

Request for Proposal  
Software Development Services  
for  
RRFB Nova Scotia  
RFP No. RRFB0030

Issued by

Resource Recovery Fund Board, Inc.



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April 28, 2015

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## LIST OF ACRONYMS

ADT	Atlantic Daylight (Savings) Time
ED	ENVIRO-DEPOT™
FOIPOP	Freedom of Information and Protection of Privacy (Act)
HDPE	High-density polyethylene – common plastic resin
HST	Harmonized Sales Tax
ID	Identification
LC	Local Cartage
NDA	Non-Disclosure Agreement
NS	Nova Scotia
PDF	Portable Document Format
PET	Polyethylene terephthalate – common plastic resin
QC	Quality Control
RFP	Request for Proposal
RISC	Registry of Joint Stock Companies
ROCAPS	Recovery Operations Collections and Payment System – ROCAPS2000™
RPC	Regional Processing Centre
RRFB	Resource Recovery Fund Board, Inc. (operating name: RRFB Nova Scotia)
SQL	Structured Query Language

## 1.0 Introduction

Resource Recovery Fund Board Inc. (RRFB Nova Scotia) is a not-for-profit corporation working in partnership with Nova Scotians to improve the province's environment, economy and quality of life by reducing, reusing, recycling and recovering resources. RRFB Nova Scotia administers the Beverage Container Program and the Used Tire Management Program and also manages components of the Consumer Paint Product Stewardship Program through a service agreement with the industry association representing brand owners.

RRFB Nova Scotia oversees a network of 79 independently owned ENVIRO-DEPOT™ (ED) locations throughout the province. Enviro-Depots are the face of the province's beverage container program, accepting redeemable beverage containers from consumers, issuing the refund on behalf of RRFB Nova Scotia and receiving a per unit handling fee for providing the service. These businesses also accept leftover paint and various other recyclable materials from the public.

RRFB Nova Scotia uses proprietary database software for tracking the collection of, and remittances associated with, beverage containers and leftover paint. The *Recovery Operations Collections and Payment System* (ROCAPS – trademarked as ROCAPS2000™) also generates additional financial information associated with the pickup and transportation of these recyclable materials.

## 2.0 Objective

RRFB Nova Scotia requires modifications to its ROCAPS software to accommodate recent changes in the audit process used to monitor and uphold the integrity of the beverage container program. This process is hereafter referred to as Quality Control (QC). Needed modifications include:

- Updating the ROCAPS software to alter how QC information is processed;
- Addition of “depot status” and established variance procedures; and
- Developing three (3) new QC reports.

**THIS IS A REQUEST FOR PROPOSAL (RFP) AND NOT A TENDER CALL**

## 3.0 Background

### 3.1 Materials Handling

At the ENVIRO-DEPOT™, redeemed beverage containers are stored in either large (bulk) bags (for all container types except glass) or large plastic tubs (for glass only). There are a number of “sort” requirements at the depot, so that each bag or tub contains only a specific product type, e.g. aluminum, plastic, glass, etc. For certain

product types, there are additional “sort” requirements, e.g. by colour or size. Each “sort” is standardized and has an assigned number.

Each empty storage bag and tub has a permanently affixed unique bar-coded identifier that allows RRFB Nova Scotia to trace its movement. Once the storage bag or tub is full, the ENVIRO-DEPOT™ attaches a single-use unique bar-coded yellow tag, displaying the following critical information:

- ✓ ED number (ENVIRO-DEPOT™ identifier assigned by RRFB Nova Scotia);
- ✓ Product number (sort); and
- ✓ Quantity (beverage container count as determined by the ENVIRO-DEPOT™)

### 3.2 Collection and Transport

RRFB Nova Scotia contracts a hauler to collect and transport full bags and tubs in one of two ways:

1. Compaction trailer – used for dedicated product types – either aluminum only or plastic only (specifically PET and HDPE). Full bags are emptied directly into the unit on-site. Compaction trailers have the capacity to accommodate pickups from multiple ENVIRO-DEPOT™ locations and, once full, are delivered to a location as directed by RRFB Nova Scotia.
2. Dry van trailer – used for a mix of product types (mixed loads – often includes some full paint storage containers). Full bags and/or full tubs are loaded intact into the unit on-site. Dry vans can potentially reach capacity with a single pickup or product type and normally reach capacity with just a few pickups, dependent on product type and individual depot volumes. Dry van trailers, once full, are delivered to a location as directed by RRFB Nova Scotia.

This collection and transport service is commonly referred to as “local cartage” (LC).

### 3.3 Processing

All redeemed beverage containers undergo some form of processing, meaning:

- Baling – for all product types except glass;
- Flaking – for either baled or compaction trailer plastic; or
- Crushing – for glass only.

Processing may occur either **prior to** or **after** selling to RRFB Nova Scotia’s end market. Baled product is sold to an end market while compaction trailer plastic and glass are sold to an end market and then processed.

Processing of all product **except compaction trailer plastic and glass** takes place at one of three (3) Regional Processing Centres (RPCs) located in:

- Kentville – Scotia Recycling (under contract to process for RRFB Nova Scotia);

- Sydney – Green Island Recycling (under contract to process for RRFB Nova Scotia: or
- Kemptown – RRFB Nova Scotia's own processing facility.

### 3.4 Quality Control

Some full bags are first selected to undergo QC and then directed on to processing.

#### Handling and Counting

Depending on the LC trailer type that arrives for the pickup at the ENVIRO-DEPOT™, bags selected to undergo QC are handled as follows:

1. Compaction trailer – bags selected for QC are not emptied on-site but are instead set aside and remain at the ENVIRO-DEPOT™ until picked up by a dry van trailer as directed by RRFB Nova Scotia. These bags are routed either through the RPC in Kentville or Sydney and then to RRFB Nova Scotia's RPC or direct to RRFB Nova Scotia's RPC.
2. Dry van trailer – bags selected for QC are loaded onto the trailer in the same manner as all other bags and tubs at the ENVIRO-DEPOT™ and routed either through the RPC in Kentville or Sydney and then to RRFB Nova Scotia's RPC or direct to RRFB Nova Scotia's RPC.

All QC activity takes place exclusively at RRFB Nova Scotia's RPC in Kemptown. There is a dedicated area where each full bag is emptied and counted, either manually or by optical sorter. This QC count becomes the valid/verified quantity and is used to determine whether additional monies are owing to, or recoverable from, the ENVIRO-DEPOT™.

#### Variance and Penalties

RRFB Nova Scotia presently has an established QC tolerance level of 0.5 percent, meaning that where a QC count is less than the ED stated count and the difference between the two is within 0.5% of the ED stated count, no audit penalty is assessed against the ENVIRO-DEPOT™.

Where the QC count is greater than the ED count (understated), the handling fee plus the refund amount is paid to the ENVIRO-DEPOT™ for each redeemable container above the ED count.

Where the QC count is less than the ED count (overstated) and is within the 0.5% tolerance level, only the handling fee plus the refund amount for each redeemable container below the ED count is deducted from the next payment to the ENVIRO-DEPOT™.

Where the QC count is less than the ED count (overstated) and exceeds the 0.5% tolerance level, the handling fee plus the refund amount **plus an audit penalty** (equal to

the handling fee) for each redeemable container below the ED count is deducted from the next payment to the ENVIRO-DEPOT™.

### 3.5 Scanning Activity

Handheld scanners are used at key activity points for the beverage container program to record critical information. The following table summarizes where the scanners are used, who uses them and for what type of activity.

Location	Scanner Used By	Event Type
ENVIRO-DEPOT™	LC Driver	Pickup
RPC – all 3	RPC Employee	Receiving
RPC – all 3	RPC Employee	Shipping
RPC – all 3	RPC Employee	Processing
RPC – Kemptown only	RPC Employee	Quality Control

Bar-coded identification (ID) cards are issued for each event type except Quality Control. Once scanned, the ID card triggers the appropriate menu to be displayed on the scanner. The scanners used for Quality Control have unique software and display a unique QC menu.

#### During Pickup

The LC Driver scans their ID card and enters the following information:

- ✓ Local cartage number (driver identifier – entered once – manually)
- ✓ ED number (ENVIRO-DEPOT™ identifier on yellow tag – entered once – either manually or using bar-coded ID card held by the ENVIRO-DEPOT™ and issued by RRFB Nova Scotia)
- ✓ Single-use yellow tag number for each bag/tub (barcode - scanned)
- ✓ Permanent bag/tub number for each bag/tub (barcode - scanned)
- ✓ Product number for each bag/tub (sort as identified on yellow tag – entered manually)
- ✓ Quantity for each bag/tub (count as identified on yellow tag – entered manually)

Using a statistically valid random selection formula, developed specifically for RRFB Nova Scotia, the scanners have been programmed to instantly identify, for the driver, which bags are to undergo QC once the yellow tag information has been entered. The LC Driver affixes a numbered nylon tie (tamper-proof seal) to each bag identified and manually enters, on to a log sheet, the following information:

- ✓ Number on the tamper-proof seal
- ✓ Single-use yellow tag barcode number
- ✓ ED number
- ✓ Date

The LC Driver relays full log sheets to the RPC – Kemptown and the RRFB Nova Scotia Warehouse Supervisor manually records the data.

### **During Receiving**

The RPC Employee scans the RPC ID card and enters the following information:

- ✓ Single-use yellow tag number for each bag (barcode - scanned)
- ✓ Permanent bag/tub number for each bag (barcode - scanned)

All bags identified to undergo QC are then moved to the QC staging area.

### **During Quality Control**

The RPC Employee responsible for QC moves the bags identified to undergo QC from the staging area to the sorting area where they are dumped onto either a sorting table (for manual re-counting) or into a hopper to feed through an optical scanning machine (for automated re-counting). As each bag re-count is completed, the QC scanner is used to record the following information:

- ✓ Single-use yellow tag number for each bag (barcode - scanned)
- ✓ Initials of RPC employee performing QC
- ✓ QC count – correct sort (redeemable containers matching Product number as identified on yellow tag – entered manually)
- ✓ QC count – incorrect sort(s) (redeemable containers not matching Product number as identified on yellow tag – entered manually)
- ✓ Product number matching majority of incorrectly sorted containers (used as the catch-all for all incorrectly sorted redeemable containers found in the bag – entered manually)
- ✓ “Rejects” count (i.e. non-redeemable containers, e.g. soup can, milk container – entered manually)
- ✓ QC rating (G=Good; F=Fair; P=Poor – entered manually)

Following the re-count, product is re-bagged and readied for processing.

## **3.6 Scanner Data**

### **Uploading**

The ROCAPS scanner data is uploaded to RRFB Nova Scotia’s server daily; all scan lines are transferred and the scanner is cleared.

### **Processing**

Uploaded scan lines are processed by ROCAPS into payable events and, every Tuesday and Thursday, RRFB Nova Scotia performs a “payrun” – ROCAPS software generates .csv files that are imported into RRFB Nova Scotia’s accounting software (Sage300) to form batch payments.

As indicated in Section 3.4 – Quality Control, this may result in adjustments to payments to Enviro-Depots. There are two distinct phases to how a QC scan line is currently processed:

- During the first phase (**adjustment phase**), ROCAPS will adjust the original Quantity to reflect the new Quantity based on the QC results. The original pickup event is superseded by a newly generated pickup event. This new pickup event has a date equal to the date of the QC scan.
- During the second phase (**invoicing phase**), ROCAPS **always** reverses the original invoice for the original pickup event and then creates a new invoice based on the QC results. This new invoice amount (payable to the ENVIRO-DEPOT™) may be higher, lower or the same as the original invoice amount.

During the invoicing phase, if the variance between the original ED Quantity and the QC Quantity is greater than a pre-defined **penalty variance** (presently 0.5%) an audit penalty is applied to any overstated units.

### 3.7 ROCAPS Architecture

The ROCAPS architecture currently includes a C# application, a central Structured Query Language (SQL) Server 2008 database, ASP.NET web application for user interaction and report generation via SQL Server 2008 Reporting Services. RRFB Nova Scotia retains ownership of source code IP.

RRFB Nova Scotia does not currently support a development environment for ROCAPS.

## 4.0 Scope of Work

### 4.1 Changes to Processing of QC Scan Lines

The new QC approach requires that ROCAPS must process QC scan lines differently.

During the first phase (**adjustment phase**), ROCAPS will adjust the Quantity associated with the bag ED count to reflect the Quantity from the QC count. The original pickup event is superseded by a newly generated pickup event. The new pickup event will have a date equal to the date of the original pickup scan, **not** the date of the QC scan.

During the second phase (**invoicing phase**), ROCAPS **may** reverse the original invoice for the pickup event and then create a new invoice based on the QC results. In order for re-invoicing to occur, both of the following conditions must be met:

- the depot is in **monitored status**; and
- the variance between the original ED quantity and the QC quantity is greater than an **established variance**.

If the variance between the original ED quantity and the QC quantity is greater than a predefined **penalty variance**, an audit penalty is also applied during the invoicing phase (on the overstated units).

## 4.2 Addition of Depot Status and Established Variance Procedures

The database will require a new table to store information related to “**depot status**” which does not currently exist in ROCAPS.

Two status types are required: **Monitored** and **Accelerated**. The table will need to include **start** and **end** dates associated with a depot's status. A depot's status may change over time.

The web application will require a new page to create, update and delete “**depot status**” information.

The ROCAPS database will also require a new table to store information related to the “**established variance**” which does not currently exist in ROCAPS.

This value will always be a range expressed as a percentage, e.g. +/- 2%. The table will need to include **start** and **end** dates associated with the established variance.

The web application will require a new page to create, update and delete “**established variance**” information.

## 4.3 Addition of New Reports

The new QC approach also requires the need for three (3) new report types.

### **Quality Control Results - Summary report for depots**

This report will summarize the previous month's results as well as the audit period to-date results. Specific sections of the report will be suppressed based on the depot's status. Generation of the report should be automated and occur on the 15th of each month - one .PDF file per depot should be written to Windows file share.

### **Quality Control Results - Detailed report for depots**

This report will list detailed results from the previous month only. Generation of the report should be automated to occur on the 15th of each month, one .PDF file per depot written to Windows file share.

### **Quality Control Results – “By Depot” report for internal use**

This report will list the summary of each depot's results for the period selected by the user including a total for all the depots in the period.

## 4.4 Timeline and Key Activities

RRFB Nova Scotia requires that the project be completed within three months of the start date.

It is anticipated that the project will include, at a minimum, the following phases and tasks/activities:

Phase	Tasks/Activities
Project initiation	<ul style="list-style-type: none"> <li>- Adopt project management processes</li> <li>- Confirm project schedule and milestones</li> </ul>
Requirements confirmation	<ul style="list-style-type: none"> <li>- Review ROCAPS documentation</li> <li>- Confirm release schedule</li> </ul>
Design	<ul style="list-style-type: none"> <li>- Design of software revisions to the ROCAPS application to address all documented mandatory requirements including any necessary changes to interfaces to existing RRFB Nova Scotia applications and proforma reports</li> </ul>
Development	<ul style="list-style-type: none"> <li>- Coding and unit testing of software revisions to the ROCAPS application to address all documented mandatory requirements in accordance with the approved design</li> </ul>
Integration and system testing	<ul style="list-style-type: none"> <li>- Preparation of plan and draft test scripts for conduct of testing</li> <li>- Conduct integration and system testing (including documentation of test results)</li> <li>- Presentation of testing approach and results to RRFB Nova Scotia including all test cases performed and evidence of regression testing on all affected units</li> </ul>
User acceptance testing (UAT)	<ul style="list-style-type: none"> <li>- Assisting RRFB Nova Scotia in developing a testing and deployment strategy</li> <li>- Documentation of test results including actions taken to address any failures</li> </ul>
Implementation	<ul style="list-style-type: none"> <li>- Providing support to RRFB Nova Scotia for implementation</li> </ul>
Project closeout	<ul style="list-style-type: none"> <li>- Final walkthrough of the design and implementation of the software revision including overview of interfaces and dependencies, test procedures, results and documentation to ROCAPS application support team</li> <li>- Project close processes</li> </ul>

#### 4.5 Deliverables

The following deliverables are expected for the ROCAPS project:

- ✓ Project plan – to include but may not be limited to: a schedule (tasks and milestones), roles, governance, and other project management (PM) processes
- ✓ Technical blueprint – defines solution architecture, security, interfaces, and approach from development to production and support
- ✓ Test strategy and results documentation
- ✓ Promoted ROCAPS changes into production environment
- ✓ New reports integrated into production environment

## 5.0 Reference Materials

The following documents are available upon the signing of a Non-Disclosure Agreement (NDA):

- ROCAPS software description
- ROCAPS user guide
- ROCAPS operations maintenance manual
- Document detailing how scan line processing works
- Document detailing pickup events at an ENVIRO-DEPOT™
- RRFB Policy – Quality Control Audits
- Templates for each new QC report needed

These documents can be obtained by first emailing a request for the NDA to:

Stacy Breau, Director of Corporate Services: [sbreau@rrfb.com](mailto:sbreau@rrfb.com)

## 6.0 Key Considerations

### 6.1 Governing Standards

This RFP shall be governed by the [Atlantic Provinces Standard Terms and Conditions Goods and Services](#)

### 6.2 Services Agreement

The successful proponent shall be required to sign a Services Agreement for Software Development. Proponents should expect a draft agreement to be issued as an addendum during the RFP open period which shall be posted to the [Nova Scotia Procurement Services website](#).

### 6.3 Warranty

Within the Services Agreement for Software Development, RRFB Nova Scotia shall require a ninety (90) day warranty on all modifications developed by the successful proponent and integrated into the ROCAPS software. The warranty shall address any and all post-project deficiencies encountered or discovered by RRFB Nova Scotia and come into effect on the day following project closeout.

## 7.0 Conflict of Interest

Proponents must indicate in the Acceptance of Requirements ([Appendix A](#)) if a conflict of interest exists and must provide a statement providing a full and complete disclosure in writing if there is a conflict of interest.

RRFB Nova Scotia reserves the right to disqualify any proponent that in RRFB Nova Scotia's sole opinion has an actual or potential conflict of interest or an unfair advantage, whether existing now or is likely to arise in the future, or may permit the proponent to continue and impose such terms and conditions, as RRFB Nova Scotia in its sole discretion may require.

A proponent that is related, affiliated, an associate, has common ownership (as defined by the Canada Business Corporations Act and/or the Income Tax Act) or has a business relationship, including a financial relationship with another entity that is involved in a business relationship with RRFB Nova Scotia will be deemed to be in a conflict of interest. Where a proponent acknowledges an actual or potential conflict of interest and is subsequently notified that their proposal is successful, the successful proponent must resolve the actual or potential conflict of interest to the satisfaction of RRFB Nova Scotia prior to signing an agreement.

## 8.0 Proposal Requirements

Certain clauses in this section are emphasized by the terminology **MUST/SHALL** and may be evaluated on a **PASS/FAIL [P/F]** basis. A proposal shall be immediately disqualified from further consideration if a **PASS/FAIL** clause is not met or is not supported by proper and adequate detail and/or is deemed unsatisfactory. All other clauses will be evaluated in accordance with the criteria described in this section and rated according to the evaluation scheme presented in [Appendix B](#).

All mandatory items in Section 8.1 must be addressed. Failure to address any one of these items will result in the proponent being disqualified.

Proponents are expected and encouraged to prepare their response in a format that adheres to the numbering as presented in Sections 8.1 through 8.4.

### 8.1 Mandatory

- 8.1.1 Proponents must include a Pricing Response<sup>1</sup> with their proposal in a **separate sealed envelope [P/F]**.

**Note 1:** The Pricing Response shall be the completed template as provided/prescribed in [Appendix C](#).

- 8.1.2 Proponents must disclose any perceived or real conflict of interest which the proponent believes may or does exist after reviewing Section 7.0 (Conflict of Interest) and a description of how the proponent intends to deal with a conflict of interest if their proposal is successful OR provide a declaration that the proponent believes there is no conflict of interest<sup>2</sup> **[P/F]**.

**Note 2:** Failure by a successful proponent to disclose any potential conflict of interest in their response to this RFP and which RRFB Nova Scotia subsequently deems to be real shall result in immediate disqualification of the successful proposal.

- 8.1.3 Proponents must provide a statement confirming that they agree to a credit check<sup>3</sup> to be conducted by and at the discretion of RRFB Nova Scotia [P/F].

**Note 3:** Where, in the sole opinion of RRFB Nova Scotia, a credit check is deemed unsatisfactory, it shall cause the proponent's proposal to be disqualified from further consideration.

- 8.1.4 Proponents must complete and sign the Acceptance of Requirements form (Appendix A) [P/F].

## 8.2 Administrative

- 8.2.1 A hardcopy of the proponent's full business registration profile<sup>4</sup> as published on the (Nova Scotia) Registry of Joint Stock Companies (RJSC) website. This should be the complete profile, showing all registration details, including (i) the company's legal name as appropriate for using in a potential services agreement, (ii) the business registration number, (iii) the current status of registration at the time of proposal submission and (iv) the most recent registration renewal date. If the proponent's registration is not in good standing (status of 'active'), describe the plan to correct this should the proponent's company be selected for a services agreement emerging from this RFP; OR Alternately, if the proponent's company is not registered in NS, describe the plan to become registered in Nova Scotia should the proponent's company be selected for a services agreement emerging from this RFP. If located outside Nova Scotia, the proponent should be prepared for RRFB Nova Scotia to request evidence of equivalent registration in the proponent's own jurisdiction, as part of the evaluation. If the proponent is unable to provide it, this may adversely impact any potential award.

**Note 4:** If the proponent is an individual whose proposal is submitted under his/her personal name, as shown in his/her proposal, business registration is not required. In this case only, the proponent should include the following text in his/her proposal for this sub-section: "This proposal is submitted under the proponent's personal name. Therefore, a business registration profile is not included."

- 8.2.2 The name, title, address, phone number and/or email address of the person(s) who will be legally responsible for all contractual and financial issues that may arise as a result of responding to this RFP.
- 8.2.3 The name, title, address, phone number and/or email address of the person duly authorized by the proponent to respond to RRFB Nova Scotia on all matters

related to the content of the response to this RFP. If same as response to 8.2.2, you may indicate "SAME".

- 8.2.4 Provide written submissions from two (2) current or former client references for which you have performed similar work to that outlined under Section 4.0 – Scope of Work and, ideally, with the team members identified in your response to this RFP. The written submission from each reference should include:
- 8.2.4.1 Key contact information, including name, title, phone number and/or email address;
  - 8.2.4.2 A brief description of the services provided by the proponent;
  - 8.2.4.3 Confirmation that the services were performed on time and within budget; and
  - 8.2.4.4 An indication as to whether or not the services/products delivered were satisfactory with respect to quality, reliability, functionality, etc.
- 8.2.5 All issued addenda are signed/initialed and attached to the proposal. Where none are issued during the RFP open period, proponents shall receive full point value for this section.
- 8.2.6 The proposal format reflects substantial adherence to instructions provided and includes an annotated Table of Contents.

### 8.3 Technical Response

- 8.3.1 Provide an Executive Summary (maximum 2 pages) of your Technical Response, highlighting key attributes of your proposal. It should allow the Evaluation Committee to quickly gain an overall perspective of your proposal, prior to reviewing it in detail.
- 8.3.2 Provide a corporate profile summary. Please include:
- ✓ Number of years in business;
  - ✓ Ownership and principal leadership;
  - ✓ Core competencies; and
  - ✓ An organizational chart or similar illustration which identifies company hierarchy, departments, department heads (position title and name) and reporting employees (position titles and number).
- 8.3.3 If applicable, identify those competencies/services that would be sub-contracted to a third party, i.e. outsourced<sup>5</sup>, in order to provide the services required as outlined in this RFP. Identify the intended sub-contractor(s) and their area(s) of responsibility/expertise.

**Note 5:** There is no point value assigned to Section 8.3.3. Proponents will not lose points in the proposal evaluation process for identifying outsourced competencies/services. However, proponents identifying a more extensive suite of in-house services with less reliance on outsourcing may score higher in their response to Section 8.3.2.

- 8.3.4 Provide a clear and detailed description of your company's approach and methodology for this project. Please include details specific to levels of data and/or documentation that you would want to review and assess.
- 8.3.5 Provide a summary listing of three (3) previous similar engagements in the last three (3) years. Please include sufficient information to show relevance to this project. Proponents identifying work done in Atlantic Canada and/or in the waste-resource recovery field may score higher in their response to this section.
- 8.3.6 Provide a summary listing for the key personnel (project team) that would be assigned to this project. Please include:
- ✓ Name and position title;
  - ✓ Area(s) of expertise;
  - ✓ Years of experience and, if different, length of tenure with your company;
  - ✓ A minimum of one example for each team member of experience with a similar assignment and highlighting any experience with .Net framework projects; and
  - ✓ A chart or similar illustration which shows the reporting hierarchy that would be utilized by the project team for this project, including a link to RRFB Nova Scotia's primary contact, the Director of Corporate Services.
- 8.3.7 Provide a summary listing of anticipated resources required from RRFB Nova Scotia. Please identify:
- ✓ Role(s) required;
  - ✓ Estimated time commitment (hours) needed per week for each role;
  - ✓ Expectations regarding development location and IT development, test and staging environments; and
  - ✓ Any development costs that your company would expect RRFB Nova Scotia to bear.
- 8.3.8 Describe your company's protocols for ensuring projects are delivered on time and within budget.
- 8.3.9 Provide a project schedule in Gantt Chart format that accommodates a three (3) month timeline, with columns for:
- ✓ Key tasks/milestones (including proposed payment/acceptance milestones);
  - ✓ Lead/support personnel;
  - ✓ Target/actual completion dates for stated deliverables
- Dates should be inserted in terms of weeks (e.g. Week 6) rather than calendar dates.
- Please reference Sections 4.4 and 4.5 of this RFP in developing the chart.
- 8.3.10 'Added Value' is the realization of additional benefits beyond the inherent worth of a good or service. Some examples of service include approach, expertise, references, resources, management, tools and/or methodologies,

outsourcing/hosting, etc., or a combination of these. Describe the aspect(s) of your proposal believed to result in notable added value for this project and/or RRFB Nova Scotia as a whole.

8.3.11 RRFB Nova Scotia follows, in principle, the Province's commitment of purchasing goods and services in a manner that is better for our economy, our environment, and our communities. To find out more about this government initiative, go to: [http://www.novascotia.ca/tenders/media/2377/sp\\_faq\\_vendors.pdf](http://www.novascotia.ca/tenders/media/2377/sp_faq_vendors.pdf).

The proponent should describe how the proposed services will be provided in a sustainable manner, e.g. considering green house gas reduction, waste reduction and local economic benefit.

## 8.4 Pricing Response

Responses for this section **must** be provided in a separate sealed envelope clearly marked "**Pricing Response**" and contain a completed template as provided/prescribed in [Appendix C](#).

## 9.0 Proposal Submission Procedures

### 9.1 Closing Date/Time

Proposals **MUST** be received by **3:00pm (ADT), Monday, May 25, 2015**, and **SHALL** be delivered **by regular mail, courier or in person** to:

**Stacy Breau**  
Director of Corporate Services  
RRFB Nova Scotia  
35 Commercial Street, Suite 400  
Truro, NS B2N 3H9

All proposals delivered by regular mail, courier or in person are to be sealed and clearly marked "**Proposal – ROCAPS QC**". Receipt of all proposals will be acknowledged by email. Proposals received after the closing date and time will not be considered. Proposals received via fax or email will not be considered.

### 9.2 Format

Proposals are to be submitted in a format that adheres to the numbering as presented in Sections 8.1 through 8.4 inclusive. One double-sided print unbound original clearly marked ORIGINAL and two double-sided print bound copies clearly marked COPY plus one electronic version (on flash drive or other storage format) are to be provided. Proposals should not exceed 20 pages (8.5" x 11") double-sided.

### 9.3 Disqualification

Proposals should be concise and address all mandatory requirements detailed in this RFP. Failure to do so may cause the proposal to be deemed non-compliant and therefore immediately disqualified. Disqualified proposals shall not receive further consideration.

### 9.4 Addenda

Any interpretation or change in the RFP document prior to the closing date will be made by written addendum, which will be numbered, dated and sent to all known proponents and posted to the [Nova Scotia Procurement Services](#) website.

These addenda shall become part of the RFP document. It is the responsibility of the proponent to ensure that he/she has received all addenda or other instructions issued by RRFB Nova Scotia during the RFP open period.

### 9.5 Clarifications

Clarifications requested by a proponent are to be submitted to the Director of Corporate Services by email ([sbreau@rrfb.com](mailto:sbreau@rrfb.com)) not less than 3 business days prior to the RFP closing date. Clarifications requested less than 3 days prior to the closing date cannot be guaranteed a response. Verbal requests for clarification will not be entertained. Significant clarifications will be made in the form of an addendum which will be sent to all known proponents and posted on the Nova Scotia Procurement Services website.

### 9.6 Ownership of RFP Responses and Access to Information

All documents, including RFP responses, submitted to RRFB Nova Scotia become the property of RRFB Nova Scotia and are potentially subject to disclosure under the Nova Scotia [Freedom of Information and Protection of Privacy Act](#) ("FOIPOP") or otherwise. By submitting a proposal, the proponent thereby agrees to public disclosure of its content. Any information the proponent considers 'personal information' or 'confidential information' because of its proprietary nature should be marked as "confidential" and will be subject to appropriate consideration under the provisions of FOIPOP.

RRFB Nova Scotia maintains the right to make additional copies of all responses for its internal evaluation process and provide copies to the Evaluation Committee, staff, advisors, or other entities which may support the Evaluation Committee.

The proponent acknowledges that any services agreement entered into pursuant to this RFP is a public document.

## 10.0 Proposal Evaluation Procedures

### 10.1 Opening

All proposals will be opened at the offices of RRFB Nova Scotia in accordance with any advertisement or other information supplied with this RFP document.

### 10.2 Evaluation Committee

An Evaluation Committee comprised of representatives of RRFB Nova Scotia and potentially others shall evaluate the proposals. To assist in the evaluation of the Responses, the Evaluation Committee may, but is not required to:

- Conduct reference checks relevant to the proposal with any or all of the references cited in a response to verify any and all information regarding a proponent and rely on and consider any relevant information from such cited references in the evaluation of responses; and/or
- Conduct any background investigations that it considers necessary in the course of the evaluation process and consider any relevant information resulting in the evaluation of responses.
- Conduct an in-person interview with a proponent prior to final evaluation of a proponent's Technical Response and rely on and consider any relevant information from such interview in the evaluation of responses.

### 10.3 Scoring

The Evaluation Committee shall evaluate all submissions against a uniform set of Proposal Evaluation Criteria ([Appendix B](#)).

The proposals will be evaluated using the following process:

**Step 1:** Verify each proposal is compliant with the Mandatory (**PASS/FAIL**) Criteria identified in Section 8.1. Any proposal that does not meet the Mandatory Criteria will be disqualified at this step and shall receive no further consideration.

**Step 2:** For all proposals meeting the Mandatory Criteria, each will undergo a preliminary evaluation of the Administrative and Technical Response criteria. A minimum qualifying score of 130 (out of 200) is required at **Subtotal A** for the proposal to receive further consideration.

**Step 3:** For all proposals that achieve or exceed the minimum qualifying score on the Administrative and Technical Response criteria, the Pricing Response will then be evaluated.

First, any Pricing Response that is not completed as per the template in [Appendix C](#), i.e. is missing information or not presented as per instructions, shall be disqualified.

Second, all compliant Pricing Responses will be evaluated as follows:

The proponent who submits the lowest **Proposal Price** (net of all applicable taxes) will receive the maximum points allowable for that criterion. All other similarly qualified proponents will receive a rating calculated by dividing their Proposal Price into the lowest Proposal Price and multiplying by the maximum points allowable.

**Example**

Proponent	Price	Calculation	Points
1	\$30,000	Lowest	200 (max)
2	\$50,000	$\$30,000/\$50,000*200$	120
3	\$55,000	$\$30,000/\$55,000*200$	109.1

**Step 4 (OPTIONAL):** The Evaluation Committee may, at its discretion, compile a short-list, i.e. a list of the higher scoring proponents following preliminary scoring of their proposals. The Committee may then, at its discretion, interview not less than two (2) of the higher scoring short-listed proponents to validate or adjust its preliminary scoring on the Technical Response criteria. A required component of the interview shall be an Oral Presentation which shall also be scored. Any and all requirements and/or evaluation criteria for this component shall be confirmed with the short-listed proponents selected for an interview in advance.

**Step 5:** Where a short-list and interviews are not deemed necessary, the Evaluation Committee shall deem the proposal achieving the highest combined score for the Administrative and Technical Response criteria plus Pricing Response, as the preferred proposal.

Where a short-list and interviews are deemed necessary, the Evaluation Committee will re-visit the preliminary scoring following the interviews, make any adjustments deemed necessary and shall deem the proposal achieving the highest final combined score for the Administrative and Technical Response criteria plus Pricing Response plus Oral Presentation, as the preferred proposal.

The Evaluation Committee shall conduct its business in a non-partisan manner at all times.

**10.4 Notification**

The successful proponent shall be notified by email or regular mail of the acceptance of their proposal following completion of the proposal evaluation process.

**10.5 Awarding of Services Agreement**

The awarding of any services agreement as a result of this RFP shall be at the sole discretion of RRFB Nova Scotia. RRFB Nova Scotia reserves the right to either award a services agreement to the most effective proponent as determined by the evaluation criteria or not to make an award if none of the proposals received represents an acceptable level of value and risk in the opinion of the Evaluation Committee.

In the event that RRFB Nova Scotia and the successful proponent are unable to finalize and enter into a services agreement within ten (10) days of RRFB Nova Scotia notifying the proponent that it was the successful proponent, RRFB Nova Scotia shall have the right to enter into negotiations with the next highest scored proponent for the award of a services agreement and RRFB Nova Scotia shall have no other responsibility to the original successful proponent with whom a services agreement could not be finalized.

## 11.0 Liability for Errors

While RRFB Nova Scotia has made efforts to ensure an accurate representation of information in this RFP, the information contained in the RFP, including materials incorporated by reference or made available in connection with this RFP, is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by RRFB Nova Scotia, nor is it necessarily comprehensive or exhaustive.

The Proponent, by submitting a Proposal, agrees that it will not claim damages, including damages incurred by the Proponent in preparing its proposal or for matters relating to any services agreement or in respect to the competitive process, and the Proponent by submitting a proposal, waives any claim for loss of profits if no services agreement is made with the Proponent.

## 12.0 Reservation of Rights

12.1 RRFB Nova Scotia reserves the following rights:

- 12.1.1 To reject any proposal not meeting the requirements as outlined in the RFP document;
- 12.1.2 To reject any or all proposals if deemed unsatisfactory or fail to meet the mandatory requirements;
- 12.1.3 To accept or reject any or all Proposals, or to accept any Proposal deemed most satisfactory and in the best interests of RRFB Nova Scotia, which shall be determined at the sole, unfettered discretion of RRFB Nova Scotia;
- 12.1.4 To waive formality, informality or technicality in any Proposal of a non-material nature;
- 12.1.5 Where all price offers among the eligible, qualified Proposals exceed RRFB Nova Scotia's budget for the Software Development Services, and RRFB Nova Scotia is unwilling or unable to award an Agreement at the Proposal price and does not wish to abandon this initiative, RRFB Nova Scotia reserves the right to initiate a re-proposal process or negotiate with Proponents in an effort to adjust deliverables and requirements in such a way to reduce proposal prices while preserving the integrity of RRFB Nova Scotia's objective of the RFP;

- 12.1.6 To enter into negotiations with another of the Proponents submitting a Proposal prior to a final award;
- 12.1.7 The lowest priced proposal, or any proposal, will not necessarily be accepted; and
- 12.1.8 The right to cancel this RFP at any time.

## **13.0 Disclaimer**

This RFP document does not constitute an offer, nor promise to offer to enter into any business agreement or relationship, nor should any intent to enter into a services agreement or relationship be construed. It is a guidance document to assist proponents in preparing proposals to provide Software Development Services for RRFB Nova Scotia.

This RFP implies no obligation on RRFB Nova Scotia to accept any proposal submitted. RRFB Nova Scotia shall not be responsible for any costs incurred by proponents in preparing a response to this RFP document or by participating in this RFP.

## Appendix A

### Acceptance of Requirements

On behalf of \_\_\_\_\_, I hereby certify that:

- a. We have read, understood the RFP (RRFB0030) and issued Addenda No. \_\_\_\_ to \_\_\_\_ and we accept the terms of the mandatory requirements;
- b. We agree to the mandatory requirements;
- c. We declare that there is \_\_\_\_\_ conflict of interest between the company and RRFB Nova Scotia as defined in Section 7.0 of the RFP.
- d. We have provided evidence of our ability to meet the mandatory requirements contained in this Request for Proposal, identified by the terminology “**must**” or “**shall**” or indicated as Pass/Fail [P/F].

We understand that if, during the evaluation process, Resource Recovery Fund Board, Inc. (RRFB Nova Scotia) concludes that we have made any misrepresentation in our response regarding such minimum requirements, we will be disqualified from this competition.

Name of Executive Sponsor (print): \_\_\_\_\_

Signature of Executive Sponsor: \_\_\_\_\_

Title of Executive Sponsor: \_\_\_\_\_

Date: \_\_\_\_\_

Note: Executive Sponsor is normally the Senior Responsible Owner

## Appendix B

Proposal Evaluation Criteria				
Section	Criterion	Relevance/ Maximum Score	Minimum Score Required	Reference Page Number
<b>8.0</b>	<b>Proposal Requirements</b>			
<b>8.1</b>	<b>Mandatory</b>			
	8.1.1	Pricing Schedule in a separate sealed envelope	P/F	
	8.1.2	Disclosure of conflict of interest OR declaration that there is none	P/F	
	8.1.3	Confirmation – agree to credit check	P/F	
	8.1.4	Acceptance of Requirements form signed	P/F	
<b>8.2</b>	<b>Administrative</b>			
	8.2.1	Full business registration profile OR submitted under personal name	1	
	8.2.2	Contact re: contractual/financial issues relating to response to RFP	1	
	8.2.3	Contact re: all matters relating to response to RFP	1	
	8.2.4	Written submission from two (2) client references	8	
	8.2.5	All addenda signed and attached to proposal (full value if none issued)	2	
	9.2.6	Proposal format reflects substantial adherence to instructions provided	2	
<b>8.3</b>	<b>Technical Response</b>			
	8.3.1	Executive Summary	15	
	8.3.2	Corporate profile summary	10	
	8.3.3	Identify competencies/services that would need to be outsourced	N/A	
	8.3.4	Describe approach and methodology	75	
	8.3.5	Summary listing of 3 previous similar engagements in last 3 years	15	
	8.3.6	Summary listing of key personnel (project team)	30	
	8.3.7	Summary listing of RRFB Nova Scotia resources required	5	
	8.3.8	Describe protocols for delivering projects on time and on budget	5	
	8.3.9	Project schedule in Gantt Chart format	20	
	8.3.10	Describe aspects of proposal that provide “added value”	5	
	8.3.11	Describe how proposed services will be provided in sustainable manner	5	
		<b>Subtotal A</b>		<b>130</b>
<b>8.4</b>	<b>Pricing Response</b>			
		Pricing Response complies with Section 8.4	Y/N	
		Total Price (net of applicable taxes)	200	
		<b>Maximum Final Score Possible – no short-list or interviews required</b>	<b>400</b>	
	<b>Interview – OPTIONAL</b>			
		Adjustment to preliminary evaluation scores for Section 8.3: (+) or (-)		
		Oral presentation	25	
		<b>Maximum Final Score Possible – short-list and interviews required</b>	<b>425</b>	

Legend: P/F = Pass/Fail

Y/N = Yes/No

## Appendix C

### Pricing Response

Company Name:						
Team Member Names	Position Title	Hourly Rate	Hours	Total Price	F/T or P/T	Sub-Contractor Y/N
	Manager					
	Architect					
	Developer					
	Tester					
	Other					
Sub-Total Labour						
Expenses – Travel						
Expenses - Other						
Total Proposal Price (net of applicable taxes)						

**Instructions re:**

**Team Member Names and Position Title** - insert names and titles that align with Section 8.3.6 of your proposal

**Hourly Rate** - must be quoted in Canadian dollars (CAD) and include any markup on sub-contractor (outsourced) services

**Expenses – Travel** - include mileage, lodging, meals, tolls, parking and, if applicable, airfare

**Expenses – Other** - include all other anticipated expenses

**F/T = Full Time** - assume 35 hour work week

**P/T – Part Time** - assume maximum 20 hour work week

**Total Proposal Price** - must be all-inclusive with exception of applicable taxes

**Company Contact:**

Title: \_\_\_\_\_

Signature \_\_\_\_\_

Date: \_\_\_\_\_

By signing and submitting this Pricing Response, the above entity has agreed to supply to RRFB Nova Scotia the services required in Section 4.0 of this RFP (Scope of Work) for the Total Proposal Price shown above (net of applicable taxes). Further, the above entity agrees that any resulting services agreement will be governed by the laws of Nova Scotia and any special conditions for this engagement.