



312 – 1831 College Avenue, Regina, SK S4P 4V5

SMPIA

REQUEST FOR PROPOSAL

Background

The Saskatchewan Media Production Industry Association (SMPIA) is a provincial, member-based non-profit organization that is governed by a volunteer board of directors. Established in 1986, SMPIA represents all personnel related to the making and exhibiting of media productions from beginners to veteran professionals. SMPIA's job is to be a catalyst for change, to facilitate interaction between people working in these media, and to help to create an environment that provides opportunities for the production, promotion and appreciation of screen-based media production in Saskatchewan.

SMPIA is seeking proposals from qualified vendors for the development of a database and CRM to assess and track labour supply and demand in the media production industry in Saskatchewan.

Instructions to Vendors

Vendors are solely responsible for ensuring that they have obtained all information necessary to prepare their proposal and for independently verifying such information. Although all reasonable efforts have been made, SMPIA does not warrant that any information provided is accurate, complete, reliable or sufficient. Vendors shall be deemed to have gathered all information necessary to perform their obligations under the RFP.

Vendors are expected to inform themselves with respect to all terms or conditions that may affect this proposal, and to ensure that they comply. Vendors who find discrepancies or omissions in the information provided, or who have questions as to the meaning or intent of various aspects of the project, shall at once, notify the SMPIA contact(s) identified in the RFP, who will, if necessary, provide written instructions, clarifications, or explanations. Unless confirmed in writing by SMPIA contacts or issued by addendum on the SMPIA's website, vendors shall not take into consideration any verbal instructions, comments or answers to questions which purport to modify the RFP document. All inquiries related to this RFP shall be submitted in writing, by email, to SMPIA contacts.

Scope of Work

SMPIA is seeking proposals for the creation of a database and a CRM, including associated systems and managed services. We seek an integrated solution, accessible through a secure portal on a public facing website, with capabilities including:

- A dynamic, easy-to-use portal for data entry that would be accessible through a public-facing website and a customer relationship management system (CRM). The database will be used for labour supply and industry demand data and relationships.
- Vendors will be expected to provide some form of master data management (MDM) or equivalent as part of an organization-wide data management solution; an optimized, flexible, and efficient data architecture
- The solution will preferably be cloud-based and commercial off-the-shelf or open source.
- The successful vendor(s) must describe how they would satisfy SMPIA's requirements in a timely, cost effective, expert, phased approach. They must also be prepared to approach their proposal and the work in a collaborative, transparent manner, sharing with SMPIA the details of their planning, costing, scheduling, billing, logistics and execution in an effort to provide the most open, smoothest, least disruptive transition possible

Deliverables

1. Solution Components – SMPIA requires an integrated, highly configurable, and scalable solution with open APIs. Such a solution must provide for:

- Dynamic, easy-to-use portal for data entry
- Customer relationship management system (CRM)
- Integration of database with existing public facing website built on Wordpress
- Ability to perform analytics on migrated historic data
- Versatile, self-service descriptive and predictive analytics capability
- Enterprise data management system
- Comprehensive, operational & business reporting capability
- IT infrastructure analysis to support operations of database
- Ability to perform data migration from all sources

As part of its solution, the successful vendor will be expected to provide additional deliverables such as:

- Some form of master data management (MDM) or equivalent, including an optimized, flexible, scalable & efficient data architecture.
- Applications, scripts, support & expertise required to affect the timely migration of historical data from legacy internal systems & from stakeholder external systems to the new system.
- Complete & highly useable system & user documentation.
- User, administrator & technical training
- Availability & performance warranties & other features / deliverables described herein
- Testing & integration - The solution must be a cloud-based and commercial off-the-shelf (COTS) or open source. The solution must be expandable and able to be easily integrated, in future, with a variety of other applications.

The solution must generally conform with the spirit of the Government of Saskatchewan's best practices, including their security and privacy standards, and provide strong IT and IT operational controls, including but not limited to access controls, logging (ex. data auditing), application and data base controls, operating system controls, data validation, error reporting, data quality, program change and maintenance controls, network controls, mobile access controls, telecommunications controls and encryption, if required. The transitional operating agreement between SMPIA and the successful vendor requires SMPIA to "protect the information in the registry with technological, administrative and physical safeguards that represent best efforts for the sensitivity of the information, the format in which it is held and the related privacy risks and secure such information against theft, loss and unauthorized use or disclosure". Lastly, the solution must include the provision of managed services for system operations, evolution and enhancements (including help desk for SMPIA staff) for a six-month period, with an option to extend for up to an additional six months (cumulatively). All of the components of the solution below require:

- Capability Description and Configuration Description of all major components of the proposed configuration & environment, including hardware, software, network & premises.
- Availability Guaranteed - Availability of the proposed systems bandwidth & capacity.
- Estimated bandwidth & capacity of infrastructure, expressed in terms of ability to meet processing requirements of SMPIA.
- Redundancy Backup & disaster recovery provisions & capabilities.

All of the components of the solution below are required.

Enterprise Content Management

- Capability Description
- Capture, store label & characterize unstructured & semi-structured data
- Able to store, characterize, organize, tag & process unstructured & semi-structured data such as PDFs, documents, legacy files, images
- HTML, XML & others including with robust metadata retention
- Content searchable to search across content & content metadata
- Security Generally, conforms with the spirit of Government of Saskatchewan's best practices, including security & privacy standards & is hardened against hacking & other malicious attacks, including mobile devices
- Content & archiving Ability to manage content across its lifecycle & archive / destroy as necessary; privacy & compliance-friendly
- Integration capabilities Seamlessly integrates with other registry applications (ex. portals, case management, workflow management) to store, retrieve & manage documents / objects

Data Management

- Cleansed data will be provided to the vendor.

Operational & Business Reporting

- Self-serve reporting - Allow business users to manipulate & generate easy to interpret reports for consumption.
- Mobile accessibility - Access & interact with reports through mobile devices.
- Visualizations - Readily visualize analyzed data & variances in an easy-to-interpret manner (ex. Dashboards).
- Interactive reports - Ability for end-users to interact with reports (ex. Drilldowns, filtering).
- Data exportability - Ability to export data from reports.
- Data transformation - Manipulate data through transformations into a format for reporting or visualization.
- Alerts - Alert appropriate business users if certain metrics drop blow or exceed defined limits.
- Report sharing - Allow for easy sharing of reports both internally & externally.

Project Budget

This is a competitive bidding process and SMPPIA reserves the right to accept a proposal other than the lowest cost proposal without stating reasons. Please ensure all ongoing licensing costs associated with software solutions are identified within the proposed project costs.

Timeline

In order to assist Proponents, the following are the proposed key dates and events with respect to this RFP process. Such dates may change based upon circumstances, without notice.

RFP issued

February 15, 2023

Response to RFP required March 20, 2023

Proponent selected April, 2023

Initial meeting, presentation
of work plan, methodology,
scope of project Early April

Payment Schedule

Please advise within proposal as to the required payment terms.

Submission Format and Requirements

Cover Letter

Proposals must include a cover letter signed by an authorized official.

Corporate Information

Proposals must include a description of the vendors' background with particular emphasis on previous experience managing similar projects and relevant expertise.

Technical Proposal

The Proponent must supply a complete outline that clearly demonstrates understanding of the purpose and objectives of the project and proposes how the objectives will be achieved and how the deliverables will be completed.

It will also include the following:

- vendor's understanding of the project purpose, objectives, and scope
- vendor's proposed approach and methodology, the merits associated with this approach, and a suggested work plan outlining the project phases and milestones
- Identification of any assumptions upon which the proposal is based
- vendor's willingness and ability to comply with all Terms and Conditions as outlined in this RFP
- References from clients on similar work

Project Staff and Qualifications

The Proposal must include the following information regarding the project team:

A detailed description of each professional, including:

- Description of capabilities and related qualifications
- Previous work assignments and training in any relevant area of expertise

In the event the vendor intends to utilize the services of additional individuals on a sub-contracting basis, to perform selected aspects of this project, the overall coordination and responsibility for the Proposal must be assumed by the vendor and the vendor is deemed solely responsible for all incurred costs related to sub-Consultants. The vendor and any of their agents or sub-Consultants must meet all regulatory requirements as outlined by both provincial and federal acts and regulations, pertaining to labour, health and safety and taxation laws. All sub-Consultants must be identified in the proposal along with the

associated services they will provide. SMPPIA reserves the right to accept or reject any sub-Consultant.

General Terms and Conditions

All terms and conditions, as outlined in this RFP, must be clearly reflected within the Proposal. In instances where the vendor is unable to meet any of the terms and conditions and deliverables as outlined, specific notation must be clearly expressed within the contents of the written Proposal document.

Submission and Closing Date

All submissions should be submitted no later than 4:30 pm on March 1st, 2023 Saskatchewan time.

Information Requests and Proposal Submission to Closing Date

Ken Alecxe, Executive Director, Saskatchewan Media Production Industry Association,
John Hopkins Regina Soundstage

312 – 1831 College Ave

Regina, SK, S4P 4V5

Phone: (306) 780-9840

Email: ed@smpia.sk.ca

March 1, 2023 @ 4:30 pm SK time RFP Title and Closing Date are to be marked on sealed envelope if quote is mailed or couriered, or in the Subject Line if quote is emailed.

Conditions of Proposals Received

All proposals will be reviewed by SMPPIA in a timely manner with the assistance of a Business Consultant, Christian Boyle, Owner of Glyph Strategies in Saskatoon.

Any proposal received after the specified closing date and time will not be considered.

The consultant or contracting organization which proposes to contract with SMPPIA is referred to as the Vendor. If the Vendor discovers an error or omission in their proposal, they can withdraw their proposal up to two (2) hours before the proposal closing date; otherwise, their proposal is binding as submitted.

All proposals submitted shall be open for acceptance and are irrevocable for a period of sixty (60) days from the proposal closing date.

SMPPIA reserves the right not to accept any of the proposals submitted and can re-open competition for this contract.

Acceptance or Rejection of Proposal

The Consultant is expected to enter into a contract within ten (10) working days of the notification date of acceptance by SMPPIA of their proposal.

Proposal Alteration

Proposals submitted shall be final and may not be altered by subsequent offering, discussion, or commitments without the mutual consent of both parties in writing.

Period of Commitment

All Proposals must be firm for a period of at least 90 (ninety) days from the RFP closing date and will be used by SMPPIA as the basis for any formal Contract.

Proposal Rejection

SMPIA may reject any or all Proposals or cancel this RFP at any time.

Modification of Terms

SMPIA reserves the right to modify the terms of this RFP at any time at its sole discretion.

Incurred Costs

SMPIA shall not be liable for any costs for preparation or presentation of proposals by the Consultant.

Questions

All questions related to this RFP shall be directed to the contact on the RFP cover sheet in writing or via email. Enquiries and responses will be recorded and may be distributed to all vendors at the discretion of SMPIA. Verbal responses to any inquiries are not binding to either party.

Confidentiality

Information obtained by the Vendor as a result of participation in relation to this RFP is confidential and must not be disclosed by the Vendor except as authorized by SMPIA.

Intellectual Property

All intellectual property and reports created or acquired from this project remain the property of SMPIA and will not be returned.

Authority

SMPIA is the sponsor and project manager of this project. SMPIA at its sole discretion shall have the final approval or rejection of the project deliverables and any and all negotiations with the Vendor.

If the Vendor is not meeting the terms of the project contract, SMPIA reserves the right to discontinue the Vendor's work at each and any stage of the project.

Taxation

GST and PST must be identified separately in the proposal.

Licensing

Dependent upon the status of the Vendors' mode of business operations, the Vendor must be legally allowed to practice business in the Province of Saskatchewan,

Contractual Warranties

The Contract will be governed by the Laws of the Province of Saskatchewan.

All documents, records and information gathered in the course of completing the Contract will remain the exclusive property of SMPIA.

The Vendor, its agents and employees will be required to maintain the strictest confidence concerning any and all information pertaining to this Contract.

The Contract shall not be assigned by the Vendor under any circumstances.

The Vendor shall indemnify and hold harmless SMPIA from any and all third-party claims, demands, actions and costs whatsoever that may arise directly or indirectly out of any act or omission of the Vendor, the Vendor's employees or agents, the performance by the Vendor of the Contract, including any losses, breaches of security, unauthorized disclosure of information or unauthorized use of records or information.

The Vendors' Proposal will form an official part of the formal Contract by virtue of its attachment to the negotiated Contract document. Claims made in the Proposal will therefore be considered by all parties as contractual warranties. Any provisions in the attached Proposal may also be duplicated in the Contract as a direct provision. In the event of any inconsistency between the accepted Consultant's Proposal, the original RFP and the signed Contract, the Contract will take precedence.

Evaluation of Responses

Criteria for Evaluating Proposals

- Demonstrated understanding of project goals, objectives and scope
- Quality, expertise and accessibility of personnel assigned to the project
- Quality of proposal
- Ability to start work immediately
- Recommendations from prior clients (including list of references) for whom the Bidder has performed similar studies.
- Projected costs in labor and materials for completing the project.

Award or Rejection of Bid

Any award made is subject to a signed Contract. If a Contract between the Consultant and SMPIA cannot be negotiated in a timely fashion to SMPIA's satisfaction, the award may be withdrawn.

SMPIA reserves the right to withdraw the award at any time for any reason during the Contract negotiation process. If the successful bidder is unable to fulfill the terms of the Contract, SMPIA will take appropriate action, which may include awarding the contract to an alternate Bidder.

Ken Alecxe
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