

Request for Quote Issued on June 4, 2025

Revised – June 11, 2025

Audit of Squamish-Lillooet Regional District Records Management Program and Records Retention

1. Overview

The Squamish-Lillooet Regional District (SLRD) is seeking written quotations from qualified professionals to conduct a comprehensive records management audit of the organization. This audit will assess the SLRD's current records management practices, policies and procedures against industry standards and regulatory requirements and provide recommendations for the establishment of a records and information management (RIM) program, including a proposed roadmap to implement a program based on current status and size of the organization.

2. Background

The Squamish-Lillooet Regional District (SLRD) is a local government federation, consisting of four municipalities ([District of Lillooet](#), [Village of Pemberton](#), [Resort Municipality of Whistler](#) and [District of Squamish](#)) and four unincorporated rural Electoral Areas ([A](#), [B](#), [C](#) and [D](#)), operating on the traditional territories of the Skwxwú7mesh Úxwumixw ([Squamish](#)), [St'át'imc](#) and [Lil'wat](#) Nations.

The SLRD has one administrative office headquartered in Pemberton, which is the approximate geographic centre of the region, and delivers a range of local, sub-regional and regional services to approximately 50,496 residents. The SLRD has a hybrid work environment and currently employs approximately 45 staff members, 11 elected officials and has 60 M365 accounts.

Current Landscape:

- records Management bylaw dated 2016;
- records Management manual dated 2016;
- on-premise shared and restricted network drives;
- software applications and record types:
 - Unit4 ERP – finance and payroll records
 - iCompass - Board and Committee meeting management
 - Tempest – Land Management, Planning, Building Compliance records (limited use).
 - Exchange Online – email records
 - OneDrive, SharePoint and MS Teams in a limited capacity
 - Cloudpermit – Building permit applications
 - Esri's ArcGIS used for land use planning, asset management and emergency management.
 - Bang the Table public engagement.
 - Upanup cloud-based website CMS
- paper records are primarily kept at the SLRD office and at two (2) off site storage locations in Pemberton; and

- departments are generally using the LGMA classification index established in 2016; however, some may be operating independently with regards to records management, storage and retention methods.

3. Scope of Work

- Records Lifecycle: Assess the processes for creating, managing, storing, and retrieving records throughout their lifecycle.
- Retention Schedule: Evaluate the accuracy and effectiveness of the retention schedule.
- Electronic Records Management: Assess the implementation and effectiveness of the electronic records management systems.
- Compliance: Verify compliance with relevant regulations and industry standards.
- Data Governance: Evaluate the effectiveness of data governance policies and procedures.
- Access Controls: Assess the security and access control measures in place.
- Disaster Recovery: Evaluate the organization's disaster recovery plan for records.

4. Objectives

The SLRD wishes to establish a Records Management Program that ensures compliance with legal and regulatory requirements; has strong governance, tools and processes; and supports staff and elected officials with modern workplace practices.

This project aims to understand current state to inform a robust plan for future state.

This project should keep in mind SLRD is a small BC local government when making recommendations and planning.

5. Desired Deliverables

The successful candidate will provide the following deliverables:

- (a) Final Audit Report: A detailed report of audit findings including assessments, evaluations, effectiveness, compliance, and recommendations for improvement.
- (b) Roadmap: A comprehensive roadmap outlining milestones, steps needed to address deficiencies identified during the audit and a clear roadmap for implementation of an EDMS, including anticipated level of staff involvement required throughout the project, and sufficiently detailed budget estimate to be used to seek funding from the Board.
- (c) Report on SLRD's use of the LGMA classification scheme, including a recommended right-sized classification strategy that ensures regulatory compliance, supports usability, and leverages the capabilities of modern EDMS platforms, including tag-based search functionality.
- (d) PowerPoint executive report outlining summary of audit, roadmap and budget.

Support for the audit will be provided from the Legislative Coordinator, Administrative Assistant, Department heads and other staff as required.

6. Timeline:

The anticipated timeline is as follows:

- Request for Quotes will be issued on June 4, 2025.
- Quotes will be received by June 23, 2025 at 9:00 a.m.
- Review of quotes will occur by June 24, 2025.
- SLRD will select the preferred proponent around June 27, 2025.
- Timing of the audit project will be discussed with the successful proponent; however, it is expected the project will be completed September/ October 2025.

7. Proposal Format:

- Provide a summary with experience and examples of other Local Government records management reviews completed.
- Provide an outline of the methodology of how the review will be completed, as well as the proposed expectation of SLRD staff required to support the review.
- Provide an outline of the project objectives (section 4) showing understanding of how they tie to the deliverables.
- Provide a timeline for completion of the review.
- Provide a detailed breakdown for deliverables (a) – (c) outlined in section 5 above. including pricing (hourly and fixed fees), timeline and staff resources.
- Confirmation of insurance requirements (please see below).
- Confirmation of WorkSafeBC coverage (please see below).

The quotation is to include all charges for hourly fees, travel time and expenses, office/staff expenses / overhead, disbursements and taxes.

Proponents are asked to provide a detailed cost breakdown for each deliverable (section 5). Please include an explanation of how each cost was determined (e.g., estimate of hours) and indicate any potential impact on the overall audit if specific items are removed or adjusted. Feedback regarding the scope of work in relation to the budget will be considered during proposal evaluation. The final scope of work will be confirmed to align with available funding.

Inquiries should be directed to Gail Harris, Legislative Coordinator, by email at gharris@slrd.bc.ca or by phone at 604-894-6371, extension 229.

The deadline for submitting quotes is June 23, 2025 at 9:00 a.m. Please submit via email to gharris@slrd.bc.ca.

8. Terms and Conditions:

1. The SLRD is under no obligation to formally evaluate any quote submitted in response to this RFQ; however, if the need remains for the requested goods and/or services, the SLRD will select the quote (if any) for contract negotiations that represents, in the sole discretion of the SLRD, the best value taking into account the supplier's responses to the information requests contained in the RFQ.
2. The lowest quote may not be accepted, and the SLRD may reject any or all quotes submitted.

3. The supplier may withdraw its quote at any time prior the point that a fully signed contract has been entered into between the SLRD and the supplier pertaining to the goods and/or services. Likewise, the SLRD may terminate negotiations with a supplier at any time prior to the point that a fully signed contract has been entered into between the SLRD and the supplier pertaining to the goods and/or services.
4. Quotes received by the SLRD after the quote submission date referenced above may be disregarded.
5. The SLRD may cancel the RFQ at any time prior to the point that a fully signed contract has been entered into between the SLRD and the supplier pursuant to the RFQ.
6. The supplier is responsible for providing proof of the following insurance coverage throughout the term of the contract:
 - Commercial general liability insurance providing coverage for death, bodily injury, property loss and damage and all other losses arising out of or in connection with the provision of the services in an amount not less than three million dollars (\$3,000,000) per occurrence and five million dollars (\$5,000,000) in the aggregate, with the SLRD listed as an “Additional Insured”;
 - Automobile liability insurance providing coverage on all vehicles owned, operated or licensed in the name of the Proponent in an amount not less than two million dollars (\$2,000,000) per occurrence for bodily injury, death and damage to property;
7. The supplier is responsible for providing proof of WorkSafeBC coverage (or if applicable proof that WorkSafeBC coverage is not required) and remaining in good standing during the term of the contract.