



Request for Proposal For Contact Centre Platform

**Version 1
18 Nov 2025**

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1 INTRODUCTION

This section provides a high-level overview of the project for which the application/service being purchased is required, and the key milestones in the selection and implementation processes.

1.1 Company Overview

Property Valuation Services Corporation (PVSC) is an independent, municipally funded, not-for-profit organization that provides property assessment services and information to Nova Scotia's municipalities and property owners.

PVSC is governed by a Board of Directors and led by CEO Scott Farmer. PVSC's Board includes elected municipal officials, members with municipal experience, independent members, and the CEO of the Nova Scotia Federation of Municipalities (NSFM).

PVSC was established through the Property Valuations Services Act and operates in accordance with the Nova Scotia Assessment Act and internationally accepted standards for mass appraisal from the International Association of Assessing Officers (IAAO).

PVSC assesses the value of all real property in Nova Scotia each year (over 650,000 property accounts), provides an assessment roll to all 49 Nova Scotia municipalities each year by December 31, and mails assessment notices to property owners every January.

PVSC does not have the legislative authority to create property tax policy, set property tax rates, collect property taxes, or provide property tax relief. Those important roles are fulfilled by Nova Scotia's provincial and municipal governments.

On behalf of the provincial government, and in accordance with the Nova Scotia Assessment Act, PVSC administers the Capped Assessment Program (CAP). The Capped Assessment Program (CAP) places a 'cap' on the amount that the taxable assessment for eligible residential property can increase year over year.

1.2 Project Overview-Business Requirement

This request for proposal (RFP) is being issued for the purpose of selecting a vendor for the modernization of our contact center platform.

PVSC manages three inbound call centers: one for Human Resources, intended for internal inquiries; a second for the Nova Scotia Assessment Appeal Tribunal (NSAAT); and a third general line that includes an administrative queue, a queue for residential property owners, a queue for commercial property owners, and a final queue for municipalities.

The use of these queues varies throughout the year, along with the number of resources assigned to the contact center. Staffing can be as low as 10 for most of the year and increases to upwards of 50 during the "inquiry period," which runs from early January to mid-February.

All calls, including outbound calls, are recorded and archived. Employees, working remotely and using cell phones, also require the ability to make recorded calls through the platform.

Our current system of record does not provide functionality to track, manage, or build a history of calls. We maintain a many-to-many relationship with property owners, where a property owner can own multiple properties and a property can be owned by multiple owners. The platform must be able to manage this relationship while supporting efficiency for contact center staff. We expect that the platform will provide customer relationship management functions in addition to the management of customer contacts.

Knowledge is currently tracked in Microsoft OneNote. As part of this modernization effort, we are seeking to incorporate knowledge management directly within the platform.

Our intent is to remain fully cloud-first, with standard APIs available for Microsoft 365, Azure AD and other enterprise systems.

1.3 Project Stakeholders

Stakeholder	Project Impact
Guy Melanson	Contact Centre Manager – Project Lead
Rebecca Vorstermans	Vice President – Stakeholder Relations and Communications, Project Sponsor
Joram Benham	Technical Lead
Contact Center Leads, Municipal team Leads, Operations leads	Project Stakeholders

Table 1-1 Project Stakeholders

1.4 Issue Date of RFP

19 November 2025

1.5 Closing Date for Vendor Response

19 December 2025 at 1:30 P.M. Atlantic

1.6 Submit Response to:

For questions with regard to the Request for Proposal or PVSC' system requirements, contact:
Guy Melanson, Contact Centre Manager: guymelanson@pvsc.ca

1.7 Schedule of Events

Schedule of Events	Dates
RFP distribution to vendors	November 19, 2025

Written confirmation of bid vendors participation	December 3, 2025
Questions and responses returned to vendors on RFP	December 8, 2025
Proposal due date	December 19, 2025
Target date for review of proposals	January 22, 2026
Vendor demonstrations completion date	February 19, 2026
Final vendor selection(s) and discussion	March 5, 2026
Anticipated decision and selection of vendor	March 12, 2026
Anticipated commencement date of work	April 6, 2026

Table 1-2 Schedule of Events

2 TERMS AND CONDITIONS

2.1 Pricing Currency and Taxes

PVSC is willing to commit to a 5-year term with an option to renew annually thereafter. PVSC requires a flexible concurrent licensing scheme to meet its needs, where 10 concurrent licenses are required throughout the year with a surge of up to 50 concurrent licenses during its peak season, the “Inquiry Period”, that takes place between early January and mid-February, each year.

The tender shall provide price, pricing formula, and related conditions of sale.

Prices quoted are to be:

- a. in Canadian dollars;
- b. inclusive of duty, Goods and Services Tax, Harmonized Sales tax and currency fluctuation

Provide a breakdown of the quoted price in the following categories:

- a. Software/Hardware one time cost;
 - Annual maintenance, subscription* and support;
 - Supporting Licenses, AI credit requirements or additional cost for analytics;
- b. Releases;
- c. On-site training (include length);
- d. Data conversion, IVR configuration or other configurations;
- e. Installation including transition of our current telephone lines and email functionality;
- f. Go-live support;
- g. Vendor Project management assistance; hours and \$ for all categories;
- h. Assessment of adequacy of network environment, if necessary;
- i. Consulting rates; and,
- j. Travel costs

*Should the proposed solution include the use of MS Team or other supporting subscription services, all additional licensing cost needs to be included in the proposal.

2.2 Payment Holdback

The contract will contain a provision whereby PVSC will hold back 33% of the one-time installation costs until the system is successfully installed, staff appropriately trained, and the system fully operational. The holdback will be held for a minimum period of 2 months after the system is fully operational.

2.3 Compliance with Laws

The vendor shall give all the notices and obtain all the licenses and permits required to execute the sale and performing the work. The vendor shall comply with all the laws of the Province of Nova Scotia applicable to the work or the performance of the contract.

2.4 Confidentiality and Security

This document or any portion thereof may not be used for any purpose other than the submission of proposals. Information pertaining to PVSC obtained by the vendor as a result of participation in this project is confidential and must not be disclosed without written authorization from PVSC. Additional confidentiality conditions will be added to any future vendor agreements.

2.5 Inquiries

All inquiries related to this RFP are to be directed, in writing by E-mail, to guymelanson@pvsc.ca at the address noted in Section 1.0 Summary of Key Information. Information obtained by any other person is not official and may be inaccurate.

2.6 Vendor Expenses

Prospective vendors are solely responsible for their own expenses in preparing a proposal and subsequent negotiations with and visits to PVSC

2.7 Financial Stability

The successful vendor may be required to demonstrate financial stability.

3 SPECIFIC FUNCTIONAL/OPERATIONAL REQUIREMENTS

Mandatory Requirements	Yes	No	Modifications Required (Comment)
R1- The solution must provide Automatic Call Distribution (ACD)			
R2- The solution must provide Interactive Voice Response (IVR)			
R3- The solution must provide a Queue management function			
R4- The solution must be Cloud-based			
R5- The solution should be accessible by all agents from any internet-connected location along with the ability to restrict access by country or regions up to providing access within Canada only.			
R6- The solution must show an ability to record all incoming and outgoing requests			
R7- The solution should have a flexible structure and pricing scheme that can scale up or down to manage annual volume periods where additional queues, agents and incoming calls are at their highest (e.g., inquiry period), as well as with a simplified IVR and lower call and agent count for the remainder of the year			
R8- The solution needs to show proven enhancements of functionalities in the past 12 months and a clear roadmap of new functionalities being developed.			
R9- The system should minimize connection delays to improve call handling efficiency.			
R10- The solution should be able to show caller ID information for incoming callers such as full phone number, name if available			
R11- The system should include a mobile-friendly option. E.g. (to support assessors in the field, away from computers). The system should be capable of placing and recording calls through the telephony system directly through cell phones without the need for computers.			
R12- The solution should manage incoming inputs through multiple methods including: phone, WhatsApp, email, chatbots, and web inquiries			
R13 – The solution to have an ability to gather and gather feedback and track Customer			

Satisfaction, Net Promoter Score and customer feedback.			
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Table 3-1 Mandatory Requirements

While the following requirements are not mandatory for proposal submission, they are considered highly valuable and may significantly influence the evaluation process. These requirements reflect the broader goals and priorities of the project, including long-term sustainability, innovation, and alignment with organizational values. Respondents are strongly encouraged to incorporate these recommendations where feasible.

Non-Mandatory Requirements	Yes	No	Modifications Required (Comment)
R14- The solution should have the ability to manage agents through assignments instead of an ITSM or CRM and assign based on skills or other agent attributes			
R15- The solution must build contact history over time from previous interactions			
R16- The solution must be able to provide the historical information to agents including previous inputs. E.g. Reasons for previous calls, ongoing issues which can be accessed easily from the telephony system.			
R17- The system should have functionality to assign temporary identifiers to calls/voicemails that lack sufficient details, such as address and phone number, to aid follow-up.			
R18- The system should be able to integrate with the current database of property information to match and look up client information with other identifiers (phone number, address)			
R19- The solution should include functionality to filter, prioritize, redirect to public portals, or actively manage incoming requests			
R20- For requests that are Voice (including voicemail), the solution must have the ability to transcribe, categorize, and capture sentiment information			
R21- For non-voice requests, including emails, the solution must capture the essence of messages for categorization			
R22- The solution should have the ability to create call notes from recorded calls			
R23- The solution needs to provide a No-Code/Low-Code configuration management process within the management console enabling changes to all systems such as IVR, ACD, Chatbots, automation and workflow management without the need for programming or complex configuration.			

R24- The system should support enhanced IVR (Interactive Voice Response) functionality for automation of basic inquiries (e.g., PIN codes, address changes, redirection to municipalities for tax payment).			
R25- The system should support automatic redirection of calls to the appropriate external group based on inquiry type (e.g., NSAAT fielded calls redirected to PVSC, tax-related calls redirected from PVSC to Municipalities).			
R26- The system should offer built in functionality to create a chatbot with information loaded from PVSC website that can respond to simpler queries with static data.			
R27- The solution should include options for both automated and ad-hoc reporting of call metrics such as call volume, durations to track agent use.			

Table 3-2 Non-Mandatory Requirements

4 TECHNICAL ENVIRONMENT REQUIREMENTS

PVSC is subject to Nova Scotia privacy legislation, including the Municipal Government Act, and the Personal Information International Disclosure Protection Act. PVSC requires that the services it contracts implement appropriate information security safeguards.

4.1 Technical Requirements

Mandatory Requirements	Yes	No	Modifications Required (Comment)
IT-R1- The ensures all customer data, including backups and logs, is hosted exclusively in Canadian data centers.			
IT-R2- When PVSC data stored in the solution is accessed by the solution provider or subcontractors for administrative purposes, the access must be from within Canada.			
IT-R3- Your organization must demonstrate a commitment to information security by certification against a well-known standard or framework (e.g., ISO 27001, SOC 2 Type II).			
IT-R4- The solution must support multi-factor authentication and single sign-on with Microsoft Entra ID.			
IT-R5- The solution must provide robust audit logs tracking administrative actions such as configuration changes, access and authorization changes, and user activities.			
IT-R6- Robust data, log, and service configuration backups must be included in the solution. The backups must be stored in Canada, immutable, and tested/validated regularly.			

Table 4-1-1 Technical Requirements

4.2 Technical Questions

Respondents are asked to respond to the following questions concerning information security and technical platform.

Required Information	Response
1. System Architecture and Platform Design	
IT Q1-1 Describe your contact center architecture (multi-tenant, single-tenant, hybrid, etc.) and provide architecture diagrams	

IT Q1-2 What public cloud provider(s) hosts your solution (e.g., AWS, Azure, Google Cloud), or do you use a private data center?	
IT Q1-3 How do you manage software versioning, patching, and updates (frequency, downtime)?	
2. Data Privacy and Compliance	
IT Q2-1 Describe how your solution ensures all customer data, including backups and logs, is hosted exclusively in Canadian data centers. Provide details on redundancy and failover mechanisms within Canada.	
IT Q2-2 How long is data retained, and what are options for customer-controlled retention/deletion?	
IT Q2-4 List all subprocessors with access to customer data and their jurisdictions.	
IT Q2-5 What contractual mechanisms exist to ensure subprocessors comply with the same standards?	
IT Q2-6 Provide evidence of compliance with PIPEDA and relevant provincial privacy laws (e.g., FOIPOP for Nova Scotia).	
3. Security Controls and Safeguards	
IT Q3-1 Describe your authentication mechanisms (SAML, OAuth, MFA, SSO).	
IT Q3-2 Can role-based access control (RBAC) be customized per user group?	
IT Q3-3 How are administrative accounts managed and monitored?	
IT Q3-4 Describe encryption standards for data at rest and in transit.	
IT Q3-5 How is segmentation implemented between customer tenants?	
IT Q3-6 Confirm the use of firewalls, WAFs, and intrusion detection/prevention systems (IDS/IPS), and high-level topology.	
IT Q3-7 How do you protect APIs from unauthorized access or abuse?	
IT Q3-8 Detail your incident response and breach notification procedures, specifically for Canadian clients.	
IT Q3-9 Provide details on your business continuity and disaster recovery plan (RTO, RPO).	
IT Q3-10 Explain your approach to continuous monitoring and vulnerability management.	
IT Q3-11 Explain your approach to vulnerability and penetration testing your solution.	
IT Q3-12 What processes are in place for vendor and subcontractor risk assessments?	

IT Q3-13 How often are internal and external audits performed?	
4. Integration and Interoperability	
IT Q4-1 What standard interfaces and APIs are available (REST, Webhooks, SIP, WebRTC) for integrating with other cloud services and with custom applications?	
IT Q4-2 Describe your support for integrating AI or analytics platforms such as Cognos Analytics and Microsoft Power BI.	
IT Q4-3 Can call and interaction data be exported programmatically or via scheduled reports?	
5. Performance, Scalability, and Reliability	
IT Q5-1 What is your standard uptime SLA? Provide historical availability data.	
IT Q5-2 Describe your scalability model for seasonal or event-based spikes in contact volume to meet the licensing needs in section 1.2.	
IT Q5-3 How do you handle geographic failover and latency management?	
IT Q5-4 How do you ensure availability, scalability and fault tolerance?	
IT Q5-5 Describe your approach to system monitoring, alerting, and health checks.	
6. Logging, Audit, and Monitoring	
IT Q6-1 What logging and audit capabilities exist (user actions, system changes, data access)?	
IT Q6-2 How long are logs retained, and can clients access or export them?	
IT Q6-3 Are logs tamper-evident or immutable?	
IT Q6-4 Do you support integration with external SIEM systems (Splunk, Azure Sentinel, etc.)?	

Table 4-2-1 Required Information

4.3 Information Technology – Required Interfaces

The following systems will be required for data collection and dissemination and therefore interfaced to the proposed solution.

Internal IT Systems	Third Party IT Systems
None	Connection to PVSCs M365 tenant for two generic mailboxes.

Table 4-3-1 IT Systems

Current Manual Interfaces or Manual Processes
Daily call data report manually saved to a network folder for import to Cognos by a scheduled job.

Table 4-3-2 Current Manual Interfaces or Processes

Although not currently in place, readily available solutions to interface the following systems will be considered an asset.

Future Interfaces
PVSC has embarked on a Data Transformation project. Although our transition dates have not been defined as of now, we will transition from the Cognos Platform to a Power BI front end supported by MS Fabric.
PVSC utilizes Tyler Technologies Tax and Appraisal module as its system of record, connectivity to align property owner information would be beneficial

Table 4-3-3 Future Interfaces

5 EVALUATION CRITERIA

5.1 Proposals Review

Responses are based on PVSC interpretation of the RFP content; therefore, please ask for clarification if required.

Selection will be based on a combination of criteria, which will include but are not limited to the following factors:

Criteria	Weighting %
Total Implementation cost	15
Total Operating Cost (First year and Annual costs)	20
Match of all mandatory and non-mandatory requirements, technical, confidentiality and vendor proposal completeness.	40
Ease of technical integration	10
The Vendor's demonstrated success with other customers	05
Approach and cost effectiveness of implementation and training plan	10

Table 5-1 Evaluation Criteria

These criteria along with subsequent vendor demonstrations for those shortlisted will allow for a fair evaluation and ultimately the best choice for PVSC.

PVSC reserves the right to maintain the current legacy system in that event that the project stakeholders determine no proposal to be satisfactory.

6 THE VENDOR PROPOSAL

6.1 Response Direction

The Proposal must address the following specific areas. PVSC expects that the submission for each of these deliverables be provided as per the information presented in this section and the exhibits presented in the suggested Chapters to ensure a common format for all. Additional supporting information may be included and referenced with the various Chapters as applicable.

6.2 Mandatory Table of Content for RFP Response

Chapter 1	Vendor Profile Summary
Chapter 2	Customer References
Chapter 3	Vendor Implementation Plan <ul style="list-style-type: none"> • Project Schedule • Project Resource Plan • Deliverables List • Communications Plan • Organization Chart • Constraints • Assumptions • Quantified Risks • Quality Plan
Chapter 4	Functional Requirements Attainment
Chapter 5	PVSC Proposal System Overview
Chapter 6	Package Installation Approach
Chapter 7	Proposed Training Approach
Chapter 8	Maintenance and Service Support
Chapter 9	Software Upgrade Policy
Chapter 10	Proposal Cost Summary
Chapter 11	Vendor Recommended Approach - Product Demonstration

6.3 Chapter 1 – Vendor Profile Summary

Question	Response
Your company's name and date of incorporation.	
Company Addresses and location: Corporate office Local offices (CAN) Local offices (US) Local offices (Europe) Other office (s)	
Name of person responsible for the information contained in the Response to this RFP.	

Question	Response
Address Telephone Number	
Email address Web page	
Is your company publicly owned?	
If your company is not, give the name(s) and address(es) of principal owners. Total revenue: Current year Previous year Total profit/loss Current year Previous year	
Does an external accounting firm audit your company? If yes provide name.	
Please provide details of any outstanding legal action against your company or any directors or partners.	
Are there any anticipated mergers or acquisitions pending?	
When was your software introduced on the market?	
How many systems have you installed previously? Of that number, what percentage of customers is still active? Please provide name of any similar Businesses such as PVSC if any.	
Provide a chronology of product development and releases for the past five years.	
How many releases have been issued since the product's genesis?	
How often are new releases issued?	
Total number of installations of the version of the software being proposed. Have you supplied customers in a similar industry to PVSC that would act as a reference site for you?	
If you are a Value-added reseller what are the total number of installations of the version of the software being proposed, which have been carried out by your organization?	
Describe any third-party alliances/relationships applicable to support this project	
Provide a list of system improvements currently under development and a list of planned improvements.	
Was your software written by your organization, contracted out or acquired from a third party?	

Table 6-3 Vendor Profile Summary

6.4 Chapter 2 – Customer References

Provide 3 – 5 references of similar entities, and the proposed configuration in terms of functionality and release number, including company name, contact and telephone number.

Company Name	
Contact Name	
Telephone Number	
Email Address	
Release Version of software or like system description	

6.5 Chapter 3 – Vendor Implementation Plan

To include the following keys knowledge areas:

- Project Schedule (high-level milestones)
- Project Resource Plan (resumes of the proposed team)
- Deliverables List (expected documents)
- Communication Plan (as necessary)
- Organization Chart (of Company applicable to this project)
- Constraints (any known items that will affect progress)
- Assumptions (known in creation of the response)
- Quantified Risks (as known)
- Quality Plan (how is Quality planned into this project)

Additional details may be added as appendixes as deemed necessary.

The project resource plan is to outline all PVSC resources with estimated time commitment required to support implementation. In addition, a shared responsibility matrix outlining what the vendors manages versus PVSC is to be provided by the respondent.

6.6 Chapter 4 –Requirements Attainment

PVSC has outlined a set of functional, mandatory and non-mandatory requirements for the Contact Centre Platform initiative in tables 3-1 and 3-2. Respondents are expected to indicate the true availability of each functional element. The completion of the tables is mandatory; however, workflow, screenshots and additional commentary may be provided where you feel appropriate.

While PVSC would prefer to operate the selected package unmodified, Respondents are welcome to discuss the merits of modification they feel would be warranted to meet any particular functional requirement.

In addition, Table 4-1-1, which details additional Information Technology requirements and Table 4-2-1 which provides a series of key technology questions, vendors should provide additional

details to support the response of the Information Technology requirements where appropriate and separately from the mandatory and non-mandatory requirements.

Please note that scripted demonstrations are planned to demonstrate the implementation of the requirement(s) so please indicate the true availability of the functionality at the time you respond. Respondents are encouraged to provide additional functionality and solutions related to their software package if thought to be beneficial to PVSC business environment.

6.7 Chapter 5 – PVSC Proposed System Overview

Present the high-level system design proposed with detail of major data flows and hardware configurations.

The infrastructure hosting the proposed solution must be described in terms of hardware approach, operating system and physical connectivity to the existing production platform. Provide your software functionality, capabilities, features and options, e.g., describe the basic components of the system, generally describing the role of each component and its interaction with the others. Location of production, QA and backup servers are expected to be provided with confirmation of securement of personally identifiable information along with PVSC owned data.

A technical architecture diagram of the proposed solution should be provided describing the solution and interfaces with PVSC systems.

Respondents will be expected to recommend technical capacities (network requirements) to meet both the initial business requirement, and on-going requirements as the application grows, together with the underlying assumptions on which those capacity recommendations are made.

6.8 Chapter 6 – Package Installation Approach

The approach to installation is to take into account the total scope of the project from system design, development, testing and subsequent implementation.

A PVSC, the long-term success of a subscription service typically requires an approach to integration that involves two environments, these two environments are:

- **Quality Assurance Testing (QAT)** – A physically separate environment for the purpose of user acceptance testing of any new development, bug fixes, configuration changes, new release, etc. The QAT environment will logically be identical to the production environment, utilizing the same system logic but uses sanitized production snapshots for realistic UAT scenarios; protected with access controls and encryption. This data repository will contain mechanisms to copy from production, without disturbing any production efforts, sufficient data for the purpose of User Acceptance Testing and for the purpose of staging any migration into the production environment.
- **Production** – A physically separate environment for the purpose of executing production software to support the user community with an availability of 24/7 with demonstrated key practices such as multi-zone deployments, automated failover and documented backup strategies. Personally identifiable information must be demonstrated to be encrypted at

rest with access restricted and monitored. Compliance and controls must include audit trails, change management policies and evidence collection for SOC 2, SSAE/CSAE audits.

6.9 Chapter 7 – Proposed Training Approach

Training is very important to PVSC. Respondents are asked to describe optional approaches, based on both best practices and minimum cost philosophies, to both initial and on-going user training, and technical training along with change management techniques available for a successful transition.

6.10 Chapter 8 – Maintenance and Service Support

PVSC expects the vendor to make recommendations regarding the approach to on-going support for both users and technical support. A shared responsibility matrix outlining what the vendors manages versus PVSC is to be provided by the respondent. This will include both start-up mode, and steady state operation.

Information on professional service cost and offering, standard versus premium support options. (Hours, response SLA) should be detailed in this section.

6.11 Chapter 9 – Software Upgrade Policy

Typically, package software follows an upgrade strategy. Respondents are therefore asked to describe their intended approach to future releases. Respondents are invited to provide discussion they deem relevant regarding the future of their Product in terms of function, technology base or any other aspect they are contemplating for future development.

In addition, respondents are to provide their change management process and communication approach for updates.

6.12 Chapter 10 – Proposal Cost Summary

All vendors are encouraged to assure completeness, correctness, consistency, feasibility, and testability when responding to this RFP.

A detailed summary of **all costs** associated with fulfilling the requirements of the proposal split by component. Costs should be differentiated into "one-time" costs and "ongoing" costs. If more than one option exists for a particular component, Respondents are asked to present their recommended option in the submission and provide supplemental cost information for each option. The underlying assumptions for each cost estimate should be clearly presented. Additional details which may include software licensing, hardware, development and project management may be added to the proposed option for clarity, as necessary.

While it is understood that proposal costs are planning estimates, respondents should understand that PVSC will be basing the ultimate Services Contract on the cost analysis provided and outlined by "base package" and additional modules.

PVSC will understand all cost proposals to be a fixed price implementation and will be treated as such during negotiations. Subscription costs need to take into account the flexibility required to meet demands in and outside of our inquiry period (see business requirements).

6.13 Chapter 11 – Vendor Recommended Approach - Product Demonstrations

Scripted demonstration sessions will be arranged for all Respondents suited to PVSC's outlined business requirements. The purpose of the scripted demonstration is to allow vendors to present their products comprehensively; focusing on what PVSC believes to be the key issues and modified based on the additional project details PVSC has acquired via this RFP. PVSC will provide a common script that demonstrators will be required to adhere to, including the established time limits. It is imperative that the vendor understands that the timings will be rigorously adhered to. Any deviations from the script will count against the time commitment for the script.

A session at the end of the scripted demonstration will be provided for the vendor to demonstrate additional functionality they feel is relevant to their product and PVSC current or future business.

Specific details should be provided during the demonstration to identify whether the functionality proposed is included in the existing software package or if software modification would be needed to meet the required functionality. Proposed attendees at the Demonstrations will include all PVSC project team members, certain PVSC executives, and may include advisors the Company has engaged to assist them in this project.

Respondents are encouraged to provide specifications regarding the Company data they will require as soon as possible. PVSC will provide an agenda for the proposed demonstration no later than 15 days prior to the demonstration.

Vendors will have the option to present virtually via MS Teams or in person at our office in Dartmouth Nova Scotia. All vendor costs to prepare, travel and present will be the responsibility of the vendor.