Community Safety and Crime Prevention Branch
New IT system – the COAST System
Questions and Answers for Service Providers

November 18th, 2020 version

General information about COAST:

1. Why is the Community Safety and Crime Prevention (CSCP) Branch implementing a new contract management system (COAST)?

The branch's current contract management systems is outdated, and paper-based which is cumbersome and inefficient for contractors and branch staff. With technology and integrated contract management processes evolving, the branch has dedicated resources to developing a new, modern contract management system using Microsoft Dynamics.

Our goal is to create a more efficient process for everyone in order to better serve contracted service providers as well as to improve our capacity to coordinate the contract management system including payments and reporting requirements.

COAST brings new capabilities to provide efficient, coordinated services across five branch business areas which include: Community Programs Unit (CPU), Crime Victim Assistance Program (CVAP), Victim Court Support Program Unit (CSU), Restitution Program, and the Victim Safety Unit (VSU).

For the Community Programs Unit, a new enhancement is the COAST service provider portal which will allow service providers to complete several key functions in one place for the contracting cycle. This includes:

- Program applications
- Signing of contracts
- Budget proposals
- Payments
- Schedule G financial reports
- Monthly Statistics
- Modification agreements

2. Will my organization be required to use the COAST service provider portal?

Yes, all service providers contracted by the branch to deliver programs and services will be required to use the COAST service provider portal for all contract-related processes beginning in fall 2020 for fiscal 2021-22 including:

- Victim Services – Police Based and Community Based programs (PBVS and CBVS)
- Stopping the Violence programs (STV)
- PEACE programs (PEACE)
- Outreach programs (ORS)
- Multi-Cultural Outreach programs (MOR)
- Provincial Associations
- Community Accountability programs (CAP)
- Crime Prevention programs

3. When will the COAST service provider portal be ready to use?

The branch expects the COAST service provider portal will be ready for use by service providers in early November 2020 for the program application process that starts the new contract cycle in fiscal 2021-22.

4. Will COAST increase efficiency for branch contracted service providers?

Yes. The new COAST service provider portal will increase efficiency in the contract process for your organization. Service providers will be able to provide all contract-related documents, reports and statistics through the COAST service provider portal where the information will be kept and displayed for easy access anytime throughout the contract cycle.

Using the COAST service provider portal, it will be easier for your organization to track all contract documents, reports, statistics and other contract-related items that is submitted to the branch. When COAST is operational, your organization will no longer be required to submit reports, applications, budgets or signed contracts to the branch by email, fax or mail.

5. Is the COAST service provider portal secure?

Yes, COAST is a secure, authenticated self-service portal for use by branch contracted service providers. It has been rigorously tested to meet the privacy and security standards of the provincial government.

6. Does COAST use a web-based platform system?

Yes, COAST uses a web-based platform which means the COAST service provider portal is hosted on the web. If you have internet access, then you will be able to access the service provider portal.

7. How will I access the COAST service provider portal?

The COAST service provider portal will be accessed by using a business **BCeID** that service providers already use to provide statistics to the branch. **Please note: more information about the BCeID process is provided at the end of this document.**

8. Who was involved in the development of the COAST service provider portal? Were any contracted service providers involved in the design process?

The development of COAST is a branch-wide initiative that involved dedicated branch staff representing the five branch units and Quartech who assisted in designing all the elements of COAST to meet branch specifications.

The branch worked with two service providers that deliver victim service and violence against women programs to test the basic functionality of COAST and the service provider portal. This was an important part of the design process, and significant feedback was received that has been incorporated into the final system design.

9. How will my organization be supported to learn about COAST and the new COAST service provider portal? Will training be provided?

The branch is committed to fully supporting contracted service providers to transition to the new COAST service provider portal over the next several months. The branch has staff dedicated to providing support to your organization during this transition and going forward.

Set out below is the current timeline for the service provider training on COAST.
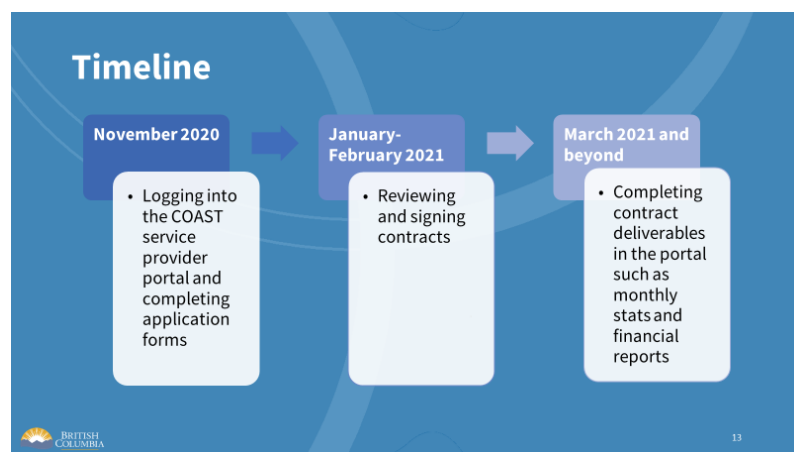
10. My organization has a contract with the branch for a Community Accountability Program (CAP). Will I be required to use the COAST service provider portal for my contract?

Yes, all contracted service providers with contracts to deliver a CAP will use the COAST service provider portal for contract related matters for fiscal 2021-22. This year CAP contracts run to March 31, 2021. The CAP programs will use the COAST service provider portal to apply for a contract for the fiscal year April 1, 2021 to March 31, 2022.

11. My organization has a crime prevention contract with the branch. Will I be required to use the COAST service provider portal for my contract?

Yes, all contracted service providers delivering crime prevention programs will use the COAST service provider portal for all contract related matters beginning with the contract application for fiscal year 2021-22.

12. Are reports for current contracts (FY 2020-21) going to be required to be submitted through the COAST service provider portal?

No, the current reporting system will remain in place until March 31, 2021 for submission of Schedule G and H reports via email to the main contract inbox VSPContracts@gov.bc.ca.

13. Will I be required to use the COAST service provider portal to enter monthly statistical reports for the remainder of this fiscal year's contract reporting in 2020-21?

No, contracted service providers will continue to enter statistics into OPRA and STVDES each month for the remainder of this current fiscal year contract cycle to March 31, 2021. Contracted service providers will be trained on how to enter monthly statistics into the COAST service provider portal at a later date.

Reporting and Monthly Statistics

14.   Does the COAST service provider portal replace the STV-DES and OPRA monthly statistical reporting system?

Yes, the new COAST portal will replace the STV-DES and OPRA reporting system starting May 2021. A new monthly reporting form will be introduced in the COAST service provider portal to replace the reporting systems for the STV, ORS, PEACE, CBVS and PBVS programs.   You will continue submitting your monthly statistics via STV-DES for violence against women programs and OPRA for victim services programs until this contract cycle ends in March 2021. The last monthly reports in OPRA and STV-DES will be due in April 2021.

15.   Will the branch continue to require contractors to submit the Schedule H reports at the end of October 2020 and April 2021?

Yes, Schedule H reports for this fiscal year will continue to be required (April 1, 2020 – March 31, 2021) as outlined in Schedule A of the contract.

16.   Once the COAST service provider portal monthly reporting system is in place, will my organization be able to access previous statistics submitted through OPRA and STV-DES?

Yes, your organization will be able to access previous years statistical data in the OPRA and STV-DES systems. The branch will communicate when these statistics will no longer be available and provide an opportunity for you to download this data if required.

 17.   Will the monthly statistics form change? For example, will new/different questions be asked?

Yes, the monthly reporting template is being streamlined and new questions will be added to support further analysis on client needs and program supports. This includes the incorporation of questions currently in Schedule H. Beginning in the new fiscal contract year (April 1, 2021 to March 31, 2022), contractors will no longer be required to complete a Schedule H and will only be required to complete monthly reporting. The branch will be hosting a training session on the new monthly reporting template in COAST in early 2021.

BCeID Login Information:

18. If I currently have a BCeID do I need a new one to access the COAST portal?

Contracted service providers may use their existing Business BCeID that is currently used to log into OPRA or STVDES for the new COAST service provider portal. Contractors who use a personal BCeID will now require a Business BCeID to access the portal.

To check if your business is already registered:
    Go to www.bceid.ca/ and click on "Register for a Business BCeID."

19. I don't have a BCeID account - how do I get one?
Please take the following steps to obtain a Business BCeID account:

- Click on the link below and follow the steps to register your business with BCeID:
- https://www.bceid.ca/register/business/getting_started/getting_started.aspx
- *Remember/bookmark this site, as it's where you will manage your BCeID account in the future.
- The link will direct you to the "Register for a Business BCeID" webpage and an overview of the five-step process will be displayed. At the bottom of the page click on the "start registration" button to begin the registration process.

   Note: this registration process should be completed once per organization, usually by the Executive Director or their delegate.

20. Will each staff member in my organization require their own Business BCeID?

No, each staff member in your organization will not be required to apply for their own BCeID. The primary BCeID holder for the organization will provide access to additional users within their organization. Each user will have their own login and password to access the COAST service provider portal.

21. Will all users of the COAST service provider portal have access to all documents, contracts and financial information? How is confidentiality maintained for program staff (e.g. salary information and other sensitive financial information) that may be accessed in the portal?

Not all users in the COAST service provider portal will be able to see all the documents or financial information. Some parts of COAST service provider portal will be restricted based on the type of access a staff person in your organization is given. Three BCeID roles can be assigned to staff within your organization:

   Business Profile Manager (BPM) – this is the person who registers for the organization's BCeID. This role will have access to the contract and financial information for the organization on the COAST service provider portal.

Business Account Manager (BAM) – this person can be delegated by the BPM and has the same access to the COAST service provider portal as the BPM. This role would also be able to access the contracts and financial information.

BCeID user – this person can access the COAST service provider portal to submit forms and reports only and will not have access to all information in the portal.

22. If an organization has multiple programs/contracts, will there be one agency BCeID that all users will use? Can access be limited by a specific user so that each individual is only accessing a particular program?

The BCeID account is attached to the service provider/contractor. The Executive Director or Business Profile Manager (Primary user) will have the option to delegate permissions/access to their staff based on their work role function and position. For example, a victim service worker can be restricted to just having access to the monthly reporting options based on their role in the program. Alternatively, a financial officer or bookkeeper may be granted permission to complete the program budget in the portal.

23. Can staff of the organization be delegated permission to access the COAST service provider portal?
Yes, the main/primary contact of the BCeID for your organization can delegate roles to other staff to input information into the portal.

24. If a board member's signature is required on the contract will the board member require access to the COAST service provider portal?

Yes, all signing authorities can be provided access through the COAST service provider portal, including board members, executive directors, financial officers and any other signing authority for your organization. The signing authority must be granted access as a Business Account Manager to sign contracts.

Other questions related to COAST functionality:
25. How do I add and remove new users to the COAST portal?

The COAST service provider portal is designed to allow your organization to update staffing information, contact information, and other program information, and will allow your organization to assign staff permission to access the appropriate contracting and reporting processes.

26. Will COAST eliminate paper entirely?

Yes, all contracting functions will be paperless for fiscal year 2021-2022.   Please note, service providers will have the option to print off contracts/documents from the COAST service provider portal to retain a hard copy for their files if required.

27.   Will COAST capabilities include an automatic calculation feature for Schedule G and the budget proposal?

Yes, the COAST service provider portal includes an automatic calculation feature for Schedule G and the budget proposal.

28.   Will the COAST system allow our organization to also manage client files and connect to VSIS?

No. The COAST service provider portal will be focused on the contract management process between contracted service providers and the branch. The COAST service provider portal is not linked to the RCMP E Division's VSIS system.

29.   Are we required to list all staff that are employed by our organization on our application?

The branch requires only a list of staff who are providing services with ministry funded programs in your current program's application.

30.   Will previous year's contracts be added to the portal by your staff?

At this time, we are unable to add previous year's contracts to the portal. If you require a copy of your previous year contracts, please contact your Program Manager.

31.   Is the COAST system being used by other ministries?

 No. The COAST system is a unique contract management system that was created specifically for the Community Safety and Crime Prevention Branch.

32.   Will there be email notifications of new tasks that are required to be completed on the COAST service provider portal?

Yes, agencies will be receiving regular notifications by email reminding them to check for "tasks due" on the service provider portal.

33.   Will COAST be used for Crime Prevention and Remediation Grant Program process (Civil Forfeiture grants) as well?

No. The COAST system is a unique contract management system that was created specifically for the purpose of managing our current contracts.

34.   Is there a time out function for the COAST service provider portal?

Yes, after a period of time, if the service provider portal is not being used it will time out. There is a save feature on every screen of the application process where you can save or save and exit. Please be sure to save your work frequently to avoid any information being lost.

35.   Once the signature is complete, but before clicking submit, is it too late to go back and make changes?

No. If you have not yet clicked the submit button, you are still able to go back through the application and make changes.

If you have any other questions about COAST:

36. I have additional questions about COAST – who can I ask?

Your branch Program Manager is the best contact for any other questions you may have about the COAST service provider portal. Please contact your Program Manager at the branch if you have any other questions related to the new COAST service provider portal or you can join the branch help sessions "office hours" on Thursdays from 10-11:30am PST.

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