Request for Proposal
OCIO.1516.007

Provision of Commercial Off the Shelf (COTS) or Software as a Service (SaaS)
Point of Sale Solution

Office of the Chief Information Officer
Government of Newfoundland and Labrador

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RFP INFORMATION SHEET

Request For Proposal (RFP) – Provision of Software and Professional Services			
RFP Title:	Point of Sale System		
RFP #:	OCIO.1516.007	Issue Date:	November 5, 2015
Questions Deadline:	November 27, 2015 4:00 pm Newfoundland time	Closing Date and Time:	December 16, 2015, 4:00 pm Newfoundland time
Reference check:		February 1 to February 5, 2016	
Vendor Information & Technical Briefing Session:		November 24, 2015, 1:30 pm Newfoundland time	
Registration Deadline:		November 20, 2015, 4:00 pm Newfoundland time	

All Proposals must remain valid and open for acceptance until:	September 30, 2016

Proposal Label:

Government Purchasing Agency
30 Strawberry Marsh Road
St. John's, Newfoundland and Labrador
Canada
A1B 4R4

Point of Sale Solution
OCIO.1516.007
December 16, 2015 4:00 pm Newfoundland time

Proponent Name
Proponent Address

Enquiries and Communication:

All enquiries and Communication must be made through e-mail to: OCIORFPInfo@gov.nl.ca
Please reference Point of Sale Solution – OCIO.1516.007 in subject line.

To reduce paper consumption, the OCIO publishes RFPs formatted to be printed in duplex and encourages Proponents to submit Proposals in duplex format.

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SECTION 1.0 - INTRODUCTION

1.1 Intent

The Office of the Chief Information Officer (OCIO) on behalf of the Government of Newfoundland and Labrador is seeking proposals for the supply of a Commercial-Off-The-Shelf (COTS) or Software as a Service (SaaS) **Point of Sale Solution** for The Rooms Corporation of Newfoundland and Labrador.

The intent of this Request for Proposals (RFP) is to acquire and implement a solution that requires minimal customization. In addition to the software and any required hardware, professional services to perform activities related to configuration, integration, documentation, training, support and maintenance will be required. Consideration will be given to proven industry leading solutions.

The OCIO is releasing this RFP in part. The evaluation criteria and the annexed documents will follow no later than November 13, 2015.

1.2 Budget

This project has a budget envelope of up to $110,000 dollars (CAD $110,000). This envelope must include:

- **purchase and implementation of the proposed software, POS hardware and all proposed third party tools (e.g. extract, transform and load tools, business intelligence tools, reporting tools, etc.)**
- **licensing and maintenance fees of the above throughout the implementation**
- **purchase of all licensing and maintenance fees necessary to implement the system proposed**
- **all professional services related to**
  - **project management**
  - **implementation and software configuration and customization**
  - **data conversion – Data conversion documentation to follow**
  - **interface – See Business Requirements Document (BRD) for integration details – BRD to follow**
  - **training**
  - **meeting the security requirements of the OCIO**
  - **Performance and User Acceptance Testing**
  - **support and maintenance for the initial year of service**

The budget envelope does NOT include HST or server hardware.

1.3 The Rooms

The Rooms is a cultural facility in St. John's, Newfoundland and Labrador. The facility opened in 2005 and houses the Art Gallery, Provincial Archives and Provincial Museum of Newfoundland and Labrador. The Rooms is under the control of The Rooms Corporation of Newfoundland and Labrador which is the responsibility of the provincial Department of Business, Tourism, Culture and Rural Development.

For further information on The Rooms please see our website at http://www.therooms.ca/.

1.4 Office of the Chief Information Officer (OCIO)

The OCIO provides for the operation of the Government's computer systems and infrastructure, the planning, development and implementation of new information technology (IT) initiatives and the coordination of IT and Information Management (IM) for Government.

For further information on the OCIO please see our website at http://www.ocio.gov.nl.ca/.

1.5 General Definitions

- **Closing Time** – the date and time on which Proposals under this RFP are due and must be received as specified herein;
- **COTS** – Commercial off-the-Shelf software that is purchased to support one or more business functions and information systems. Products that are commercially available and can be bought and used "as is". COTS purchases are alternatives to in-house developments or one-off government-funded developments;
- **Government** – the Government of Newfoundland and Labrador
- **OCIO** – the Office of the Chief Information Officer
- **Project Closeout** – after Final Go-Live and transition, indicated by the signing of the Project Closure Report
- **Proponent** – a respondent to this RFP; the vendor offering the goods and services as defined in this RFP
- **Proposal** – the document prepared by the Proponent in response to this RFP. It may also include any additional information submitted by the Proponent throughout the competition period
- **Province** – the Province of Newfoundland and Labrador
- **SaaS** – Software as a Service; a Web-based software service hosted by a vendor

1.6 Goods and Services

The OCIO will evaluate and select a solution that best fits the requirements outlined in this RFP as well as professional services for solution implementation.

It is also the Government's intention to choose a solution that:

- Is proven in similar environments
- Provides configurable functionality
- Is supported by a Proponent knowledgeable in Point of Sale software and provides regular upgrades based on evolving business trends, new technology, changing industry standards and user feedback

It is anticipated the amount of customization required to support The Rooms business requirements should be minimal.

Post-Final Go-Live solution support and maintenance services will also be required**.**

1.7 Key Deliverables

Some project deliverables are:

- Supply and installation of the proposed solution
- Supply and installation of third party software and tools necessary to implement the solution proposed
- Interface as defined in **Annex 1 – Business Requirements Document – Documentation to follow**
- Data conversion as defined in **Annex 2 – Data Conversion Details – Documentation to follow**
- Recommendation for the level of staffing and skill sets required for the long-term operation and maintenance of the solution

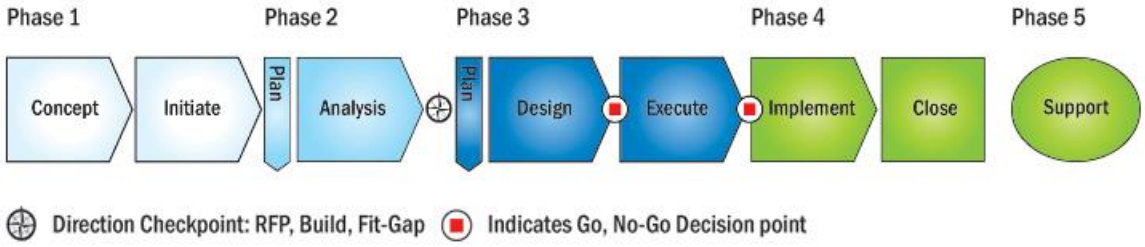
A preliminary list of deliverables expected for the project includes:

- Project Plan

- Project Charter
- System Design Document
- Technical Design Document
- Training Plan
- User Documentation

This list of documents is provided as a starting point only to aid proponents in understanding our requirements. Proponents will incorporate costs associated with completion of these and other deliverables into their Proposal and the successful Proponent WILL be held to that cost.

Please note: This project has reached the 'direction checkpoint' immediately following the Phase 2 Analysis so work resulting from this RFP will begin at Phase 3.



SECTION 2.0 - INSTRUCTIONS TO PROPONENTS

All conditions will be strictly enforced.

2.1 Optional Vendor Information Session (in person or via teleconference)

2.1.1 A Vendor information and technical briefing session will be held at the OCIO at 40 Higgins Line in St. John's, Newfoundland as specified on the RFP Information Sheet. This session will be approximately 2 hours. Topics will include: Introduction to the OCIO Team, Introduction to the Rooms Team and overview of the Rooms environment, Review of the RFP and Process, Review of previously submitted Vendor Questions and Answers, an overview of the OCIO Operations environment and a question and answer period.

2.1.2 Proponents planning to attend are to register via OCIORFPInfo@gov.nl.ca **by the registration deadline on the RFP information sheet.** Registration is to include:

- all appropriate contact information for the firm
- how many people will be attending on behalf of the firm
- how your participants will be attending, in person or via teleconference

2.2 MANDATORY Reference Check

The OCIO anticipates conducting reference checks on shortlisted Proponents during the time stated on the RFP Information Sheet. Proponents are to contact the individuals/ organizations that they are using for references and confirm that they will be available and willing to participate in a telephone reference call during that time. Proponents are to include in their Proposal contact information for a minimum of three references. Government reserves the right to contact other references not specified in the Proposal.

2.3 Proposal Submission

2.3.1 Written Proposals must follow the instructions provided in the RFP and respond as follows:

Documents included in this package	Proponent responds	Release date
RFP OCIO.1516.007 The Rooms Point of Sale Solution	No	Thursday, November 5, 2015
Appendix A – Required Proposal Format	No	Thursday, November 5, 2015
Appendix B – Checklist of Mandatory Criteria	***Yes***	***No later than Friday, November 13, 2015***
Appendix C – Evaluation Criteria	***Yes***	***No later than Friday, November 13, 2015***
Appendix D – Financial Proposal	***Yes***	***No later than Friday, November 13, 2015***
Annex 1 – Business Requirements Document	No	***No later than Friday, November 13, 2015***
Annex 2 – Data Conversion Details	No	***No later than Friday, November 13, 2015***
Annex 3 – Technical Requirements Document	No	***No later than Friday, November 13, 2015***

Annexed documents are provided to assist in preparing responses. Proponents are advised to read and understand all other documents and to use information gathered from them to inform their proposal but MUST NOT respond to the additional documents in writing. Proponents should be aware that they may be instructed to address some of the requirements in these documents during their demo.

2.3.2 **Note:** Proponents wishing to respond for ***both*** COTS and SaaS solutions ***must submit separate proposals*** for each option.

2.3.3 The OCIO is not obligated to struggle through a poorly prepared Proposal. Such Proposals cause significant disruptions to the evaluation process. 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 information required to attribute a score,
- criteria are not clearly addressed in the format required,
- diagrams and page numbers are absent, or
- there are frequent redirections.

2.3.4 The entire content of the Proponent's Proposal should be submitted in the hard copies provided. The content of web sites, white papers, or other external documents referred to in the Proposal will not be considered to form part of its Proposal. Proponents may offer additional information that may be of interest to the OCIO in the form of addenda or attachments to the main Proposal. However, anything the Proponent relies upon to contribute to the score allocated should appear in the main proposal, in the format required and it should be clear which requirement is being addressed.

2.3.5 The Proponent must provide one (1) Proposal package containing:

- Five (5) complete hard copies of the following under one cover:
  - a completed response to ***Appendix B - Checklist of Mandatory Criteria***
  - a response for **each** criterion in ***Appendix C – Evaluation Criteria***
- One (1) copy of the response to ***Appendix D – Financial Proposal*** under separate cover.
- One (1) complete **SEARCHABLE** electronic copy of the Responses to Appendices B, C and D. **PLEASE NOTE: A scanned PDF is NOT searchable.**
- additional information that may be of interest to the OCIO may also be included.

2.3.6 Facsimile or electronic-only Proposals are not acceptable and will not be considered.

2.3.7 The OCIO's Information Services Centre (ISC) reserves the right to print copies of the Proposal from the electronic copy (Adobe Acrobat Format) provided by the Proponent in whole or in part, if needed for additional evaluators.

2.3.8 **Proposal packages must be received in full no later than 4:00 p.m., Newfoundland Time on or before the closing date specified on the RFP Information Sheet. Proposals received after that time shall not be considered and shall be returned. PLEASE NOTE: Delivery to the island of Newfoundland by courier may take longer than expected. Proponent is advised to allow plenty of time for delivery.**

The Proposal must be delivered to at the following address:

Government Purchasing Agency
30 Strawberry Marsh Road
St. John's, Newfoundland and Labrador
Canada, A1B 4R4

2.3.9 Proposals must be signed by an authorized representative of the Proponent. Unsigned Proposals shall not be considered and will be returned.

2.3.10 Proponents may request a Microsoft Word copy of the RFP by e-mail at: OCIORFPInfo@gov.nl.ca.

2.3.11 All Proposals must remain valid and open for acceptance until the date referenced on the RFP Information Sheet.

2.3.12 Proponents are solely responsible, and without recourse to Government or the OCIO, for any expenses they incur in preparing and submitting a Proposal and for their participation in the RFP process including, but not

limited to, attending demos and providing any additional information that may be requested by the Evaluation Committee. The Province and the OCIO shall not defray nor be liable for any expenses incurred by Proponents in responding to this RFP.

2.3.13 All compliant Proposals and accompanying documentation are considered the property of the OCIO and will not be returned.

2.4 Inquiries and Communication

2.4.1 All inquiries and other communications with respect to this RFP are to be directed ONLY to the e-mail address: OCIORFPInfo@gov.nl.ca.

2.4.2 Written enquiries and requests for clarification will be accepted up to **4:00 pm Newfoundland Time** on the questions deadline date specified on the RFP Information Sheet. Inquiries and requests for clarification received after this date, including inquiries regarding RFP status, will not be addressed.

2.4.3 Verbal information or representations shall not be binding upon Government or the OCIO. Only changes, alterations, modifications or clarifications approved by OCIO in writing are binding. In order to be valid, all such changes, alterations, modifications or clarifications shall be issued in the form of addenda and all such addenda shall become part of this RFP.

2.4.4 All addenda that have been issued in relation to this RFP will be available on the Government Procurement website at www.gpa.gov.nl.ca/availabletenders.stm, or by contacting the Government Purchasing Agency. Proponents are responsible for ensuring that they have received all addenda pertaining to this RFP and shall be deemed to have received them through their submission of a Proposal in Response to this call.

2.4.5 Information pertaining to the OCIO and The Rooms obtained by the Proponent as a result of its participation in this RFP is confidential and must not be disclosed by the Proponent except as authorized by the OCIO.

2.4.6 At any time during the evaluation period, OCIO may contact the Proponent respecting its Proposal. No changes by the Proponent will be permitted after the RFP Closing Time, but the OCIO may request clarification at its discretion.

2.5 Proposal Content

2.5.1 **ALL PROPOSALS MUST ADDRESS THE CONTENT OF THE RFP**. Compliant Proposals are those that clearly demonstrate a thorough understanding of the RFP and its stated requirements and criteria. Responses must specifically address the requirements and criteria as specified throughout this RFP document.

2.5.2 Proponents are to follow the format laid out in **Appendix A – Required Proposal Format** to organize Proposals.

2.6 Proposal Acceptance

2.6.1 **Government reserves to itself the unfettered right to reject any or all Responses to this RFP and is not bound to accept the highest ranking or any Response. Government may elect to cancel this RFP at any time with or without cause and no liability shall accrue to Government as a result of the exercise of its discretion in this regard**.

2.6.2 The successful Proposal will form part of any resulting agreement by attachment and incorporation by reference. Claims made in the Proposal will constitute contractual commitments. Any provision in the Proposal may be included in the resultant agreement as a direct provision thereof**. The agreement resulting from this RFP shall not exceed the price proposed by the successful Proponent.**

2.6.3 If Government decides to accept a Proposal, it will accept the Proposal that is judged the best overall. Government shall give written notice of its decision. Should Government decide not to accept any Proposal, all Proponents will be given written notice of such decision.

2.7 Disclosure and Confidentiality of Proposals

2.7.1 Documents and other records in the custody of or under the control of the OCIO or its representatives shall be subject to the *Access to Information and Protection of Privacy Act*, 2015 SNL2015 CHAPTER A-1.2 ('ATIPPA').

2.7.2 Notwithstanding OCIO's intent to treat all Proposals as confidential, Proponents should be aware that any business information provided as part of the Proposal must meet all parts of the 3-part harms test for non-disclosure as stated in section 39 of the ATIPPA for that information to be exempt from disclosure in the event of an ATIPP Request to the Government of Newfoundland and Labrador. Section 39 of the Act is a mandatory exception to disclosure that requires redaction of any information meeting its 3-part harms test for disclosure deemed harmful to the business interests of a third party. However, in order to sever information under section 39, all 3 parts of the harms test must be met. Proponents are encouraged to review this and other related sections of the ATIPPA when submitting Proposals.

2.7.3 In this engagement, the Proponent will have access to confidential information, which may include personal information, received from Government and may be storing, manipulating or accessing the confidential information on the Proponent's own information technology assets. To emphasize the need for appropriate measures to ensure the confidentiality of such information, the successful Proponent will be required to sign a confidentiality agreement. Further, Government shall require that the successful Proponent advise of confidentiality documents that bind its resources. As well, in the event that the successful Proponent does not use information technology assets provided by Government but rather stores, manipulates or accesses confidential information on the Proponent's own information technology assets, the successful Proponent will require individual resources to sign a Terms of Use document.

2.8 General Terms and Conditions

2.8.1 This procurement opportunity is subject to the provisions of the Atlantic Procurement Agreement and the Agreement on Internal Trade. Information on these Agreements may be obtained by visiting http://www.gpa.gov.nl.ca/.

2.8.2 In the event of any discrepancies between this RFP, the Proposal or the resultant agreement, the agreement will govern, followed by the RFP and then by the Proposal.

2.8.3 Proposals containing irregularities or errors of a non-material nature may be considered by the OCIO at its sole and absolute discretion.

2.8.4 If the Proponent is an extra-provincial corporation, the Proponent shall be required to be licensed to conduct business in its own jurisdiction. The successful Proponent may also be required to register in the Province of Newfoundland and Labrador in accordance with the *Corporations Act*.

2.8.5 Any agreement resulting from this RFP shall be governed by the laws of the Province of Newfoundland and Labrador.

2.8.6 The successful Proponent will be required to provide a rate sheet in any resultant agreement.

2.8.7 Personnel resources supplied by the Proponent may be required to obtain a Royal Newfoundland Constabulary Certificate of Conduct (http://www.rnc.gov.nl.ca/faqs/certificate.html) or an equivalent certificate from a police force in the Proponent's jurisdiction and, for any inter-provincial assignment respecting a project, a federal government security clearance.

2.8.8 The OCIO reserves the right to use contractors of its choosing to prepare technical specifications for the purpose of developing RFPs. The OCIO retains and has final authority over all RFP content.

2.8.9 The working language for all communications associated with this project shall be English. All project team members interacting with Government representatives are expected to be proficient in English. All deliverable documentation shall be in English.

2.8.10 The successful Proponent must be in compliance with all applicable legislative and regulatory requirements.

2.8.11 The solution identified in this RFP may be used by the OCIO for other purposes associated with Government's operations, subject to negotiations with the software vendor.

2.8.12 All costs quoted in the Financial Proposal must be in Canadian Dollars; all billing will be in Canadian Dollars.

2.8.13 As a condition of submitting a Proposal, a Proponent agrees that it shall assign, for the duration of the project, the personnel resources named in its Proposal to undertake the work. A Proponent agrees that it shall not substitute personnel resources without the written consent of the Client.

SECTION 3.0 – EVALUATION PROCESS

3.1 Evaluation Committee

The Evaluation Committee may include employees of Government and external advisors as necessary to provide proper technical, legal and financial evaluation of the Proposals received.

3.2 Evaluation Mechanisms

The following table identifies the scores available for each portion of the RFP.

Criteria	Minimum Score	Maximum Score	%
Mandatory Requirements [1]			
Information Protection Requirements [2]	70%	100%	
Proponent Information & Project Management[3]		2000	10%
High Level Business Requirements [3]		7000	35%
Information Management and Technical Requirements [3]		2000	10%
Cumulative Score	7700	11000	55%
Demonstration (Orals) Score [4]	2800	4000	20%
Financial Proposal Requirements		5000	25%
Total Score		20000	100%

Each criterion will be scored based on the following key:

Description	Score
Proponent fully meets the criterion.	4
Proponent meets most of the criterion (more than half).	3
Proponent meets some of the criterion (half).	2
Proponent meets some of the criterion (less than half).	1
Proponent does NOT meet the criterion at all.	0

3.3 Evaluation Process Overview

The RFP evaluation process is a **3-phase** selection procedure. It will be finalized through completion of the following steps:

Phase 1

- Proposals are received in response to this RFP.
- **Appendix B - Checklist of Mandatory Criteria** is reviewed to ensure Proposals are compliant.
- The financial packages are opened to ensure that they are within the project budget envelope.

[1] Proposal that does not comply with all mandatory requirements listed is eliminated
[2] Proposal that does not achieve minimum score is non-compliant and will be eliminated from further evaluation
[3] No minimum on individual sections; Proposal that does not achieve minimum score on all three sections combined is eliminated
[4] Proposal that does not achieve minimum score is eliminated

- Responses to **Appendix C – Evaluation Criteria** are reviewed by the Evaluation Committee to ensure they meet requirements.
- The Evaluation Committee Chair may contact Proponents for clarification or to substantiate Proposal content.
- A shortlist is selected from those that have achieved the necessary minimum cumulative score; those who are shortlisted will move on to Phase 2.

Phase 2

- Shortlisted Proponents will be required to attend an on-site Demonstration (Orals) session at their own expense.
  - Proponents will provide a demo of their product based on scripts provided by the client department. This is NOT to be viewed as a sales presentation. The OCIO and the client department will use the demo to validate the Proposal.
  - Proponents should be prepared to bring key project staff such as the proposed project manager and knowledgeable technical resources to this session.
  - The demonstration must be completed using the software version specified in the Proposal.
  - Proponents will receive further instructions upon invitation to attend the demonstration.
  - Proponents should limit themselves to the scripts or instructions provided and NOT demonstrate future functionality or value-added features **unless specifically requested to do so**.
  - The OCIO reserves the right to determine the extent of the presentation required.
  - The OCIO reserves the right to terminate a presentation that fails to observe the instructions provided, address the specific project requirements or demonstrate appropriate functionality.
  - A maximum score of 20% will be awarded for the proof of concept demonstration and orals.
- References are verified.

Phase 3

- Proponents that have
  - completed and are compliant with **Appendix B - Checklist of Mandatory Criteria**
  - achieved a cumulative score of 70% or higher in their responses to **Appendix C – Evaluation Criteria**, will undergo a detailed evaluation of their responses to **Appendix D – Financial Proposals**.
- Of those Proposals, the one judged to represent the lowest overall cost to the Government will be awarded the full financial evaluation score of 25% and the remainder will be awarded a prorated score based on the following formula:

  (Lowest Cost / Proponent's Cost) * 5,000

IMPORTANT NOTE:

With this RFP Package the OCIO has endeavoured to provide as much information as possible to enable Proponents to arrive at a reasonable project budget. The onus is on the Proponent to review all material, to attend the information session and to submit questions for greater clarity. Where there are uncertainties Proponents should submit questions rather than make assumptions. The project will not exceed the price proposed.

- A final recommendation will be made with respect to the Proponent that, in the opinion of the Evaluation Committee, best meets project requirements and represents the best value to Government.
- Proponents are advised in writing of the acceptance/ rejection of their Proposal.

- An agreement, satisfactory to Government, shall be entered into with the successful Proponent.

Appendix A – Required Proposal Format

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Required Proposal Format

Proponents are to follow the format laid out below to organize Proposals.

TITLE PAGE
TABLE OF CONTENTS

EXECUTIVE SUMMARY

Include in the Executive Summary:

- Names and address of all partners, clearly identifying the lead Proponent.
- **For the lead Proponent** provide a single contact name, title, telephone number and email address.
- **For all partners**:
  - Describe the principal business including corporate history and corporate direction(s) sufficient to provide a sense of whether or not this is a new line of business for the Proponent or if they are long-time players in the field.
  - Clearly articulate the Proponent's level of Point of Sale experience as well as how much experience the lead Proponent has with the solution proposed for this project.
  - Describe industry recognition such as Gartner or other third-party ratings which provides assurance that the Proponent represents product stability, significant enterprise-class client-base, and leadership in this computing market segment. Also describe awards won, accreditations achieved, or other recognition within the relevant business segment.
- Contact information for a minimum of three references able to substantiate that the Proponent and the core team have relevant experience in providing this software and services similar to those required in this RFP.

CHECKLIST OF MANDATORY CRITERIA (See Appendix B - documentation to follow)

EVALUATION (See Appendix C - documentation to follow)
Proponent Information
High Level Business Requirements
Information Management, Technical and General Requirements

FINANCIAL PROPOSAL REQUIREMENTS (see Appendix D - documentation to follow) under separate cover

Proponent may submit any other information relevant to the Proposal, not included in the above, as appendices.