



REQUEST FOR PROPOSALS
INTRANET SHAREPOINT PROJECT

RFP Number: 2021-DOC-18363

Issue Date: October 21, 2021

Closing Date and Time: Proposals must be received no later than 12:00 PM
Newfoundland Time (NT) on [November 26, 2021].

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1.0 INTRODUCTION

1.1 INTENT

The C-NLOPB is seeking Proposals for design, development and implementation of an intranet site utilizing Microsoft Office 365 SharePoint Platform.

More detail on the opportunity and requirements can be found within this RFP.

1.2 OVERVIEW

The C-NLOPB is responsible, on behalf of the Government of Canada and the Government of Newfoundland and Labrador, for the regulation of petroleum-related activity in the Canada-Newfoundland and Labrador Offshore Area.

The C-NLOPB's authority is derived from the legislation implementing the February 11, 1985 Atlantic Accord between the two governments. The Canada-Newfoundland and Labrador Atlantic Accord Implementation Act and the Canada-Newfoundland and Labrador Atlantic Accord Implementation Newfoundland and Labrador Act provide for joint management of the Canada-Newfoundland and Labrador Offshore Area.

Pursuant to the legislation above, the C-NLOPB regulates in the areas of offshore workplace health and safety, environmental protection, resource management and industrial benefits.

While funded by both the federal and provincial governments, the C-NLOPB operates as an independent entity with the powers of a corporation under the Canada Business Corporations Act, and is responsible for recovering its costs in regulating offshore petroleum activity from applicants and operators on behalf of both governments.

For additional information, visit the C-NLOPB's website at <http://www.cnlopb.ca>.

2.0 DEFINITIONS

2.1 In this RFP, the following definitions apply:

- (a) "Closing Date and Time" means the date and time as set out on the cover page of this RFP.
- (b) "C-NLOPB" means the Canada-Newfoundland and Labrador Offshore Petroleum Board.
- (c) "Contract" means the written agreement between the C-NLOPB and the successful Proponent to perform the Work which is contemplated by this RFP.
- (d) "Project" mean the Intranet Sharepoint Project expected to be broken into three phases as more particularly described in the SOW, phase I being the subject of the RFP.
- (e) "Proponent" means a person or entity responding to this RFP with a Proposal.
- (f) "Proposal" means the Proponent's response to this RFP and includes any attachments.
- (g) "Request for Proposal" or "RFP" means this document, including any appendices and addenda.
- (h) "Work" means the Scope of Work attached as Appendix "B" of this RFP.

2.2 Headings are for convenience only and do not affect the meaning or interpretation of the sections.

2.3 Words in the singular include the plural and vice-versa.

3.0 AMENDMENT OR CANCELLATION

3.1 The C-NLOPB reserves the right to modify the terms of this RFP at any time prior to the Closing Date and Time in its sole discretion. It is the responsibility of the Proponent to monitor the C-NLOPB's website (www.cnlopbc.ca) under the heading [What's New](#) for any modification to this RFP issued up to, and including, the Closing Date and Time. The C-NLOPB may extend the Closing Date and Time in the event it issues any amendment or modification.

3.2 This RFP may be cancelled in whole or in part at any time by the C-NLOPB in its sole discretion. Any such cancellation shall be without penalty or cost to the CNLOPB.

4.0 RFP CLOSING AND DELIVERY

4.1 Proposals must be received at the following email information@cnlopbc.ca and clearly marked as follows:

**Canada-Newfoundland and Labrador Offshore Petroleum Board
240 Waterford Bridge Road
The Tower Corporate Campus – West Campus Hall - Suite 7100
St. John's, NL A1E 1E2
Attention: Darren AuCoin, Quality Manager
RFP-Intranet SharePoint Project
RFP Number: 2021-DOC-18363
Closing Date and Time: November 26, 2021 at 12:00pm (NT)**

5.0 PROPOSAL SUBMISSIONS

5.1 Proposals must follow the instructions provided in this RFP. Compliant Proposals are those that clearly demonstrate a thorough understanding of this RFP and its stated requirements and criteria.

5.2 Proposals must be professional, clear and meet the requirements of this RFP. A thorough response to all mandatory elements is required for the Proposal to be complete. A Proposal risks being judged incomplete and may be disqualified if:

- instructions are not adhered to;
- it does not contain sufficient detail;
- the hard copies do not contain all the required information;
- criteria are not clearly addressed in the format required as described in section 6.0 of this RFP.

Request for Proposals (RFP)

- 5.3 Proposals must provide the name, mailing address, email address and telephone number of the Proponent's contact person.
- 5.4 Proposals must be signed by an authorized representative of the Proponent. Unsigned Proposals shall not be considered.
- 5.5 Proposals must include the names of any proposed personnel. Proposals must include the experience of those individuals in undertaking similar work or related services, with sufficient detail to assess their ability to perform the work.
- 5.6 Proposals must provide three references which include the names of the organization, the contact person, telephone number and address and a description of the work completed for each reference.
- 5.7 Where the Proponent is a corporation, the Proponent must provide a certificate of good standing from the Registry of Companies for the Province of Newfoundland and Labrador and confirmation it is in good standing with Workplace NL; and
- 5.8 Proponents may include supporting documentation cross-referenced to their Proposal to assist in the evaluation.
- 5.9 The Proponent must provide one (1) Proposal package containing the following:
 - (a) one (1) electronic copy of its Proposal and related documentation The C-NLOPB reserves the right to print copies of the Proposal from the electronic copy provided by the Proponent in whole or in part.

6.0 REQUIRED PROPOSAL CONTENT AND FORMAT

- 6.1 To ensure consistency and fairness, Proponents are to submit Proposals in the following format:
 - (a) Title Page
 - (b) Table Of Contents
 - (c) Executive Summary (a one or two page summary of the key features of the Proposal)
 - (d) Proponent Response (the body of the Proposal, including pricing)
 - (e) Appendices, tabbed and referenced
 - (f) Checklist of Mandatory Requirements in the form set out in Appendix "A".

7.0 QUESTIONS AND CLARIFICATION

- 7.1 All inquiries related to this RFP must be directed via email to the following email address: Information@cnlopb.ca. Inquiries must be received by the 4:00 pm (NT) on November 19, 2021 to allow sufficient response time from the C- NLOPB, otherwise a response cannot be guaranteed.
- 7.2 All questions must include the Proponent's name and address, contact person's name, telephone number and email address, and must identify the specific section and page number of this RFP in question.
- 7.3 To the extent that the C-NLOPB considers that the answer to a question may clarify any aspect of this RFP or assist in the preparation of Proposals by other Proponents, an addenda will be posted on the C-NLOPB's website which will be part of this RFP. The C-NLOPB may not answer a question where it considers the information requested is not required to prepare a Proposal to this RFP, or where the answer to the question posed may be found in this RFP.
- 7.4 The C-NLOPB reserves the right in its sole discretion to clarify any Proposal after the Closing Date and Time by seeking further information from that Proponent, without becoming obligated to clarify or seek further information from any or all other Proponents. However, Proponents are cautioned that any clarifications sought will not be an opportunity to correct or amend the Proposal in any substantive manner.

8.0 TERMS AND CONDITIONS

- 8.1 Submitting a Proposal indicates acceptance of all the terms and conditions set out in this RFP. Any Proposals received will not attract responsibilities or rights on the part of the Board or Proponents under what has been legally interpreted as a *contract "A"/contract "B"* analysis.
- 8.2 The Proponent must submit its complete Proposal before the Closing Date and Time. Proposals received late or not received completely by the Closing Date and Time will not be considered.
- 8.3 Proposals will be marked by their receipt time. In the case of a dispute, the Proposal receipt time as recorded by the C-NLOPB at its location will prevail.
- 8.4 All costs quoted in this RFP must be in Canadian Dollars.
- 8.5 The Proponent shall maintain, for the duration of the Contract, the personnel named in its Proposal to undertake the Work. Any changes to the personnel named in the Proposal requires the consent of the C-NLOPB and must be made to the C-NLOPB in writing, which consent shall be unreasonably withheld.
- 8.6 Notwithstanding section 8.5, the C-NLOPB reserves the right to require a substitution in personnel upon provision of fourteen (14) days' notice to the successful Proponent.
- 8.7 Proponents must be in compliance with all applicable legislative and regulatory requirements, including, but not limited to, all labour, occupational health and safety, and worker's compensation legislation and regulations.

Request for Proposals (RFP)

- 8.8 Proponents acknowledge that the C-NLOPB is subject to the *Access to Information Act*, R.S.C., 1985, c. A-1 (as amended from time to time), and that information contained in the Proposal submitted in response to this RFP could be disclosed as a result of the application of that Act.
- 8.9 Proponents shall not use the C-NLOPB's name or logo or make reference to this RFP in any advertising copy or other promotional materials or messages without the CNLOPB's prior written consent.
- 8.10 Proposals must remain open and irrevocable for a period of ninety (90) days from the Closing Date and Time.
- 8.11 All documents, materials, articles and information submitted by the Proponent as part of, or in support of a Proposal shall become upon submission, the property of the C-NLOPB and shall not be returned to the Proponent.
- 8.12 The C-NLOPB makes no representation, warranty or guarantee as to the accuracy of the information contained in this RFP. Any quantities shown, data, or opinion contained in this RFP, are estimates only and are for the sole purpose of indicating to Proponents the general scale and scope of Work that may be required.
- 8.13 Proponents shall not engage in any form of political or other lobbying whatsoever with respect to this RFP or otherwise attempt to influence the outcome of the selection process. In the event of any such activity, the C-NLOPB, at its sole discretion, may at any time, but is not required to, reject any response by that Proponent without further consideration, and either terminate that Proponent's continued participation in the selection process or impose conditions on that Proponent's continued participation that the C-NLOPB, in its sole discretion, deems appropriate.
- 8.14 Proponents are solely responsible, and without recourse to the C-NLOPB for any expenses a Proponent may incur in preparing and submitting a Proposal and for its participation in this RFP process including, but not limited to, providing additional information that may be requested by the C-NLOPB.
- 8.15 Irregularities or errors of a non-material nature in a Proposal may be waived by the C-NLOPB at its sole discretion.
- 8.16 Notwithstanding any other section of this RFP, the C-NLOPB reserves the right to reject any and all Proposals received in response to this RFP. Reasons for rejection include, but are not limited to, the following:
- (a) Proposals received after the Closing Date and Time;
 - (b) Incomplete Proposals;
 - (c) Proposals containing qualifications or conditions added by the Proponent that are unacceptable to the C-NLOPB in its sole discretion;
 - (d) Proposals which do not meet the requirements specified in this RFP.

- 8.17 By submitting a Proposal, the Proponent agrees that should its Proposal be successful the Proponent will enter into a Contract with the C-NLOPB on substantially the same terms and conditions set out in Appendix “D” and such other terms and conditions to be finalized to the satisfaction of the C-NLOPB, if applicable unless otherwise agreed between the C-NLOPB and the successful Proponent.
- 8.18 Any conflicts, discrepancies errors or omissions between this RFP, the Proposal the Contract, and any Schedules to the Contract, shall be resolved in the following order of priority:
- (a) the Contract;
 - (b) the Schedules to the Contract;
 - (c) this RFP; and
 - (d) the Proposal.

9.0 NO CLAIMS BY PROPONENT

- 9.1 The Proponent, by participating in the process outlined in this RFP document, consents to the procedures as described in this RFP, and the Proponent acknowledges and agrees that the C-NLOPB will not be liable to any Proponent for any claims, direct or indirect, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever incurred by the Proponent:
- (a) in preparing and providing a Proposal;
 - (b) negotiations with the C-NLOPB, if any;
 - (c) non-acceptance or rejection of a Proposal; and
 - (d) cancellation of this RFP without award.

10.0 EVALUATION AND AWARD

- 10.1 The successful Proponent will be notified in writing by the C-NLOPB and notification of the outcome may be posted on the C-NLOPB’s website. The C-NLOPB reserves the right to award to a Proponent whose Proposal may not represent the lowest overall cost. If a Contract results from this RFP process, it shall be awarded to the qualified Proponent whose Proposal is the most acceptable to the C-NLOPB in its sole discretion. Issuing this RFP implies no obligation on the CNLOPB to accept any Proposal in whole or in part.
- 10.2 The successful Proponent will be selected in the sole discretion of the C-NLOPB, based on the following criteria, including, but not limited to:
- (a) ability to meet C-NLOPB requirements in this RFP;
 - (b) quality of the Proposal;
 - (c) demonstrated experience;
 - (d) proposed rate and any other costs to be incurred by the C-NLOPB;
 - (e) availability and level of support needed to perform the Work;
 - (f) innovation or creativity; and

The criteria above are not necessarily listed in order of priority.

- 10.3 In evaluating responses to this RFP, first consideration shall be given by the Board to proposals which:
- (a) provide employment for individuals resident in the Province, and
 - (b) offer services provided from within the Province / goods manufactured in the Province, where those services and goods are competitive in terms of fair market price, quality and delivery.

11.0 CONFIDENTIALITY

- 11.1 The C-NLOPB will, to the extent it reasonably can and subject to its obligations under law, hold confidential any information provided to it by Proponents. If for any reason information provided to the C-NLOPB should not be disclosed because of its sensitive nature, then it is incumbent upon the Proponent when supplying the information to make this clear and to specify the reasons for the information's sensitivity.
- 11.2 The successful Proponent and its respective staff may be required to sign a formal confidentiality/non-disclosure agreement relating to the protection of confidential information of the C-NLOPB to which they may have access to during the course of the Contract.
- 11.3 The successful Proponent shall not disclose or make public any statements or material acquired or produced in relation to this RFP or any subsequent Contract without the prior written permission of the C-NLOPB.

12.0 CONFLICT OF INTEREST

- 12.1 Proponents shall disclose any information that might be relevant to an actual or potential conflict of interest. Proponents must warrant that, at the date of the acceptance of their Proposal, no conflict of interest exists or is likely to arise in the performance of their obligations under the Contract. If during the term of the Contract, a conflict of interest or a risk of a conflict of interest arises, the Proponent shall notify the C-NLOPB immediately in writing of that conflict or risk.

Appendix A MANDATORY REQUIREMENTS CHECK LIST

Check Box to be completed and included with the Proposal.

The Proposal package contains three (3) complete hard copies of the RFP Proposal and related documentation in consultation with Information Resources]	<input type="checkbox"/> N/A
The Proposal package contains one (1) complete electronic copy of the RFP Proposal and related documentation	<input type="checkbox"/>
The Proposal was delivered in full on or before the Closing Date and Time	<input type="checkbox"/>
The Proposal is signed by an authorized representative of the Proponent	<input type="checkbox"/>
The Proponent has read and understood the RFP and the C-NLOPB's requirements and it's presentation is clear, professional and complete.	<input type="checkbox"/>

Appendix B SCOPE OF WORK

1.0 SCOPE OF WORK

The Project will be conducted in three phases to ensure that the correct input is considered and sought throughout its planning phases. Additionally, the three phase approach will allow manageable and succinct scopes of work.

Phase I – The focus of Phase I is to design and develop an Intranet site which provides an interface for the BMS documentation, as well as providing easy access to commonly used applications such as DocuSign, WebEx, HR and IT items such as the leave system and helpdesk. The completion of Phase I will see a roll out of a corporate intranet with links to the BMS documentation.

Phase II – The focus of Phase II is to develop Departmental / Functional Area pages. The page will allow each department to have the commonly used items linked to their department page for ease of access.

Phase III - Will focus on developing and utilizing the SharePoint space as a collaboration tool.

NOTE:

For the purposes of this RFP we are requesting proposals on the design, development and implementation of Phase 1 of the Project. Phase II and III will be completed under additional RFP's. Phase II and III are discussed as required throughout for the Proponent's knowledge with respect to future expansion/use of the SharePoint Platform.

2.0 SPECIFICATIONS

The specifications for the Project are described in the following attachments:

Appendix E 2021-DOC-10042- Business Requirements Document – Intranet Project

Appendix F 2021-DOC-10043- Functional Requirements Document – Intranet Project.

The attachments will provide the Respondents with the necessary information to respond to the scope of work. The table below provides the items to be priced at a minimum:

Response Content and Pricing	
Intranet Site and interactive pages	Design, development and implementation of an intranet site utilizing Microsoft Office 365 SharePoint Platform
Training and Documentation	Support training documentation and hands on training for in-house Intranet Site Administrators and IT personnel
Administrative Support	Describe ongoing support options with pricing
	As a part of the submission, Respondents shall be prepared to provide a Site / live demo <u>Upon Request</u>
	Respondents please provide a timeline for completion of the Scope of Work. Potential deadline for completion of March 31, 2022.

Appendix C **PRICING**

Proponents are required to provide a total cost for the Scope of Work excluding HST, broken down into a proposed chronology and amount of hours per time period. Also to be provided is the number of personnel proposed to be used during each time period and the fixed hourly rate for the personnel identified to be assigned the Work under the following situations:

- (a) normal Business Hours (onsite)
- (b) normal Business Hours (remote)

The C-NLOPB's Business Hours are 8:30 am to 5:00 pm, Monday to Friday.

Fixed Hourly Rate(s) are inclusive of all fees, expenses and incidentals to perform the Work as described in this RFP

Prices must be quoted in Canadian dollars.

Appendix D **2021-DOC-10042- BUSINESS REQUIREMENTS DOCUMENT – INTRANET PROJECT**

(15 Pages including this page)



Title:

Business Requirements Document Intranet Project

Document Type:

Project Document

No. of Pages:

13

Document #:

2021-DOC-10042

Review Cycle:

N/A

Functional Area:

CS

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1.0 INTRODUCTION

1.1 Purpose and Intent

The purpose of this Business Requirements Document (BRD) is to define the business requirements for an IT solution to host the C-NLOPB intranet. The primary purpose is to implement a solution, which provides internal users easy access to web-based and desktop applications, Business Management System (BMS) documents, commonly used links, etc. The intranet will also be used as a tool for committee and departmental work, as well as an internal communication tool in an effort to reduce email volume.

The intent of this BRD during the planning phase is to help determine the platform required to host the C-NLOPB intranet.

1.2 Definitions/ Acronyms

BMS	Business management System
BRD	Business Requirements Document
C-NLOPB	Canada Newfoundland and Labrador Offshore Petroleum Board
OCIO	Office of the Chief Information Officer
HPRM	Hewlett Packard Records Manager

1.3 References

Other project documents that may be related include:

- [1] 2021-DOC-10043- Functional Requirements Document – Intranet Project

1.4 Project Background

The C-NLOPB aims to ensure that the employees of the C-NLOPB have the tools and infrastructure to execute the internal and external activities which support the C-NLOPB and their stakeholders. As a part of that process the C-NLOPB looks to employ software and interactive platforms to enhance the user experience and allow for an efficient and effective use of resources.

The C-NLOPB is currently using an intranet solution that is end of life and cannot be upgraded, hence a new solution must be considered. The current intranet solution is a standalone solution which does not integrate with other corporate applications thus causing significant duplication.

The C-NLOPB would like a web-based solution that will provide the internal users a one stop user interface that allows employees access to the tools; software and documentation, to effectively complete their day to day activities. It also is looking to have a solution that is easy to maintain and can effectively interact with or serve as a launch pad for existing software and corporate applications / web based links required for daily use by the C-NLOPB.

1.5 Scope

The Project will be conducted in three phases to ensure that the correct input is considered and sought throughout the planning phases. Additionally, the three phase approach will allow manageable and succinct scopes of work.

Phase I – The focus of Phase I is to design and develop an Intranet site which provides an interface for the BMS documentation, as well as providing easy access to commonly used applications such as DocuSign, WebEx, HR and IT items such as the leave system and helpdesk. The completion of Phase I will see a roll out of a corporate intranet with links to the BMS documentation.

Phase II – The focus of Phase II is to develop Departmental / Functional Area pages. The page will allow each department to have the commonly used items linked to their department page for ease of access.

Phase III - Will focus on developing and utilizing the SharePoint space as a collaboration tool.

1.6 Project Objectives

While the intranet solution will provide the C-NLOPB with a tool to centralize information, the key objectives for the project is as follows;

- Enhanced user experience;
- Interface for commonly used corporate applications;
- Easy access to BMS documentation;
- Simplify business processes while improving workflow; and
- Reduce email volume with respect to internal communications.
- Reduces inefficient searching for BMS documentation; and
- Provides a point and click access to the most accurate and relevant documentation

The timelines / anticipated completion for the project phases are as follows;

- Phase I – March 31, 2021
- Phase II – March 31, 2023
- Phase III – March 31, 2024

1.7 Current Solution Environment

Currently the C-NLOPB is utilizing a intranet site that is end of life and does not effectively integrate with other corporate software solutions. The current solution is outdated and is no longer supported and cannot be upgraded for future use. The C-NLOPB is also using a document management system (HPRM) to house the BMS documentation that is not user friendly and does not offer a point and click user experience. Each application utilized are all separate shortcuts on individual desktops and cannot be accessed through a central location.

1.8 User Community

The user groups that are expected to have access to the solution are listed in the following table:



BRD Intranet Project

User Group	Community			Quantity	Functional Area Access Required
	Internal	External	Extranet Partner		
Internal Intranet Users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	~100	All Functional Areas
Board	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	~7	Areas and data specific to Board Members / Requirements
Application administration users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	~10-12	All Functional and Administrative Areas

Table 1-1: Project and Technical Stakeholders

1.9 Project Stakeholders

The stakeholders consulted for this document are listed in the following tables.

Project and Technical Stakeholders
Corporate Services Dept.
Information Technology Dept.
Information Resources Dept.
Public Engagement Dept.
Digitization and Analytics Dept.

Table 1-2 – Project Stakeholders

2.0 INFORMATION SECURITY REQUIREMENTS

2.1 Information Security Requirements

The sensitivity and criticality of C-NLOPB information is ranked High, Medium, Low or Public / Unclassified (for Confidentiality only), based on the following criteria:

- Confidentiality: Upholding required restrictions against unauthorized access or disclosure of information.
- Integrity: Maintaining the authenticity and preventing unauthorized modification or destruction of information.
- Availability: Ensuring timely and reliable access to and use of information.

The Information Security Classification provides the basis for applying the ‘Functional Control Requirements’ that dictate the minimum level of information protection and security “functions” to be implemented in order to adequately protect the information asset. The Functional Control Requirements will increase as the sensitivity of the information asset increases; the level of protection and security, from a functional perspective, is relative to the sensitivity of that asset, as stated in the underlying Information Security Classification.

Classification Ranking	Confidentiality	Integrity	Availability
High	X	X	
Medium			X



BRD Intranet Project

Low			
Unclassified / Public			

Table 2-1 – Information Security Classification

2.2 Technology Design Standards

The C-NLOPB seeks to acquire and implement a solution that aligns its information management and technical methodologies with the NL Government’s OCIO “Guidelines and Best Practices for Government Information Technology Solutions” and the “Guidelines on Implementing Standards for Web Development” document; See Appendix A and B respectively

The standards requirements highlight any standards and guidelines the solution is expected to utilize and conform to.

Standards Requirements	Additional Information	Priority
1. The solution complies with the Government of Newfoundland and Labrador’s (NL) Office of the Chief Information Officer (OCIO) “Guidelines and Best Practices for Government Information Technology Solutions”. http://www.ocio.gov.nl.ca/ocio/itresources/Guidelines%20and%20Best%20Practices%20for%20Government%20Information%20Technology%20Solu....pdf	https://www.gov.nl.ca/exec/ocio/itresources/	H
2. The solution complies with the NL OCIO “Guidelines on Implementing Standards for Web Development”. www.ocio.gov.nl.ca/ocio/itresources/Guidance_on_Implementing_Standards_for_Web_Development.pdf	https://www.gov.nl.ca/exec/ocio/itresources/	H

Table 2-2 – Design Standards

2.3 Network Security Requirements

The network security for connectivity between the Microsoft 365 SharePoint Platform and CNLOPB’s internal systems is outlined in Annex C - Network Security Requirements

3.0 BUSINESS REQUIREMENTS

Business requirements are organized in phases to provide ease of estimation and reference. The following sections will be classified as:

- **Global Solution Requirements** – Requirements that must be met regardless of the functional solution scope.
- **Phase 1 Requirements** – Phase 1 will determine the minimum product requirements to meet the organizational need for the first phase of deployment.
- **Phase 2 Requirements** – Scope of the product requirements for the 2nd phase of deployment.
- **Phase 3 Requirements** – Scope of the product requirements for the 3rd phase of deployment.

The requirements have been prioritized as High (H), Medium (M), or Low (L). If all sub-level requirements have the same priority, the value of H, M, or L will be recorded on the high-level requirement

3.1 Global Requirements

Usability	Additional Info	Priority
RQ-1: The solution is accessible using a keyboard only in case of losing mouse functionality (i.e. loss of connectivity or battery power).		M
RQ-2: The solution utilizes custom keyboard shortcuts.		M
RQ-3: Graphical user interface features are utilized to improve user comprehension and workflow (e.g., menus, pick lists, toolbars, et cetera).		H
RQ-4: The solution allows web links to internal websites		H
RQ-5: The solution allows web links to external websites		H
RQ-6: Solution to able to view content as read only in Web browser with the ability to open files to native applications (i.e. Microsoft Applications, Adobe Files, etc.) as required		H
Security		
RQ-7: The solution complies with the Government of Newfoundland and Labrador's (NL) Office of the Chief Information Officer (OCIO) "Guidelines and Best Practices for Government Information Technology Solutions"		H
RQ-8: The solution is secure (i.e., unauthorized persons do not have access to specific component functionality)		H
RQ-9: Access to the solution is role-based and controlled by user permissions. RQ-9.1: The solution supports role-based. RQ-9.2: The solution supports individual-based permission variations within the role RQ-9.3: The solution supports read-write permissions (e.g., read-only, read and write)	Roles to be defined.	H
RQ-10: Users are automatically logged out after a pre-defined configurable period of session inactivity.		H
RQ-11: The solution achieves information classification as per Table 2-2 – Information Security Classifications and meets the design standards as per Table 2-3 – Design Standards		H
RQ-12: System has the ability to provide Audit Logging		H
Client Implementation		
RQ-13: The solution is accessible to users in a variety of ways based on user needs: RQ-13.1: Office Workstation / work environment RQ-13.2: The solution is accessible to staff working remotely through VPN		H



BRD Intranet Project

RQ-14: Solution can be made accessible via Board owned mobile devices.		H
RQ-15: The solution allows for C-NLOPB branding	"Style Guide - Graphic Standards - New Logo - Staff"	H
Integration		
RQ-16: The solution has the ability to integrate with C-NLOPB user authentication systems for single sign on.	i.e. Microsoft Azure, Cisco Duo, Microsoft Active Directory.	H
RQ-17: The solution integrates with C-NLOPB records management systems (HPRM)		H
RQ-18: The solution has the ability to integrate with records management systems such as HPRM and Micro Focus Content Manager		
Availability		
RQ-19: The solution is available when needed. RQ-19.1: Align with table is section 2.3 RQ-19.2: The solution can align with C-NLOPB disaster recovery policies and procedures. RQ-19.3: Back-ups are based on the C-NLOPB backup policies		H
Flexibility		
RQ-20: The solution deploys new functionality, capabilities, and patches with minimal impact to existing system functions and operations		H
Performance		
RQ-21: The solution processes transactions in a timely manner (i.e., as not to interrupt the user experience) RQ-21.1: Solution performance is monitored and regularly reported		H
Robustness		
RQ-22: Departmental system administrators are automatically notified when processes fail or incur errors. RQ-22.1: Process failures of any single application component or application layer result in automated error notifications and real-time alerts RQ-22.2: Error messages are descriptive and meaningful (i.e., comprehensible). RQ-22.3: All system errors are recorded in an error log		H H M M
Information Management		
RQ-23: The solution complies with information management best practices and policies	Refer to Annex A	H



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Training		
RQ-24: The solution will be supplemented with training materials or a user guide containing training material on all functional areas, including solution administrators		H
RQ-25: Hands-on training will be provided for all internal users of the solution		H
Implementation and Testing		
RQ-26: Third party support during solution installation and deployment		H
RQ-27: Solution has the ability to undergo User Acceptance Testing (UAT) prior to deployment		H
RQ-28: Solution allows for role and account segregation for administrative activities		H
The following section outline requirements that are linked to the functional requirements related to the solution content. See REF [1].		
Phase 1 Content Requirements		
RQ-29: Solution to have the ability to have a home page for intranet maneuverability / functionality		H
RQ-30: Solution had the ability to have multiple integrated pages which can be configured for departmental / committee use.		H
RQ-31: Ability to display linked BMS documents within the solution / browser. RQ-31.1: Provide the user with read only access through mobile devices. RQ-31.2: The User should be able to download a copy to their local device.		H
RQ-32: Solution have the ability to have a menu system		H
RQ-33: Solution to have the ability of apply / use organizational branding		H
RQ-34: Solution have the ability to incorporate widgets – such as a calendar and scrolling communications		H
RQ-35: Solution has the ability to have commonly used links which redirect to internal /external websites / applications.		H
RQ-36: Solution has the ability to maintain an active employee directory. RQ-36.1: Directory should be based on reporting structure RQ-36.2: The directory should be able to contain employee particulars RQ-36.3: Photo RQ-36.4: Email RQ-36.5: Office Number		H

RQ-36.6: Cell Number		
RQ-37: Ability to link and launch corporate applications.		H
Phase II Content		
RQ-38: Solution will have the ability to have separate department pages developed for department specific use.	This Phase is tentatively scheduled for 2022-2023 fiscal year with an anticipate start date of May 2022	H
Phase III Content		
RQ-39: Solution will have the ability to function as a collaboration space. RQ-39.1: Facilitate departmental collaboration RQ-39.2: Facilitate interdepartmental collaboration	Phase III is tentatively scheduled for 2023-2024 fiscal year with an anticipate start date of April 2023.	H

3.2 Data Consumption / Transfer

As stated above, the Intranet solution will act largely as a single source access / jump off point to gain access to apps, documents, external links, etc. The Intranet solution will be developed in three phases, with Phase I & II being relative light on data transfer / consumption. Phase III will focus on utilizing the particular solution as a collaboration space and as such, may increase the demand on data transfer (upload and download) activity, as well as data storage.

Phase I & II data transfer / consumption capacity will be linked to the Electronic Data Management System (HPRM) and how the information is accessed / integrated through the solution. All other data consumption will be outside of the solution as most links will be redirecting the user to a particular internal /external link which will open windows outside of the solution. Table 3.3 below provides an estimate on data transfer/file size.

No.	Name	Data Transfer (Size)
1.	Electronic Document Management System	20 MB
2.	Applications	Not Applicable
3.	External Links	Not Applicable
4.	Online content	Not Applicable
5.	Collaboration Content	20 MB

Table 3-1 – File Size Transfer

4.0 FUNCTIONAL REQUIREMENTS

Refer to The Functional Requirements Document – Intranet Project Ref. [1] for additional detail.



**ANNEX A GUIDELINES AND BEST PRACTICES FOR GOVERNMENT INFORMATION
TECHNOLOGY SOLUTIONS SYSTEM CONNECTIVITY DESIGN CONCEPT**

(Document Available Upon Request)



ANNEX B

GUIDELINES ON IMPLEMENTING STANDARDS FOR WEB DEVELOPMENT

(Document Available Upon Request)



ANNEX C

NETWORK SECURITY REQUIREMENTS

(3 Pages including this page)

Network Security Requirements

Tenant Security

In considering a move to incorporate Azure-based public cloud infrastructure, C-NLOPB requires the respondent to consider and incorporate network security within their proposal. Specifically the respondent must identify how it will create and secure the Azure Virtual Network within the tenant in such a way as to segment traffic between resources in Azure, and limiting routing capabilities between subnets. It is a requirement that the proponent follow Microsoft best-practices as per the following:

<https://docs.microsoft.com/en-us/azure/security/fundamentals/network-best-practices>

The proponent must provide a proposed approach to creating and maintaining the relevant security zones within Azure, and demonstrate how the proposed Azure architecture aligns with the overall security posture required by C-NLOPB in dealing with sensitive data.

Secure Connectivity

There are multiple ways to connect to the Azure tenant itself, both for the end users of the resources, as well as for point-to-point connectivity for the core C-NLOPB network.

End User Connectivity

One of the main advantages C-NLOPB sees in moving to a SharePoint Online environment involves the ability of its end user resources to be able to access the required resources without having to traverse the internal C-NLOPB network. However this ability must be balanced with an understanding of how the users will be secured in accessing the environment.

As part of the response the respondent must make recommendations on how to provide secure access for end users to the SPO environment. C-NLOPB requires users to use multi-factor authentication (MFA) to access the environment, and the respondent must provide an overview of how this will be achieved within the proposed architecture. There are multiple potential MFA solutions available, and C-NLOPB expects the respondent to identify which MFA solution is incorporated into the architecture, and identify the pro's and con's of the proposed solution. The proponent must also demonstrate how their solution aligns to the vendor's best practices in implementing and maintaining the MFA solution, as well as how the MFA solution will be integrated into the overall site security for C-NLOPB.

Core Network Connectivity

Beyond security within the Azure tenant itself, C-NLOPB requires the respondent to address how it will provide a secure "cloud-to-ground" link between Azure and the C-NLOPB data centre. This link will need to provide secure access from the data centre, into the Azure cloud environment, and then directly connect to the specific C-NLOPB tenant within Azure. This will create an encrypted tunnel between the on-prem location and C-NLOPB's cloud resources.

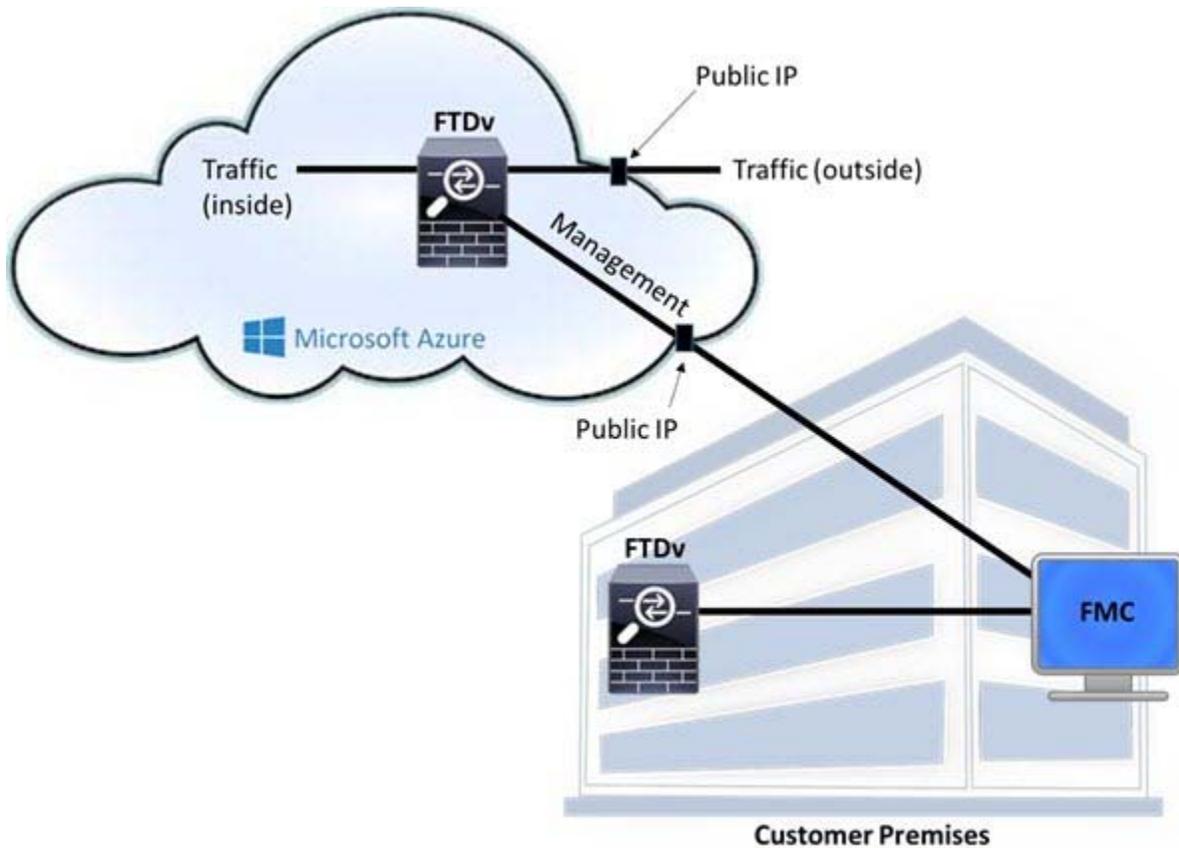
There are multiple potential options for creating this cloud-to-ground link. The proponent must identify its proposed link solution (for example, creating a point-to-point VPN versus utilizing an ExpressRoute connection to Azure), and demonstrate how the solution provides the best cost-benefit solution to C-NLOPB. This includes considerations such as:

- Latency
- Bandwidth
- Overall Security

Network Security Requirements

- Manageability
- Operational Support
- Cost

The C-NLOPB on-prem network is currently protected using a Cisco-based network security architecture. The proponent must also identify how the solution will integrate with the current Cisco-based architecture and how this aligns to Cisco best-practices for Azure security. At a minimum, C-NLOPB expects the proposed solution to utilize a Cisco Firepower Threat Defense (FTDv) in Azure to provide secure access from C-NLOPB site to their Azure tenant in alignment with the best practice as noted below.



<https://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise/design-zone-security/scloud-azure-design-guide.pdf>

Appendix E **2021-DOC-10043- FUNCTIONAL REQUIREMENTS DOCUMENT – INTRANET PROJECT**

(11 Pages including this page)



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Functional Requirements Document - Intranet Project

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1.0 INTRODUCTION

1.1 Purpose and Intent

The primary purpose is to implement an Intranet platform solution which provides easy access to web-based and desktop applications, Business Management System (BMS) documents, commonly used links, etc. The intranet will also be used as a for committee and departmental work as well as an internal communication tool in an effort to reduce email volume.

The intent of the Functional Requirements Document (FRD) is to outline and document the user interfaces and required functionality the Intranet solution will provide.

1.2 Definitions/ Acronyms

BMS	Business management System
FRD	Functional Requirements Document
HPRM	Hewlett Packard Records Manager

1.3 References

Other project documents that may be related include:

- [1] 2021-DOC-10042 – Business Requirements Document – Intranet Project

1.4 Project Background

Refer to Section 1.4 of the Business Requirements Doc Ref. [1]

1.5 Scope

Refer to Section 1.5 of the Business Requirements Doc Ref. [1]

2.0 FUNCTIONAL REQUIREMENTS PHASE 1

2.1 General

The overall wireframe for the Intranet Project will be clean and concise to allow for ease of navigation and user experience. All users will have read access to all the interface screens available on the site. The main functional requirements are outlined in Table 2-1 – Functional Requirements.

Function Requirements	Additional Info	Priority
RQ-1: Incorporate the CNLOPB Branding and styles		H
RQ-2: Solution to have the ability to have a home page for intranet maneuverability / functionality		H

Function Requirements	Additional Info	Priority
RQ-3: Display BMS Documents located in HPRM	HPRM Integration	H
RQ-4: Launch internet based programs and applications	Internet Link	H
RQ-5: Launch internal Web based links, Desktop applications	Link to internal site / Application	H
RQ-6: Users to be role based to allow for ease of designing and applying user rights /access		H
RQ-7: Site content to be maintained by site administrators based on a designated user role i.e. "Site Admin Role"	Modification of site layout may require third party support	H
RQ-8: Ability to control user's access to information based on the permissions of the native application. i.e. Access to files that are housed in HPRM will be governed by the user access rights in HPRM		H
RQ-9: Ability to link Employee Directory information to Active Directory users. RQ-9.1: Directory should be based on reporting structure RQ-9.2: The directory should be able to contain employee particulars RQ-9.3: Photo RQ-9.4: Email RQ-9.5: Office Number RQ-9.6: Cell Number	Page	H
RQ-10: Solution has the ability to have commonly used links which redirect to internal /external websites / applications.		H
RQ-11: Solution will have standard navigational buttons. RQ-11.1: Home RQ-11.2: Back RQ-11.3: Forward		
RQ-12: Solution will have print functionality	Print to PDF and Hardcopy as applicable	

Table 2-1 – Main Functional Requirements

2.2 SharePoint Layout & Content

Figure 2-1 below is the screenshot of a content to be considered for the interface home page. The layout to be completed as a collaboration effort between the selected vendor and C-NLOPB.



FRD Intranet Project



Business Management System Company Apps Suggestion Box

- Departments
- Employee
- Directory
- Committees



- Commonly Used Links
- Leave System
 - Overtime
 - Helpdesk
 - Facilities Issues
 - Job Postings
 - C-NLOPB Website
 - Photo Gallery

- News Feed
- VDCM
 - CBC NL
 - Weather Network
 - C-NLOPB Twitter Feed
 - Gov NL Feed.



- Communications Corner
- Welcome of New Hire
 - Tips of the Day
 - Public Announcements

Figure 2-2 – Interface Home Page Content

2.2.1 BMS

Figure 2.2, BMS Tile will allow the user to select the particular document of interest by filtering through the functional area and type of document. Figure 2.3 shows example of an expanded BMS menu.

BUSINESS MANAGEMENT SYSTEM

Figure 2-3 – BMS Tile

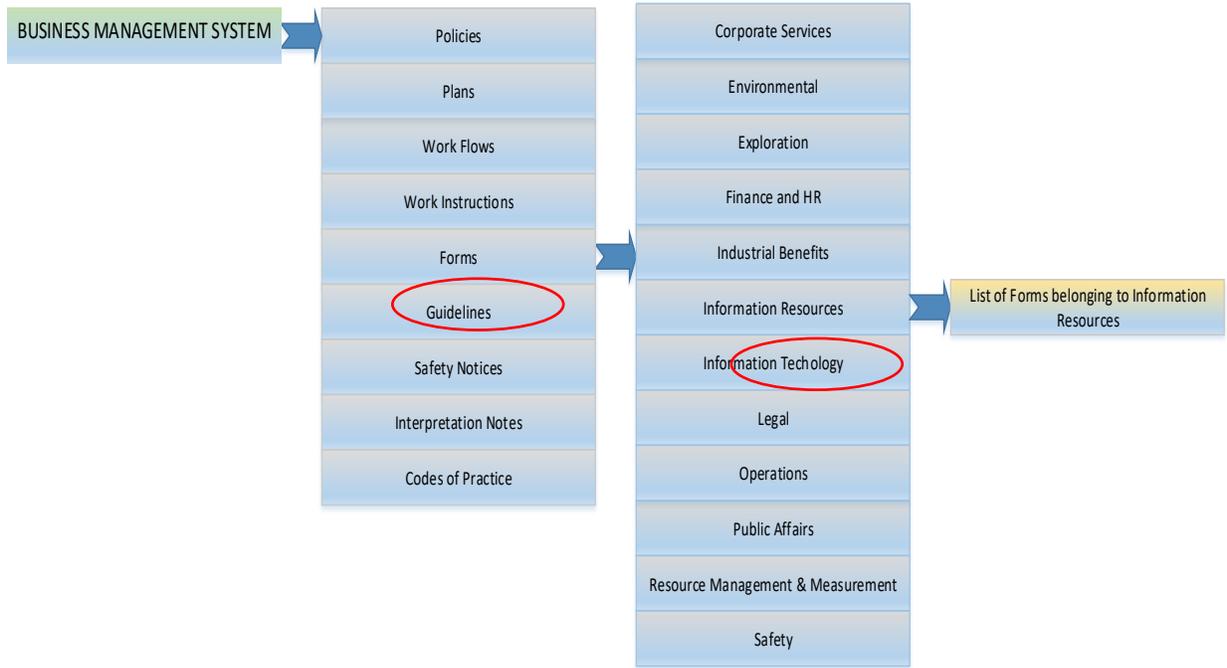


Figure 2-4 – BMS Expanded Listing

Function	Additional Info	Priority
RQ-13: BMS documents are filters via a dropdown menu as noted in figure 2.3 below		H
RQ-14: Menu to recall a list of items at the lowest level of selection i.e. a list of forms pertaining to Information Resources as shown below.		H
RQ-15: File to open in the browser or source application file i.e. Word, PDF, Excel, etc.		H
RQ-16: Document is open in Read Only option.		H
RQ-17: Documents can be downloaded and saved for further processing.		H

2.2.2 Applications

Figure 2-4 Apps Tile will house a list of Company Apps that are in use within the organization.



Figure 2-5 –Apps Tile

Click to expand a list of Application tiles as shown in Figure 2.5 below.

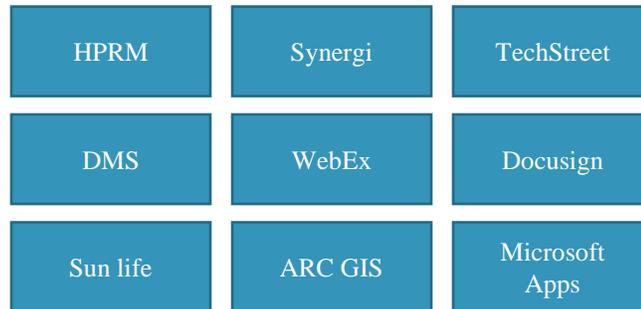


Figure 2-6 – Company Application Tiles

Function	Additional Info	Priority
RQ-18: Application selection is tile / menu driven		
RQ-19: Solution has the ability to have link to company internal and external web based application		H
RQ-19.1: WebEx	Web Link	
RQ-19.2: Docusign	Web Link	
RQ-19.3: HPRM	Internal Application	
RQ-19.4: Synergi	Internal Application	
RQ-19.5: TechStreet	Internet APP	
RQ-19.6: DMS	Internal - On premise Link	
RQ-19.7: ARC GIS Online	Internet Link	

RQ-19.8: Sun Life (insurance provider)	Internet Link	
RQ-19.9: Microsoft Apps	Internal - On premise	
RQ-20: Application is launch in a new browser window		H
RQ-21: Application access will be maintained by the associated applications permissions.		

2.2.3 Commonly Used Links

Figure 2-6 – Commonly Used Links Tile will provide a list of useful links that are used regularly be the organization. This section will be incorporated into the Home Page content.



Figure 2-7 – Commonly Used Links

Function	Additional Info	Priority
RQ-22: Application selection is via dropdown menu		H
RQ-23: Solution has the ability to incorporate commonly used links which redirect to internal /external websites.		H
RQ-24: The link will serve to launch the particular internal site or internet site that the user is wishing to access.		H
RQ-24.1: Leave System	Internal Web Application Link	
RQ-24.2: Helpdesk	Internal Web Application Link	
RQ-24.3: Overtime	HPRM Form Link	
RQ-24.4: Suggestion Box	Integration Page – This may be linked to OHS page	
RQ-24.5: Facilities Issues	Integration Page – This may be linked to Helpdesk system	
RQ-24.6: C-NLOPB Website	Internet Link	
RQ-24.7: Photo Gallery	Integrated Page	
RQ-25: Links will open in the solution browser or new window depending on the object to opened.	i.e. CNLOPB website will launch in new window	H

2.2.4 News Feed

Figure 2-7, News Feed Tile will provide a drop down list of popular local news and weather links including CNLOPB Twitter account. This will also be incorporated into the Home Page content.



Figure 2-8 – News Feed Tile

Function	Additional Info	Priority
RQ-26: Solution has the ability to incorporate commonly used external websites/Internet links .		H
RQ-26.1: C-NLOPB Twitter	Internet Link	
RQ-26.2: Government of NL Website	Internet Link	
RQ-26.3: Local News (VOCM/ CBC NL)	Internet Link	
RQ-26.4: Weather	Internet Link	

2.2.5 Committees

Figure 2-8, Committee Tile will be a jump offs point to a committees page that will contain tiles for the HR, OHS and Social committees.



Figure 2-9 – Committees Tile

Function	Additional Info	Priority
RQ-27: Solution to provide page functionality	Content updated by Users	H
RQ-27.1: Committees – RQ-27.1.1: HR, RQ-27.1.2: OHS, RQ-27.1.3: Social	Integrated Pages	
RQ-28: Emergency Operations Centre	Integration Page	H
RQ-29: Solution pages to communication / link to HPRM for accessing OHS /HR records.	Pertains to committee MOM, inspections, etc.	H

2.2.6 Departments

Figure 2-9, Department Tile when activated will take the user to a Departments Page.

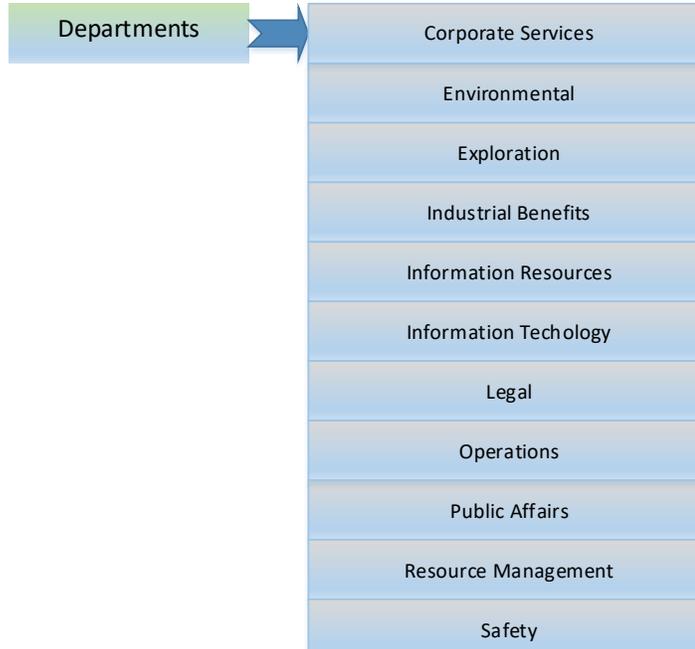


Figure 2-10 – Department Tile

Function	Additional Info	Priority
RQ-30: Department filters via a dropdown menu as noted in figure 2.9 above	Integrated Page(s) Pages to be developed in Phase II. For Phase I a sample tile will be recalled upon department selection	H

2.2.7 Calendars of events

Figure 2-10 below - Calendar of Events is an interactive tile that is incorporated into the home page. The key feature that Administration can add major events to the calendar for internal communication purposes.

Function	Additional Info	Priority
RQ-31: Solution have the ability to incorporate widgets – such as an interactive calendar such as a Calendar of Events	Integration - Incorporated into Home page. Content to be maintained by admin users	H
RQ-32: Calendar Widget can be scrolled through multiple years		H
RQ-33: Calendar populated with North American Public holidays		H



Figure 2-11 – Calendar of Events Tile

2.2.8 Communications Corner

This is a communication’s area for key messages and announcements to be posted instead of using email as the primary communication source. This will be a feature that is incorporated into the home page of the solution. See Figure 2-11 below for examples of the info communicated through this section.

Communications Corner - Scrolling Messages –

- Welcoming New Hires,
 - Tips of the Day.
- Planned Communications
- Social Committee Announcements / HR /OHS / Communications
 - General Organization Communications
 - Post links to News clips such as food recalls / etc.

Figure 2-12

Function	Additional Info	Priority
RQ-34: Solution have the ability to incorporate widgets – such as scrolling communications – Communications Corner	Integration Incorporated into Home Page Content to be maintained by admin users	H

3.0 BUSINESS REQUIREMENTS PHASE II AND III

3.1 Phase II - General - Department Page Development

Phase II Content – Refer to Figure 2-10 – Department Tile above for departmental listing		
RQ-35: Solution will have the ability to have separate department pages developed for department specific use.	This Phase is tentatively scheduled for 2022-2023 fiscal year with an anticipate start date of May 2022	H
RQ-36: Department pages will communication / link to HPRM for accessing records and documents	Content to be maintained by admin users	H

3.2 Phase III - General – Collaboration Site

Phase III Content		
RQ-37: Solution will have the ability to function as a collaboration space. RQ-37.1: Facilitate departmental collaboration RQ-37.2: Facilitate interdepartmental collaboration	Phase III is tentatively scheduled for 2023-2024 fiscal year with an anticipate start date of April 2023.	H