

Addendum No. 1

City of Coquitlam

RFEI No. 21-056

Digital Asset Management System

Issue Date: August 18, 2021

(consists of 6 pages)

Respondents shall note the following amendments to the RFEI documents:

Q1) Can companies from outside Canada submit a reply? (like, from India or USA)

A1) Companies from outside of Canada are welcome to apply, however for SAAS solutions, preference will be given to those hosted within Canada.

Q2) Whether we need to come over there for meetings?

A2) In-person meetings and training is not necessarily required, and Respondents are free to submit proposals that do not include in-person meetings and/or training.

Q3) Can we perform the tasks (related to RFEI) outside Canada? (like, from India or USA)

A3) Tasks may be performed outside of Canada however if data is to be transmitted outside of Canada, or if staff working outside of Canada are to have access to data this should be noted in the submission.

Q4) Can we submit the proposals via email?

A4) Instructions for submission are stated within the RFEI.

Q5) How many DAM standard users vs. read-only users will there be in the system Day 1/Year 1? How will the system user count change over time in Year 2-5? (Please include external contributors in standard user count) Standard User: Edit assets/metadata/uploading files, Read Only: Search, Download (no editing of system data)

A5) There will be approximately 5 standard users Day 1/Year 1 and approximately 50 read-only users. While the standard user count shouldn't change over time in Year 2-5, the read-only user could double or even triple, depending on the system and how we choose to use it.

Q6) Please provide a total number of departments that will be accessing the City DAM and require training. The RFEI references two BUs: Corp Comm and Eco Development & Tourism but states "all departments throughout the organization would be requested to upload and access their images via the DAM to ensure a comprehensive collection of corporate digital assets".

A6) The total number of departments accessing the City DAM would be nine departments which contain a number of divisions. However we foresee the uploading of the images to be centralized through Corporate Communications, subject to available approval workflows in the proposal, which would mean the departments will only require training on how to download the images/videos.

Q7) What is the total count of the City assets in use today, and approximately how much storage in Gigabytes/Petabytes does this represent? What percentage of current assets are photo vs video? What is the expected percentage growth rate year of year on both photo and video in quantity and storage size?

A7) The current count of photo and video assets is 521 GB, however the amount of media generated annually cannot be accurately assessed until a DAM solution is implemented. Respondents should clearly state their pricing model with respect to storage.

Q8) Is there consideration being made for a phased approach to the Coquitlam DAM project? If so, what are the minimum requirements for the City DAM Day 1 versus future phase goals? Please reference expected integrations, number of assets migrated, number departments/users active in system, etc.

A8) The approach will be subject to the competencies of the chosen Respondent and capabilities of the solution. Migration and cataloguing of assets will be prioritized ahead of integrations if a phased approach is chosen. It is expected that all user groups will be able to access and utilize the solution shortly after launch.

Q9) Please provide a high-level description of the current functionality/use cases of the following City systems: 1) City's OpenText eDOCS Coquitlam Enterprise Document Management System (CEDMS) and 2) Quest, the City Archives Online Search Portal (Artefactual Systems, Access to Memory software). Please provide a high-level description of the expected integrations of the City DAM to the above-mentioned systems. Are there any other corporate systems that the City DAM will need to integrate into, above and beyond the two referenced systems?

A9) The City's CEDMS system is currently used for all City records storage including word documents, PDF, Excel documents etc. However, multi-media files are currently not stored in CEDMS. To meet the City's retention and records management requirements, it is desired that the Digital Asset Management system backs-up files and syncs addition/deletion of files in CEDMS.

Integration with Quest is not a priority at this time however other integrations could include the Adobe Creative Cloud. Respondents should provide a full list of products that they integrate with.

Q10) Will general public (anonymous users) be able to access the City DAM assets directly, or is this an internal-facing city resource only? If the application is external facing/publicly accessible, what type of security requirements are needed by the City for file sharing?

A10) As part of the initial deployment, the DAM will not be public facing but the City would like the ability to send album links to trusted external partners. However, if a proposed solution features public-facing photo galleries or similar functionality, that may be desired as a future upgrade.

Q11) Please provide additional details about your city's legislation regarding compliance with FIPPA, particularly about public exposure of the assets. Security policies along with encryption will be implemented but the identity management (control policies) needs to be clarified (i.e., is the city going to retain control of access permissions?)

A11) See attached "Privacy Protection Schedule"

Q12) Beyond the approval workflow, is the City interested in a DAM solution that offers the ability to manage the creation of content? (ex: creative brief intake form, assign tasks to designers, manage tasks Kanban board).

A12) While the above mentioned features are not sought as part of this RFEI, this may be desired as a future upgrade and Respondents are welcome to detail the full capabilities of their products.

Q13) Can you provide the number of admin/upload users you anticipate needing a license for the platform? Can you please provide the number of view and download users you anticipate needing a license for the platform?

A13) Please see A5.

Q14) Can you please provide the number of TBs you anticipate migrating to the DAM platform in Year 1?

A14) Please see A7

Q15) Are there other integrations you're potentially seeking? (Ex: Adobe Creative Cloud or Wordpress/Drupal integration)

A15) The City may benefit from an integration with Adobe Creative Cloud, however Respondents should provide a full list of products that they integrate with.

End of Addendum No. 1

Respondents take into account the content of this Addendum in the preparation and submission of the Proposal which will form part of the Contract and should be acknowledged on the Proposal Submission Form.

Upon submitting a Proposal, Respondents are deemed to have received all addenda that are issued and posted on the City's website and considered the information for inclusion in the Proposal submission.

Issued by:

M. Pain,
Purchasing Manager

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PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between _____ (the "Public Body") and _____ (the "Contractor") respecting _____ (the "Agreement").

Definitions

1. In this Schedule,
 - (a) "**access**" means disclosure by the provision of access;
 - (b) "**Act**" means the *Freedom of Information and Protection of Privacy Act* (British Columbia), as amended from time to time;
 - (c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
 - (d) "**personal information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Public Body and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:
 - (a) enable the Public Body to comply with its statutory obligations under the Act with respect to personal information; and
 - (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
 - (a) the purpose for collecting it;
 - (b) the legal authority for collecting it; and
 - (c) the title, business address and business telephone number of the person designated by the Public Body to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Public Body to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Public Body, the Contractor must promptly advise the person to make the request to the Public Body unless the Agreement expressly requires the Contractor to provide such access and, if the Public Body has advised the Contractor of the name or title and contact information of an official of the Public Body to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Public Body to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

9. When issuing a written direction under section 8, the Public Body must advise the Contractor of the date the correction request to which the direction relates was received by the Public Body in order that the Contractor may comply with section 10.
10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Public Body, the Contractor disclosed the information being corrected or annotated.
11. If the Contractor receives a request for correction of personal information from a person other than the Public Body, the Contractor must promptly advise the person to make the request to the Public Body and, if the Public Body has advised the Contractor of the name or title and contact information of an official of the Public Body to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Public Body otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Public Body in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Public Body otherwise directs in writing, the Contractor may only use personal information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of personal information

16. Unless the Public Body otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Public Body if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
17. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Notice of foreign demands for disclosure

18. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.2 of the Act, if in relation to personal information in its custody or under its control the Contractor:
 - (a) receives a foreign demand for disclosure;
 - (b) receives a request to disclose, produce or provide access that the Contractor knows or has reason to suspect is for the purpose of responding to a foreign demand for disclosure; or
 - (c) has reason to suspect that an unauthorized disclosure of personal information has occurred in response to a foreign demand for disclosurethe Contractor must immediately notify the Public Body and, in so doing, provide the information described in section 30.2(3) of the Act. In this section, the phrases "foreign demand for disclosure" and "unauthorized disclosure of personal information" will bear the same meanings as in section 30.2 of the Act.

Notice of unauthorized disclosure

19. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.5 of the Act, if the Contractor knows that there has been an unauthorized disclosure of personal information in its custody or under its control, the Contractor must immediately notify the Public Body. In this section, the phrase "unauthorized disclosure

of personal information" will bear the same meaning as in section 30.5 of the Act.

Inspection of personal information

20. In addition to any other rights of inspection the Public Body may have under the Agreement or under statute, the Public Body may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

21. The Contractor must in relation to personal information comply with:

- (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and
- (b) any direction given by the Public Body under this Schedule.

22. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

23. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Public Body of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

24. In addition to any other rights of termination which the Public Body may have under the Agreement or otherwise at law, the Public Body may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the

Contractor to comply with this Schedule in a material respect.

Interpretation

25. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

26. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

27. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

28. If a provision of the Agreement (including any direction given by the Public Body under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

29. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 30, the law of any jurisdiction outside Canada.

30. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.