been successful in the past. These will typically be small engagements of no more than 2-3 months each. |
| Incremental | An Incremental approach to development will be used when requirements can be broken down into smaller, standalone units of functionality that deliver value to the business. Each unit of functionality follows the standard Software Development Life Cycle phases. Additional functionality is added to the system until all functionality is implemented. |
| Iterative | An iterative approach to development is used when requirements may not be well defined. Iterative projects focus on understanding the users needs (user stories) first, then delivering functioning code on a regular basis., This process is repeated until an agreed upon, minimum viable product is produced. |
| Agile | Agile methodology is used when requirements may not be well understood and the goal is to deliver value to the customer quickly and often. Using this methodology the team will be working closely together with the business owners and driving to delivery consumable increments of functionality. Requirements and design are documented throughout each 'sprint' until the functionality and its associated deliverables are complete. |

All new system development must align to the following guidelines where possible:

- Applications will be built following the 12-factor methodology (<https://12factor.net/>) to allow flexibility in the delivery target platform.
- Applications will be built with security in mind following the OWASP security standards (<https://owasp.org/>)
- All custom services will be developed using Microsoft .NET 6/7 by default (other languages will be considered on a case-by-case basis) with C# as the programming language. Development should support implementation in a container-based infrastructure where possible; this may not be possible in cases involving legacy systems.
- Authentication for any new implementations must integrate with the BCER's EntreID as the preferred option; integration with the BCER's Active Directory or Keycloak Identity and Access Management solutions may be leveraged if EntreID is shown to be unsuitable.
- All workflow related functionality will be developed within the BCER's existing Camunda instance and accessed by the application components using REST APIs.
- Unless otherwise specified, all new applications developed by the BCER must run in the OpenShift platform.
- The BCER's Enterprise Integrator will be used to integrate the new SOAP/REST Services with other BCER Applications. All services will be registered and accessed through the BCER's API manager.

- All existing applications and services currently leverage the BCER Oracle Database. New development will leverage existing data where possible, and any new data models will follow existing BCER standards.
- Business Rules should be created in Drools and easily updatable by DMN-based rule definition.
- Information systems will leverage the use of existing custom services where possible rather than developing new services or system functionality that is already available.

7. Working with the BCER

It is imperative that proponents implement and maintain robust security best practices. The BCER places a high priority on safeguarding its infrastructure and systems, and it is critical that any potential risk of a security breach is minimized. By adhering to strict security protocols, proponents help ensure the protection of sensitive information and critical assets of both their own organization and the BCER. To do this, proponents must agree to:

1. Use BCER VPN solution: Proponents must use the BCER VPN to access BCER systems when required. They must also ensure that the VPN client is up to date on their workstations.
2. Use multi-factor authentication (MFA): Proponents must use MFA when accessing BCER infrastructure and systems. Additionally, proponents must provide their staff and contractors with the necessary tools to authenticate when accessing BCER systems.
3. Exclusive use of BCER accounts: Proponents are prohibited from sharing BCER accounts amongst themselves or with contracted resources.
4. No unauthorized software: Proponents must obtain prior approval before installing any software on BCER workstations or servers.
5. Report staffing changes: Proponents must notify BCER immediately when a proponent resource is no longer working on BCER projects.
6. Adhere to privacy laws: Proponents must not violate or circumvent the Freedom of Information and Privacy Protection Act.
7. Ensure workstation security: Proponents must ensure that their workstations have a valid and current operating system that is patched regularly. They must also keep all software on their workstations up to date, have an up to date, managed, and monitored antivirus platform, and use strong passwords for their workstations and BCER systems. MFA is also preferred.
8. All contractors must agree to and adhere with the BCER's Security Schedule G – an example is provided in Appendix A of this document.

Maintaining strong security practices is a shared responsibility. Circumventing or violating the above will lead to termination of contracts and removal from the qualified vendors list.

8. Evaluation

A team consisting of BCER employees will conduct the evaluation of responses. All members of the team will be bound by the same standards of confidentiality.

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

The BCER reserves the right to refuse any proposal based on quality, service, rate, reputation, experience and other criteria.

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

- Stage One – Mandatory Criteria
- Stage Two – Desirable Criteria
- Stage Three – Interviews (optional)
- Stage Four – Reference Checks

8.1 Mandatory Criteria

The following are mandatory requirements. Responses not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

| Mandatory Criteria |
|--|
| 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-cr.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 integrity, independence and objectivity statement by the Proponent. |
| Must be legally able to work in Canada and travel when and if necessary to various BCER locations. Preference will be given to companies with a head office located in Canada. |
| The technologies, methodologies, and skillsets checklist "RFQ Services Request 2025-2028 Checklist" file must be completed and submitted with the response. |
| Rates must be provided in Canadian funds. |

8.2 Desirable Criteria

Responses meeting the mandatory requirements will be further assessed against the following desirable criteria.

| Desirable Criteria | Weighting |
|---|------------|
| Relevant experience | |
| • Roles and technologies as outlined in the response to the checklist. | 30 |
| • Oil and Gas industry or BC Government resource sector | 15 |
| • Experience with technologies implemented by the BCER | 15 |
| • References of the Respondent's experience | 10 |
| • Suitability for working with the BCER | 10 |
| • Competitiveness of hourly rates | 10 |
| Value Add | 10 |
| • Ability to travel to BCER offices | |
| • Overall capacity within the organization to provide the range of services or fully staff projects as needed by the BCER | |
| • Proven expertise in a specific technology or development methodology | |
| TOTAL POINTS AVAILABLE | 100 |

9. Format Requirements

The following format, sequence, and instructions should be followed in order to provide consistency in Proponent response and ensure each proposal receives full consideration. Responses should be succinct and should focus on the specific services being requested, including the technologies and methodologies the BCER uses. Please be considerate of the time it will take to review the submission.

Responses should not include large appendices, such as internal software development or project management standards, or promotional or sales material.

In order to expedite a fair and unbiased proposal review process, the BCER's preference is for all proposals to use the following outline in 15 pages or less:

- Table of contents with page numbers
- Executive Summary
- Short description of the proponent's organization
- A page confirming the proponent meets the mandatory requirements
- A few pages describing the services the proponent can provide including:
 - Roles
 - Technologies
 - Operational maintenance and support services
 - Database administration services
- A few pages describing the proponent's experience with the various development methodologies and the guidelines as presented in **section 6**
- Value add (description of additional benefits not described in this RFQ, but that your organization believes may improve project/program outcomes)
- Costs (including hourly rates, travel costs, blended rates) in Canadian funds.
- References (Please do not use current or former BCER staff as references)
- Attached and completed Checklist.

Note the following will not be accepted or reviewed as part of the response to this RFQ:

- Resource Matrix (including roles and named resources)
- Resumes

10. Appendix A – BCER Schedule G

Note the following security schedule which is included in all BCER contracts. Proponents must be willing to comply with this security schedule.

If a provision of the main body of this Agreement conflicts with a provision of this Schedule, then unless expressly stated otherwise within the Agreement, the provision of this Schedule will prevail to the extent of such conflict.

1. Definitions in this Schedule,

- (a) "Cloud Services" means services made available to users on demand via the Internet that are characterised by resource pooling, rapid elasticity and measured services with broad network access. Cloud Services include Software as a Service, Platform as a Service and Infrastructure as a Service, as such terms are understood pursuant to definitions provided by the National Institute of Standards and Technology (NIST).
- (b) "Industry Best Practice" means best practices commonly recognized in the IT industry from time to time and applicable to the protection and security of sensitive information of a nature similar to Protected Information against unauthorised access, disclosure or use, or any unauthorized attempts to access, disclose or use such information.
- (c) "Protected Information" means any and all of:
 - i. "personal information" as defined in the Freedom of Information and Protection of Privacy Act, British Columbia;
 - ii. information and records of information the Contractor is required to treat as confidential under the Agreement; and
 - iii. records, the integrity or availability of which are to be preserved by the Contractor under this Agreement, which in the case of records not falling within (i) or (ii), are marked by the BCER as "Protected Information" or the BCER otherwise instructs the Contractor that the record is "Protected Information" under the Agreement.
- (d) "BCER Information" means information of the BCER, including without limitation any Protected Information, that is disclosed to the Contractor, accessed by the Contractor or collected by the Contractor in relation to the Services and includes any information derived therefrom.
- (e) "Services" means the services provided by the Contractor to the BCER under the Agreement and includes, if applicable, any Cloud Services.
- (f) "Systems" means any systems, subsystems, equipment, devices, infrastructure, networks, hardware and software used in connection with the Services, including for managing, operating or providing the Services.

2. Applicability

For greater clarity, unless otherwise specified in the Agreement, the terms and conditions of this Schedule apply to the provision of all Services by the Contractor, its subcontractors and their respective personnel. Any reference to Contractor herein will include all subcontractors, Contractor personnel and subcontractor personnel, as applicable.

3. Industry Best Practice

The Contractor must have in place and maintain security controls to protect Protected Information that conform to commonly accepted industry norms that a prudent operator providing similar services would have implemented. Without limitation, the Contractor will perform its obligations under this Schedule in a manner that best conforms to Industry Best Practice.

4. IT security standards and frameworks

The Contractor must follow an IT security standard or framework and have a mature implementation of the requirements in the standard or framework. Examples of an IT security standard or framework are:

- (a) CIS Controls
- (b) NIST Cybersecurity Framework
- (c) ISO 27000 Series

5. Access Control

With respect to the access, by any Contractor personnel, to any part of the Contractor's Systems that may contain BCER Information, the Contractor must:

- (a) implement access control policies and procedures that address onboarding, offboarding, transition between roles, regular access reviews, limitations and usage control of administrator privileges, and inactivity timeouts;
- (b) identify and segregate conflicting duties and areas of responsibility, such as separation of duties;
- (c) maintain a current and accurate inventory of computer accounts;
- (d) review the inventory of computer accounts on a regular basis to identify dormant, fictitious or unused accounts;
- (e) enforce principles of "least privilege" and "need to know";
- (f) review user access rights on a regular basis to identify excessive privileges;
- (g) enforce a limit of logon attempts and concurrent sessions.

6. Authentication

Where the Contractor manages user authentication controls for Contractor personnel, the Contractor must:

- (a) enforce minimum password complexity;
- (b) limit password reuse or use of known risky passwords;
- (c) require regular change of passwords at predetermined intervals, or require password changes upon detection of risky behaviour or possible breach; and
- (d) require multi-factor authentication for regular and privileged access.

7. Security Awareness

- (a) The Contractor must ensure that all persons employed or retained to perform the Services receive security awareness training, annually and supervision at a level and in substance that is appropriate to that person's position and the Contractor's obligations under this Schedule.
- (b) The Contractor must not permit any person the Contractor hires or uses to accessor obtain any Protected Information unless that person is contractually bound to the Contractor in writing to keep Protected Information confidential on terms no less protective than the terms applicable to the Contractor under the Agreement.

8. Security Audit Log Generation and Retention for Cloud Services

The Contractor must:

- (a) generate and retain security audit logs that are sufficiently detailed to determine who did what and when for a period of 90 days online;
- (b) provide real time access to logs;
- (c) provide the technical capability to forward the logs to the BCER (API or Syslog); and
- (d) correlate, monitor, and alert on logs.

9. Investigations Support and Security Investigations

The Contractor must:

- (a) retain investigation reports related to a security investigation for a period of 2 years after the investigation is completed or provide to the BCER for retention;
- (b) provide reasonable investigative support to the BCER;
- (c) maintain chain of custody for evidence;
- (d) support e-discovery; and
- (e) maintain legal holds to meet needs of investigations and judicial requests.

10. Vulnerability Scan/Penetration Testing

The Contractor must conduct regular:

- (a) vulnerability scans;
- (b) web application scans; and
- (c) penetration tests.

Attestation letter(s) showing completion of testing may be required.

11. Technical Configuration

The Contractor must:

- (a) logically isolate and encrypt BCER Information;
- (b) ensure workstations and servers used in management and provisioning of the Services are secured with:
 - i. anti-malware protection;
 - ii. endpoint detection and response solution;
 - iii. software or hardware firewall;
 - iv. centralized access control; and
 - v. centralized security information and event management;

12. Patch Management and Vulnerability Avoidance

Patch management and vulnerability avoidance is applicable to both Contractor Systems and Cloud Services provided to the BCER.

The Contractor must:

- (a) remedy vulnerabilities in a timely manner according to criticality;
- (b) patch all Systems and software regularly according to industry best practices;
- (c) have an information security policy based on recognized industry standards;
- (d) apply system hardening methods in securing Systems; and
- (e) use secure coding practices when developing applications and application programming interfaces.

13. Business Continuity, Disaster Recovery, and Backup Plans

The Contractor must:

- (a) have a business continuity plan and a disaster recovery plan;
- (b) conduct backups of critical data following at minimum the “3-2-1 backup strategy”; and
- (c) review and test business continuity, disaster recovery, and backup plans and procedures regularly.

14. Incident Response and Management

The Contractor must:

- (a) have an incident management plan and an incident response plan; and
- (b) review and test both incident management and incident response plans annually.

15. Notifications of Breaches

The Contractor must notify the BCER within 24 hours of the Contractor's identification of a breach or incident that has affected, or may affect, BCER Information.

16. Notifications of Changes

The Contractor must notify the BCER of any changes to the Contractor's security policies, procedures or agreements that may materially lower the security of BCER Information.

17. Asset Management and Disposal

The Contractor must

- (a) maintain an inventory of BCER Information assets;
- (b) upon completion of contract or subscription, and upon request of BCER, the Contractor will dispose of all BCER Information including data residing in backups and allow BCER to download all BCER Information.
- (c) use secure methods when disposing of BCER Information Assets, and
- (d) maintain records of BCER Information asset disposals.

18. Physical Security

The Contractor must:

- (a) develop, document, and disseminate a physical and environmental protection policy;
- (b) regularly review and update its current physical and environmental protection policy and procedures; and
- (c) review physical access logs at least once monthly.

19. Threat and Risk Assessments

The Contractor must:

- (a) conduct threat and risk assessments on any part of the Contractor's Systems that is new, or has been materially changed since the last threat and risk assessment was conducted; and
- (b) support the BCER in completing Security Threat and Risk Assessments.

20. Security Screening

The Contractor must:

- (a) screen all Contractor personnel prior to Contractor authorizing access to BCER or Contractor Systems;
- (b) conduct criminal record checks on all Contractor personnel who have access to any BCER or Contractor Systems;
- (c) make a reasonable determination of whether the individual constitutes an unreasonable security risk taking into consideration the duties of the individual, the type and sensitivity of information to which the individual may be exposed, and all applicable laws; and
- (d) require all Contractor personnel to proactively disclose criminal offences to the Contractor unless prohibited by applicable law.

21. Supply Chain

The Contractor must ensure that its suppliers and subcontractors involved in the provision of Services meet or exceed the standards set forth in this Schedule.

22. Encryption

The Contractor must:

- (a) implement and maintain modern encryption of BCER Information while at rest and in transit;
- (b) if required, offer the BCER the technical capability of cryptographic key management to allow the BCER to manage encryption keys in relation to BCER Information at rest and in transit;
- (c) not hold or have access to encryption keys if such encryption keys are managed by the BCER to encrypt BCER information at rest or in transit; and
- (d) not provide encryption keys used to secure BCER Information to a third party or the ability to break such encryption.

23. Isolation Controls and Logical Isolation of Data

The Contractor must:

- (a) implement and maintain the logical isolation of BCER Information, even in the case of equipment or technology failure;
- (b) implement, where supported by available technology, the logical isolation of audit records related to BCER Information and activities, even in the case of equipment or technology failure; segregate tenancy traffic from management network traffic; and
- (c) not use Protected Information for test or development purposes without the written approval of the BCER.

24. Technical Network Controls

The Contractor must implement:

- (a) firewalls, web application firewalls, distributed denial of service, network threat detection and intrusion prevention systems to control traffic flow to and from the Contractor's Systems;
- (b) network segmentation of Contractor Systems containing critical information or infrastructure management;
- (c) data loss prevention or detection; and
- (d) secure remote access to the Contractor's Systems by Contractor personnel and contractors.

25. Cloud Services Authentication and Authorization

Where the Contractor is providing a Cloud Service, these provisions must be accommodated:

- (a) Single Sign-On integration with the BCER Microsoft Entra tenant;
- (b) "Break glass" account may be required for critical systems;
- (c) Role based access control where the BCER manages user role membership either within the Cloud Service or via security groups in the BCER Microsoft Entra tenant; and
- (d) Discreet user roles for BCER IT management and business roles as required.

26. Use of BCER Systems

Use of BCER Systems by the Contractor or its personnel (including subcontractors) must be restricted to activities necessary for provision of the Services. The BCER reserves the right to not make any particular BCER facility, system, network or device available to the Contractor unless the Contractor or its individual personnel (as applicable) agree to any additional terms and conditions acceptable to the BCER.

27. Security Contact

If not set out elsewhere in the Agreement, the Contractor must provide the contact information for the individual who will coordinate compliance by the Contractor on matters relating to this Schedule.