



**EXPRESSION OF INTEREST**

**NWEOI-22-03**

**Human Resources Information System for  
New Westminister Police Department**

**Closing Time:**

Wednesday September 28, 2022  
3:00 PM, Local Time, Vancouver BC

**Closing Location:**

Upload to [https://fileshare.newwestcity.ca/filedrop/purchasing\\_submissions](https://fileshare.newwestcity.ca/filedrop/purchasing_submissions)

**Further requests for information :**

**Purchasing: Patrick Shannon, SCMP**  
Purchasing Manager

Email: [nwpurchasing@newwestcity.ca](mailto:nwpurchasing@newwestcity.ca)

<b>PROPONENT NAME</b>		
Street Address:		
City Province Postal Code		
Contact Name:		
Telephone number:		Fax:
Email		Date:
Signature: by authorized signatory		

By my signature above, it shall be understood that I have read, understood and accept the requirements outlined in the Request for Proposal, we hereby propose to supply the Services in accordance with the Request for Proposal and as outlined in this Form of Proposal.

# CORPORATION OF THE CITY OF NEW WESTMINSTER

## EOI PROCESS & GENERAL REQUIREMENTS

### **1.0 GENERAL INFORMATION**

- 1.1** Through this Expression of Interest (EOI), the New Westminster Police Department (NWPD) is currently seeking information from experienced firms to provide information for a Human Resource Information System/software (HRIS).
- 1.2** This is an Expression of Interest, and not a call for tenders or request for offers and no contractual obligations shall arise between the NWPD and a Proponent upon the Proponent's submission of a Proposal to the NWPD.
- 1.3** The NWPD, at its discretion, reserves the right to;
- a) Use this EOI to shortlist suppliers to proceed with a future Request For Proposal;
  - b) Directly award a contract to a supplier who demonstrates that they are able to provide all the requirements under this EOI;
  - c) Modify this EOI at any time.
- 1.4** Proponents will be solely responsible for their own expenses incurred in connection with this EOI, including in preparing and submitting a Proposal and in any subsequent negotiations with the NWPD.
- 1.5** This EOI shall be governed by and construed in accordance with the laws of the Province of British Columbia.
- 1.6** By submitting a response, the Respondent confirms that neither it nor any of its officers, directors, employees or subcontractors, has any financial or personal relationship or affiliation with any elected official or employee of the City of New Westminster or the NWPD or their immediate families which might in any way be seen or perceived to create a conflict of interest.
- 1.7** All documents submitted to the NWPD in response to this EOI or as part of any subsequent negotiation will become the property of the NWPD, and will not be returned.
- 1.8** Proponents should be aware that the NWPD is subject to the provisions of the Freedom of Information and Protection of Privacy Act (FOIPPA) ("Act"). A Proponent may stipulate in their Proposal that a portion(s) of their Proposal that contains confidential information and is supplied to the NWPD in confidence. However, under FOIPPA, the NWPD may nevertheless be obligated to disclose all or part of a Proposal in response to a request made under the Act, even if the Proponent has stipulated that part of their Proposal is supplied in confidence. The Proponent should review Section 21 and other provisions of FOIPPA in order to gain a better understanding of the NWPD's disclosure responsibilities under the Act.
- 1.9** All information provided by the NWPD to a Proponent in connection with this EOI is provided on a confidential basis, and Proponents will not disclose any such information to any person (other than the Proponent's legal advisers or consultants) without the NWPD's prior written consent, nor may any Proponent publicize or advertise its involvement with this EOI process without the prior written consent of the NWPD.

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- 1.10 Proponents shall not contact NWPD elected officials, officers or employees directly or indirectly regarding this EOI, except as indicated in this EOI.
- 2.0 **BUSINESS REQUIREMENTS & SCOPE OF WORK**
- 2.1 See Appendix A for a full description of the services and the background on the New Westminister Police Department's requirements.
- 3.0 **PROPOSAL INSTRUCTIONS**
- 3.1 Proposals should be submitted electronically in one (1) Adobe (PDF) file with Subject NWEOI-22-03 HRIS for NWPD Submission" in the Subject to [https://fileshare.newwestcity.ca/filedrop/purchasing\\_submissions](https://fileshare.newwestcity.ca/filedrop/purchasing_submissions)
- 3.2 The NWPD will receive Proposals at the location and time indicated on the title page of this Request for Proposal.
- 3.3 Requests for clarification or further information should be made in writing only to the individual from the NWPD identified on the first page of this EOI. The NWPD may respond to enquiries that it, in its sole discretion, considers relevant to this EOI. The NWPD intends to respond only to those relevant written enquiries received at least ninety-six (96) hours prior to the closing time indicated on the title page of this EOI. The NWPD may record enquiries and post written responses on the NWPD of New Westminister website at <https://www.newwestcity.ca/business-and-economy/doing-business-with-the-city/request-for-bids-and-proposals-open>
- 4.0 **SUBMISSION REQUIREMENTS**
- 4.1 Proposals should be provided double-sided on 8 ½" white paper, in a font colour of black and not less than 11 point. All proposals must include and clearly identify:
- a) **Cover Page:** Front page of this EOI with the required Proponent information filled out and signed.
  - b) **Previous Experience:** (two pages max) provide an overview of your company experience providing similar services. Include any resumes.
  - c) **Methodology and Approach:** (three pages max) Provide an overview of how you would approach working with the NWPD to address our requirements. Ensure you clearly outline the work from initial discovery to the system being fully implemented. Include in your response when and what resources you would require from the NWPD. Reminder that work that requires access to personal information must be done in Canada.
  - d) **HRIS System:** Provide information on your system that directly delivers the requirements as noted in Appendix A. Ensure you outline how your system complies with the FOIPPA requirements. As this is an EOI, the NWPD is looking for a high level summary of products that meets the needs. Further discussions or a demo may occur at the NWPD discretion.
  - e) **Costs:** Provide a budget estimate outlining all the costs associated with the discovery, implementation, licenses and then ongoing support.

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**Appendix A****BUSINESS REQUIREMENTS & SCOPE OF WORK****BACKGROUND**

1. The New Westminister Police Department (NWPD) is located in the City of New Westminister, within the Lower Mainland area of British Columbia.
2. The NWPD employs personnel in four major categories Sworn Police Officers, Civilian employees, Civilian Auxiliary employees and Exempt employees.
3. There are two separate unions and collective agreements, plus exempt employees with their own compensation policy.
4. The NWPD currently uses HRIS software to manage employee data, specifically designed for Police Departments.
5. Below are some statistics on NWPD employees:
  - 114 Sworn Police Officers
  - 28 Seconded Police Officers
  - 3 Special Constables
  - 35 Civilian Employees
  - 25 Civilian Auxiliary Employees
6. The NWPD also uses a variety of different types of volunteers.

**SYSTEM REQUIREMENTS**

1. The NWPD is seeking a HRIS software that meets, but is not limited to, the following functions/requirements:
  - a) Collects, stores and retrieves information about employees.
  - b) Meets FOIPPA requirements, data storage within Canada.
  - c) Cloud based application or on site deployment.
  - d) Encrypted, high level data security.
  - e) Integrates with Oracle Taleo Applicant Tracking System (preference).
  - f) Users that require access to the system. Possible breakdown is:
    - 35 Managers/Supervisors
    - 170 employees
    - 205 total users

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2. A survey was conducted within the NRPD to determine the importance of features to users and the level of priority for each item. Some of the features that the NRPD is interested in, as a result of this survey, include but are not limited to:
  - a) User friendly software
  - b) Reporting and analytics
  - c) Mobile applications
  - d) Customizable to meet specific needs of NRPD
  - e) Notifications/reminders to employees
  - f) 360 degree view of employee data/records
  - g) Dashboard functions
  - h) Different security/access levels for employees
  - i) Position tracking and management
  - j) Employee data
  - k) Employment data
  - l) Employee development
  - m) Training and qualifications management
  - n) On boarding/off boarding
  - o) Performance/talent management
  - p) Manager/employee self-service
  - q) Organization chart
  - r) Occupational Health and Safety employee data
  - s) Risk management – incident data storage, reporting, and analytics, for monitoring employee wellness and identifying early intervention
  - t) Document storage, and retrieval
  - u) Search functions
  - v) Workflows
  - w) Email integration (Microsoft 365)
  - x) Transferring data from Oracle Taleo Applicant Tracking System
  - y) Ability to transfer data from current HRIS software
  - z) Ability to track/audit user access
  - aa) Multi factor authentication
  - bb) Modular - Ability to add modules/expand HRIS capabilities
3. Some of the features that the NRPD is not interested in, as a result of this survey, include:
  - a) Payroll and Benefits Administration
  - b) Scheduling
4. Some of the key drivers for looking for a new HRIS software/system are:
  - a) Alignment with the strategic goals of the NRPD
  - b) Improving user experience
  - c) Creating efficiencies for users
  - d) Desired features are not available with current HRIS software
  - e) Encouraging greater use by employees/managers
  - f) Centralized storage/retrieval of data
  - g) Better future planning
  - h) Improve tracking history