



**DEPARTMENT OF FACILITIES MANAGEMENT**

**REQUEST FOR PROPOSALS**

**FOR**

**SPACE MANAGEMENT SOFTWARE**

**Request for Proposal Number: RFP-002-24**

**Issued: January 25, 2024**

**Submission Deadline: Thursday, February 22, 2024  
@ 10:00AM NST**

Request for Proposal			
Title:	<b>Space Management Software</b>		
Open Call #:	<b>RFP-002-24</b>	Issue Date:	<b>January 25, 2024</b>
Questions Deadline:	<b>72 hours prior to close time</b>	Closing Date and Time:	<b>Thursday, February 22, 2024 @ 10:00AM NST</b>
		Proposal Submission Format:	<b>opencalls@mun.ca</b>
		Opening Date & Time:	<b>Thursday, February 22, 2024 @ 10:30AM NST</b>
			<b>Via Conference Line: 1-416-915-6530 (toll free) Access Code: 2771 169 3558 Attendee ID: Please Press Pound (#)</b>
<b>Proposals Irrevocable Period after Submission Deadline:</b>			90 days
<b>Proposal Submission: Responses to this solicitation must be submitted by email to <a href="mailto:opencalls@mun.ca">opencalls@mun.ca</a>. Email subject line must read: <u>RFP-002-24 SPACE MANAGEMENT SOFTWARE.</u></b>			
<b>Inquiries and Communication:</b>			
<b>Inquiries and communication:</b> Strategic Procurement Office, Financial and Administrative Services, Memorial University of Newfoundland, <a href="mailto:opencalls@mun.ca">opencalls@mun.ca</a> . Inquiries accepted only via email. No phone calls will be accepted.			
Please reference <b><u>RFP-002-24 SPACE MANAGEMENT SOFTWARE</u></b> in subject line. Emails not containing this requirement information in the subject line will NOT be responded to.			
<b>Proposals submitted by fax, mail, courier, drop-off or by any other means of delivery other than by email stated above shall not be accepted.</b>			

## ABOUT MEMORIAL UNIVERSITY

As Newfoundland and Labrador's only university, Memorial has a special obligation to the people of this province. Established as a memorial to the Newfoundlanders who lost their lives on active service during the First and Second World Wars, Memorial University draws inspiration from these shattering sacrifices of the past as we help to build a better future for our province, our country and our world.

We are a multi-campus, multi-disciplinary, public university committed to excellence in teaching and learning, research and scholarship, and to public engagement and service. We strive to have national and global impact, while fulfilling our social mandate to provide access to university education for the people of the province and to contribute to the social, cultural, scientific and economic development of Newfoundland and Labrador and beyond.

The Memorial experience goes beyond academics; it invites a discovery of self, community and place. At Memorial, we celebrate our unique identity through the stories of our people – the work of scholars and educators, the ingenuity of students, the achievements of alumni – and the impact we collectively make in the province, the country and the world. Memorial is the natural place where people and ideas become.

Memorial University has more than 18,500 students and 3,600 faculty and staff spread across four campuses and nearly 100,000 alumni active throughout the world. From local endeavors to research projects of national importance, Memorial's impact is felt far and wide.

### ***Mission, Vision and Values***

#### **Vision**

Memorial University will be one of the most distinguished public universities in Canada and beyond, and will fulfill its special obligation to the people of Newfoundland and Labrador.

#### **Mission**

Memorial University is an inclusive community dedicated to innovation and excellence in teaching and learning, research, scholarship, creative activity, service and public engagement. Memorial welcomes and supports students and scholars from all over the world and contributes knowledge and expertise locally, nationally and internationally.

#### **Values**

*Excellence:* Encouraging and promoting excellence through innovation and creativity, rigor and pragmatism.

*Integrity:* Being honest and ethical in all interactions, maintaining the highest ethical standards in teaching, research, public engagement and service.

*Collegiality:* Engaging others with respect, openness and trust in pursuit of a common purpose, having regard for individuals, ideals and the institution as a whole.

*Inclusiveness and diversity:* Embracing and acting on responsibility to guarantee diversity and equity.

*Responsiveness:* Being receptive to individuals and communities.

*Accountability:* Accepting responsibility for achievement of common goals and objectives.

*Freedom and Discovery:* Supporting the freedom to pursue knowledge that is based on individual and collective intelligence, curiosity, ingenuity and creativity.

*Recognition:* Acknowledging, tangibly, all aspects of university enterprise including teaching and learning, research, scholarship, creative activity and public engagement.

*Responsibility to place:* Valuing and fulfilling the special obligation to the people of Newfoundland and Labrador by supporting and building capacity for excellence that:

- addresses needs and opportunities for Newfoundland and Labrador;
- engages the university community on matters of national and international significance;
- produces and delivers academic programs of national and international calibre; and,
- Recognizes the dynamic opportunities presented by a multi-campus institution.

*Responsibility to learners:* Recognizing students as a first priority and providing the environment and support to ensure their academic and personal success.

*Interdisciplinary collaboration:* Supporting overarching themes in all pursuits that cut across academic units and address significant opportunities and challenges for which Memorial is particularly well positioned to build nationally and internationally recognized capacity.

*Sustainability:* Acting in a manner that is environmentally, economically and socially sustainable in administration, academic and research programs.

Memorial's exceptional staff and students contribute to the vitality and positive environment of the university through active community engagement. Memorial University has always been a publicly engaged institution. Since the founding of the University in 1949, the work of many of Memorial's students, faculty and staff has emphasized the importance of strong, sustained partnerships with members of the public of Newfoundland and Labrador and beyond.

## **Faculty and Staff**

Memorial is one of the largest employers in the province, with approximately 3,600 faculty and staff. Memorial has been recognized as an Employer of Distinction by the Newfoundland and Labrador Employers' Council, which is reflective of its investment in comprehensive benefits, services such as childcare and recreation facilities, emphasis on work-life balance, and its vibrant work environment.

## **Governance and Administration**

The management, administration and control of the property, revenue, business and affairs of the University are vested in a Board of Regents. The Board is appointed under the *Memorial University Act* and is responsible for the management, administration, and control of the property, revenue, business and affairs of the university. Matters of an academic character are in general charge of the Senate of the University.

For more information on Memorial University of Newfoundland, please

visit: Memorial home page: <http://www.mun.ca/>

## **Territory Acknowledgements at Memorial**

We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

# PART 1 – SUBMISSION INSTRUCTIONS

## 1.1 Proposals to be Submitted on Time

Proposals must be submitted as set out above on or before the Submission Deadline. Proposals submitted after the Submission Deadline will be rejected. Onus and responsibility rests solely with the proponent to submit its Proposal to the email indicated in the Request for Proposal on or before the Submission Deadline. The Owner does not accept any responsibility for any proposals submitted by means other than the email listed above. Proponents making submissions near the deadline do so at their own risk due to server availability. The time for the closing will be determined according to the inbox time stamp on [opencalls@mun.ca](mailto:opencalls@mun.ca) . Proposals received after the closing time based on this time stamp, will NOT be considered.

## 1.2 Proposals to be Submitted in Prescribed Format

Proponents should submit **One (1)** email submission as a single file in PDF format. **Please note: File size cannot exceed 15 MB. Otherwise server may reject proposal submission due to size.** Proposals submitted by fax, mail, courier, drop off or by any other means of delivery other than by email stated above shall not be accepted.

## 1.3 Amendment of Proposals

Proponents may amend their Proposals after they have been submitted if, and only if, the amendment is emailed prior to the Submission Deadline marked PROPOSAL SUBMISSION AMENDMENT followed by **RFP**. Proposal revisions, changes and alterations may be made only by completing a new proposal. Previous submissions will be cancelled and the submission with the most recent date and time will be considered the final proposal.

Email inquiries and requests for clarification shall be accepted up to **72 hours** prior to the closing time. Inquiries and requests for clarification received after this date shall not be addressed. The Strategic Procurement Office will be the only official source of information regarding this Open Call for Proposals and information from any other source shall be considered unofficial and may not be correct.

To ensure consistency and quality in the information provided to Proponents the Owner shall provide, by way of amendment to this request for proposals in the form of an addendum, any relevant information with respect to the Request for Proposal inquiries received in writing without revealing the source of those inquiries. Proponents are cautioned that it is their responsibility to ensure that they receive all information relevant to this Request for Proposal. The Owner shall not be responsible for Proponents who fail to inform themselves regarding the scope and nature of the work. The Owner shall publish all amendments on Memorial University's website at [https://www.mun.ca/finance/strategic\\_procurement/](https://www.mun.ca/finance/strategic_procurement/) or current service providers: MERX: [www.merx.com](http://www.merx.com), Bids: [www.bids.ca](http://www.bids.ca) and PODS: [www.pods.net](http://www.pods.net) .Proponents should check on a regular basis for Request for Proposal updates. Proponents are solely responsible for ensuring they are aware of and have complied with all amendments by proposal submission closing time. **In the event there is discrepancy between the service providers, MERX, Bids, and PODS and the [https://www.mun.ca/finance/strategic\\_procurement/](https://www.mun.ca/finance/strategic_procurement/) website, the official website is [https://www.mun.ca/finance/strategic\\_procurement/](https://www.mun.ca/finance/strategic_procurement/).** Proponents are welcome to register their email address through [opencalls@mun.ca](mailto:opencalls@mun.ca) to receive addendum notifications from Open Calls as a matter of courtesy. This does not relieve any Proponent of their responsibility to ensure all addenda has been received.

#### 1.4 Withdrawal of Proposals

Proponents may withdraw their Proposals prior to the Submission Deadline. To withdraw a Proposal, a notice of withdrawal must be sent to the [opencalls@mun.ca](mailto:opencalls@mun.ca) prior to the Submission Deadline and must be signed by an authorized representative of the Proponents. The Owner is under no obligation to return withdrawn Proposals.

#### 1.5 Proposals Irrevocable after Submission Deadline

Proposals shall be irrevocable for a period of **90** days running from the moment that the Submission Deadline passes.

#### 1.6 Delivery

Delivery of all materials and services must be DAP (delivered at place) or DDP (delivered duty paid (all locations) and local environs).

#### 1.7 Signature

Memorial University, in consideration of section 11 of the Electronic Commerce Act, confirms its acceptance of electronic signatures, or other acceptable form of electronic consent, in satisfaction of the signature requirement for proposal submissions. The electronic form of signature or consent must be directly related to the relevant proposal submission at issue and must be reliable, in a manner as determined by Memorial University, for the purpose of identifying the person submitting the proposal response. By submitting a proposal under this process, the proponent confirms that the signatory has the appropriate and proper authority to bind the proponent to its submission, a confirmation upon which Memorial University relies in the processing of the proposal submission. **Proponents must complete Appendix B – Submission Form. Proposals received without Appendix B completed will be deemed non-compliant.**

#### 1.8 Closure

In the event that the University is closed earlier than normally expected prior to a scheduled Request for Proposal closing for that day, or for the full day, the closing date for those Request for Proposal will be extended to the next business day for the University at the same time as listed originally.

#### 1.9 Corporations Act

The Corporations Act of Newfoundland and Labrador requires that an extra-provincial company be registered before it begins or carries on business in the Province. If your company is not registered, please apply for the appropriate forms and procedures to:

Commercial Registrations Division  
Department of Government Services  
PO Box 8700

St John's, NL Canada A1B 4J6  
Phone: 709-729-3317, Fax: 709-729-0232

Website: [http://www.gs.gov.nl.ca/registries/companies/corp\\_art\\_inc.html](http://www.gs.gov.nl.ca/registries/companies/corp_art_inc.html)

[End of Part 1]

## **PART 2 – EVALUATION AND AWARD**

### **2.1 Stages of Evaluation**

The Owner will conduct the evaluation of Proposals in the following stages:

### **2.2 Stage I – Mandatory Submission Requirements**

Stage I will consist of a review to determine which Proposals comply with all of the mandatory submission requirements. Proposals that do not comply with all of the mandatory submission requirements as of the Submission Deadline will, subject to the express and implied rights of the Owner, be disqualified and not evaluated further. The submission form (**Appendix B**) must be completed. Submission without **Appendix B completed will be disqualified.**

### **2.3 No Amendment to Forms**

Other than inserting the information requested on the mandatory submission forms set out in the Request for Proposal, a Proponent may not make any changes to any of the forms. Any Proposal containing any such changes, whether on the face of the form or elsewhere in the Proposal shall be disqualified.

**Stage II will consist of the following:**

### **2.4 Mandatory Technical Requirements**

The Owner will review the proposals to determine whether the mandatory technical requirements as set out in **Appendix A** been met. Proposals that do not comply with all of the mandatory technical requirements will, subject to the express and implied rights of the Owner, be disqualified and not evaluated further.

### **2.5 Rated Criteria**

The Owner will evaluate each qualified proposal on the basis of the rated criteria set out in **Appendix D.**

### **2.6 Selection of Proponent**

After the completion of Stage II proponents will be ranked based on their total scores, all scores from will be added together and proponents will be ranked based on their total scores. Subject to the reserved rights of the Owner, the top-ranked proponent may be selected to enter into the Agreement in accordance with the following section.

Provincial suppliers, suppliers with a place of business in Newfoundland and Labrador, will be given provincial supplier preference provision. This mandates an allowance of ten percent for provincial suppliers for all procurement below trade agreement thresholds.

Please note, the supplier preference does not apply when the estimated value of the commodity is above the trade agreement threshold shown below.



Public Body	Thresholds			
	Goods	Services	Public Works	Lease of Space
Memorial University	\$121,200	\$121,200	\$302,900	\$100,000

**2.7 Notification**

Notice of selection by the Owner to the preferred supplier(s) shall be in writing.

**2.8 Failure to Enter into Agreement**

If a preferred supplier fails to satisfy the pre-conditions of award within fifteen (15) days of notice of selection, the Owner may, without incurring any liability, proceed with the selection of another proponent and pursue all remedies available to the Owner

**2.9 Payment Terms**

The University’s standard payment terms are net 30 days after delivery of goods, or net 15 days after successful completion of installation as applicable. In the case of services, payment terms are also net 30 days after successful completion of the service. These terms shall also apply in the case of sub- contracted items. Prepayments will not be considered unless the supplier provides an irrevocable standby letter of credit, or the supplier provides a credit reference from its banker satisfactory to the Director of Financial and Administrative Services.

[End of Part 2]

## **PART 3 – TERMS AND CONDITIONS OF THE OPEN CALL PROCESS**

### **3.1 Incorporated into Proposal**

All of the provisions of this Request for Proposal are deemed to be accepted by each Proponent and incorporated into each Proponents' Proposal. A Proponent who submits conditions, options, variations or contingent statements to the terms as set out in this Request for Proposal, either as part of its Proposal or after receiving notice of selection, unless otherwise indicated, may be disqualified. If a Proponent is not disqualified despite such changes or qualifications, the provisions of this Request for Proposal, including any agreement set out in will prevail over any such changes or qualifications in the Proposal.

### **3.2 Proponents to Follow Instructions**

Proponents should structure their Proposals in accordance with the instructions in this Request for Proposal. Where information is requested in this Request for Proposal, any response made in a Proposal should reference the applicable section numbers of this Request for Proposal.

### **3.3 Proposals in English**

All Proposals are to be in English only.

### **3.4 No Incorporation by Reference**

The entire content of the Proponent's Proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the proponent's Proposal but not attached will not be considered to form part of its Proposal.

### **3.5 References and Past Performance**

In the evaluation process, the Owner may include information provided by the Proponents references and may also consider the Proponents past performance or conduct on previous contracts with the Owner or other institutions.

### **3.6 Information in Request for Proposal Only an Estimate**

The Owner and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in this Request for Proposal or issued by way of addenda. Any quantities shown or data contained in this Request for Proposal or provided by way of addenda are estimates only, and are for the sole purpose of indicating to Proponents the general scale and scope of the Deliverables. It is the Proponents' responsibility to obtain all the information necessary to prepare a Proposal in response to this Request for Proposal.

### **3.7 Proponents to Bear Their Own Costs**

The Proponent will bear all costs associated with or incurred in the preparation and presentation of its Proposal, including, if applicable, costs incurred for interviews or demonstrations.

### **3.8 Proposal to be Retained by the Owner**

The Owner will not return the Proposal or any accompanying documentation submitted by a Proponent.

### **3.9 Trade Agreements**

Proponents should note that procurements falling within the scope of the Canadian Free Trade Agreement and/or the Canada-European Union Comprehensive Economic Trade Agreement are subject to those trade agreements but that the rights and obligations of the parties will be governed by the specific terms of this Request for Proposal.

### **3.10 No Guarantee of Volume of Work or Exclusivity of Contract**

The Owner makes no guarantee of the value or volume of work to be assigned to the successful Proponent.

### **3.11 Proponent to Review Request for Proposal**

Proponents shall promptly examine all of the documents comprising this Request for Proposal, and

- (a) shall report any errors, omissions or ambiguities; and
- (b) may direct questions or seek additional information

in writing by email to the Request for Proposal contact on or before the Deadline for Questions. All questions or comments submitted by Proponents by email to the Contact shall be deemed to be received once the email has entered into the contact's email inbox. No such communications are to be directed to anyone other than the Request for Proposal Contact, and the Owner shall not be responsible for any information provided by or obtained from any source other than the Request for Proposal Contact. The Owner is under no obligation to provide additional information. It is the responsibility of the Proponent to seek clarification from the Request for Proposal Contact on any matter it considers to be unclear. The Owner shall not be responsible for any misunderstanding on the part of the Proponents concerning this Request for Proposal or its process.

### **3.12 All New Information to Proponents by Way of Addenda**

This Request for Proposal may be amended only by addendum in accordance with this section. If the Owner, for any reason, determines that it is necessary to provide additional information relating to this Request for Proposal, such information will be communicated to all Proponents by addenda. Each addendum forms an integral part of this Request for Proposal and may contain important information, including significant changes. Proponents are responsible for obtaining all addenda issued by the Owner. In the Submission Form (**Appendix B**), Proponents shall confirm their receipt of all addenda by setting out the number of each addendum in the space provided. Proponents who **fail** to acknowledge all posted addenda will be deemed non-compliant and disqualified.

### **3.13 Addenda and Extension of Submission Deadline**

Any addendum added within four (4) calendar days of the Request for Proposals closing (Including on closing day) will extend closing by a reasonable period to be determined by Memorial University

### **3.14 Verify, Clarify and Supplement**

When evaluating Proposals, the Owner may request further information from the Proponent or third parties in order to verify, clarify or supplement the information provided in the Proponent's Proposal. The response received by the Owner shall, if accepted by the Owner, form an integral part of the Proponent's Proposal.

### **3.15 Notification to Other Proponents**

In accordance with section 30 of the *Public Procurement Regulations*, once the Agreement is awarded by the Owner, the outcome of the Request for Proposal will be publicly posted at Public Procurement Agency Website.

### **3.16 Debriefing**

Unsuccessful Proponents may request a debriefing within ten (10) business days after the award has been posted. The request must be sent in writing to the Request for Proposal Contact. The intent of the debriefing information session is to aid the Proponent in presenting a better Proposal in subsequent procurement opportunities. The debriefing process is not for the purpose of providing an opportunity to challenge the procurement process or its outcome.

### **3.17 Supplier Complaint Process**

If a Proponent wishes to register a complaint with respect to the Request for Proposal process, it should provide it in writing and within the parameters established by section 25 of the *Public Procurement Regulations*, as amended. The notice must provide a detailed explanation of the Proponent's concerns with the procurement process or its outcome, in addition to such other information as may be required by the *Regulations*. Proponents should note that these complaint procedures are separate and distinct from any dispute resolution processes that may be provided for under applicable trade agreements. If a Proponent wishes to dispute a matter under an applicable trade agreement, the Proponent must follow the process set out in the trade agreement.

### **3.18 Conflict of Interest**

The Owner may disqualify a Proponent for any conduct, situation or circumstances, determined by the Owner, in its sole and absolute discretion, to constitute a conflict of interest.

The Owner reserves the right to disqualify any Proponent that in the Owner's sole opinion has an actual or potential conflict of interest or an unfair advantage, or may permit the Proponent to continue and impose such terms and conditions, as the Owner in its sole discretion may require.

For the purposes of this Request for Proposal, the term "Conflict of Interest" includes, but is not limited to, any situation or circumstance where in relation to the Request for Proposal process, the Proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to: (i) having, or having access to, confidential information of the Owner in the preparation of its Proposal that is not available to other

Proponents, (ii) communicating with any person with a view to influencing preferred treatment in the Request for Proposal process (including but not limited to the lobbying of decision makers involved in the Request for Proposal process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive Request for Proposal process or render that process non-competitive or unfair.

Proponents are required to disclose, to the Request for Proposal Contact, any potential or perceived conflict of interest issues prior to Request for Proposal closing date and time.

### **3.19 Disqualification for Prohibited Conduct**

The Owner may disqualify a Proponent, rescind a notification of selection or terminate a contract subsequently entered into if the Owner determines that the Proponent has engaged in any conduct prohibited by this Request for Proposal.

### **3.20 Proponents Not to Communicate with Media**

Proponents must not at any time directly or indirectly communicate with the media in relation to this Request for Proposal or any agreement entered into pursuant to this Request for Proposal without first obtaining the written permission of the Request for Proposal Contact.

### **3.21 No Lobbying**

Proponents must not, in relation to this Request for Proposal or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful Proponent(s).

### **3.22 Illegal or Unethical Conduct**

Proponents must not engage in any illegal business practices, including activities such as Proposal-rigging, price-fixing, bribery, fraud, coercion or collusion must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of the Owner; deceitfulness; submitting Proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this Request for Proposal.

### **3.23 Past Performance or Past Conduct**

The Owner may prohibit a supplier from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, including but not limited to the following:

- (a) illegal or unethical conduct as described above;
- (b) the refusal of the supplier to honour submitted pricing or other commitments; or
- (c) any conduct, situation or circumstance determined by the Owner, in its sole and absolute discretion, to have constituted a Conflict of Interest.

In addition, the Owner may suspend the proposal privileges of a supplier in regard to non-

compliant or substandard performance in accordance with section 26 of the *Public Procurement Regulations*.

### **3.24 Confidential Information of the Owner**

All information provided by or obtained from the Owner in any form in connection with this Request for Proposal either before or after the issuance of this Request for Proposal:

- (a) is the sole property of the Owner and must be treated as confidential;
- (b) is not to be used for any purpose other than replying to this Request for Proposal and the performance of the Agreement;
- (c) must not be disclosed without prior written authorization from the Owner; and
- (d) must be returned by the Proponent to the Owner immediately upon the request of the Owner.

### **3.25 Confidential Information of Proponents**

This procurement process is subject to the *Access to Information and Protection of Privacy Act, 2015 (ATIPPA, 2015)*. A Proponent must identify any information in its Proposal or any accompanying documentation supplied in confidence for which confidentiality is requested to be maintained by the Owner. The confidentiality of such information will be maintained by the Owner, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their Proposal will, as necessary, be disclosed, on a confidential basis, to advisers retained by the Owner to advise or assist with the Request for Proposal process, including the evaluation of Proposals.

The Proponent agrees that any specific information in its submission that may qualify for an exemption from disclosure under subsection 39(1) of the *ATIPPA, 2015* has been identified in its submission. If no specific information has been identified it is assumed that, in the opinion of the Proponent, there is no specific information that qualifies for an exemption under the subsection 39(1) of the *ATIPPA, 2015*.

Contracting with the Owner is a public process. Information provided through this process will be disclosed when requested under the *ATIPPA, 2015*, except where disclosure of that information is harmful to the business' interests, as set out in the three-part test in the *ATIPPA, 2015*.

Information, including the financial value of a contract resulting from this procurement process, will be publicly released as part of the award notification process, in accordance with section 30 of the *Public Procurement Regulations*.

If a Proponent has any questions about the collection and use of personal information pursuant to this Request for Proposal, questions are to be submitted to the Request for Proposal Contact. Further information relating to subsection 39(1) of the *ATIPPA, 2015* is provided in guidance documents available through the Office of the Information and Privacy Commissioner at <https://oipc.nl.ca/guidance/documents>.

### **3.26 Reserved Rights of the Owner**

The Owner reserves the right to:

- (a) make public the names of any or all Proponents as well as Proposal price and value of contract;
- (b) make changes, including substantial changes, to this Request for Proposal provided that those changes are issued by way of addendum in the manner set out in this Request for Proposal;
- (c) request written clarification or the submission of supplementary written information in relation to the clarification request from any Proponent and incorporate a Proponent's response to that request for clarification into the Proponent's Proposal. This shall not be an opportunity for Proposal repair;
- (d) assess a Proponent's Proposal on the basis of: (i) a financial analysis determining the actual cost of the Proposal when considering factors including quality, service, price and transition costs arising from the replacement of existing goods, services, practices, methodologies and infrastructure (howsoever originally established); and (ii) in addition to any other evaluation criteria or considerations set out in this Request for Proposal, consider any other relevant information that arises during this Request for Proposal process;
- (e) waive formalities and accept Proposals that substantially comply with the requirements of this Request for Proposal;
- (f) verify with any Proponent or with a third party any information set out in a Proposal;
- (g) check references other than those provided by any Proponent;
- (h) disqualify a Proponent, rescind a notice of selection or terminate a contract subsequently entered into if the Proponent has engaged in any conduct that breaches the process rules or otherwise compromises or may be seen to compromise the competitive process;
- (i) cancel this Request for Proposal process at any stage;
- (j) cancel this Request for Proposal process at any stage and issue a new Request for Proposal for the same or similar deliverables;
- (k) accept any Proposal in whole or in part; or
- (l) reject any or all Proposals;

and these reserved rights are in addition to any other express rights or any other rights that may be implied in the circumstances.

### **3.27 Limitation of Liability**

By submitting a Proposal, each Proponent agrees that:

- (a) neither the Owner nor any of its employees, officers, agents, elected or appointed officials,

advisors or representatives will be liable, under any circumstances, for any claim arising out of this Request for Proposal process including but not limited to costs of preparation of the Proposal, loss of profits, loss of opportunity or for any other claim; and

- (b) the Proponent waives any right to or claim for any compensation of any kind whatsoever, including claims for costs of preparation of the Proposal, loss of profit or loss of opportunity by reason of the Owner's decision not to accept the Proposal submitted by the Proponent, to enter into an agreement with any other Proponent or to cancel this open call process, and the Proponent shall be deemed to have agreed to waive such right or claim.

### **3.28 Governing Law and Interpretation**

These Terms and Conditions of the Request for Proposal Process (Part 3):

- (a) are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);
- (b) are non-exhaustive and shall not be construed as intending to limit the pre-existing rights of the Owner; and
- (c) are to be governed by and construed in accordance with the laws of the Province of Newfoundland & Labrador and the federal laws of Canada applicable therein.

### **3.29 Facility Compliance Requirement**

- (a) Equipment, power tools, instruments and appliances intended for use within Memorial University's facilities must comply with all regulatory requirements related to use and/or installation in University facilities. This includes but is not limited to certification/listing by recognized agencies, Pressure Vessel Act of Newfoundland and Labrador and similar.
- (b) Items provided related to this open call that receive power from the University's electrical system must be certified or listed for use within Canada by a recognized agency such as Canadian Standards Association (CSA) or Underwriter Laboratories Canada (ULC). A full list of agencies recognized by Memorial University is available upon request.
- (c) Equipment, tools, instruments and appliances that generate pressure may require registration as a pressure system with the Province of Newfoundland and Labrador. Compliance with the Boiler, Pressure Vessel and Compressed Gas Regulations under the Public Safety Act of Newfoundland and Labrador and the Boiler, Pressure Vessel, and Pressure Piping Code CSA B51:19 shall be demonstrated.
- (d) The vendor is responsible for all costs associated with ensuring the system is compliant with legislative requirements and for the application and registration processes. Field certifications may be considered but all costs and efforts for such scenarios are the responsibility of the vendor.

## **4. Environmental Health and Safety Requirements**

Maintaining a healthy and safe environment for all members of the campus community, as well as visitors, is a priority with the University. This involves a commitment from all sectors of the campus community and extends to outside agencies having occasion to come on campus to



conduct business.

The following requirements will apply to all work undertaken by contractors and service personnel on any University property or for any work undertaken on behalf of the Owner.

#### **4.1.0 Regulations, Codes And Standards**

Contractors shall be familiar with and abide by provisions of various safety codes and standards applicable to the work performed and should refer to 1.21.5 of General Conditions:

1.21.5 The Contractor shall be completely responsible for the safety of the Work as it applies to protection of the public and property and construction of the Work.

The codes that must be followed and enforced for safety are:

- a) The National Building Code, Part 8, Safety Measures at Construction and Demolition Sites (Latest Edition);
- b) Canadian Code for Construction Safety (Latest Edition) as issued by the Associate Committee of the National Building Code;
- c) The Occupational Health and Safety Act of Newfoundland and Labrador (most current version) and Regulations.

In particular, strict adherence to the Provincial Occupational Health and Safety Act and Regulations and with the National Building Code of Canada, Part 8 is required

#### **4.2.0 General Health And Safety Regulations**

- a. Contractors/service agencies shall ensure that members of the campus community are not endangered by any work or process in which they may be engaged. Work areas shall be adequately barricaded, and if dust or fumes are generated, suitable enclosures shall be installed to contain such emissions.
- b. No material shall be stored in such a way as to obstruct walkways or represent a danger to pedestrian or vehicular traffic.
- c. Adequate protection shall be provided to prevent the possibility of goods falling from scaffolding or elevated areas. Areas where goods are being loaded or off loaded shall be barricaded or otherwise protected to prevent unauthorized entry. Appropriate warning signs must be posted.
- d. The work areas must be kept reasonably clean and free from debris which could constitute a fire hazard. Care must be taken to ensure that the work process does not activate fire alarm detection devices. (Generation of dust and fumes can activate smoke detectors causing a false alarm).
- e. Due consideration shall be given to fire safety in buildings. Flammable goods must be kept away from sources of ignition. No work involving the use of open flame devices must be undertaken around flammable solvents or gases.

- f. Some University buildings contain asbestos and other hazardous materials. Do not alter or disturb any goods believed to contain asbestos goods (unless this is a duly authorized part of the project). Consult with University officials before proceeding with any work.
- g. Safety Data Sheets shall be procured for any hazardous product used on campus. Such sheets shall be made readily available for consultation as required under the Workplace Hazardous Materials Information System (WHMIS).

**NOTE:** The above requirements are not to be considered all-inclusive and are considered to be complementary to the safety requirements outlined in the agreement between the University and Supplier. Certain conditions and circumstances may require adherence to additional safety requirements.

As a general requirement, contract/service personnel are expected to conduct all work on campus in a professional and safe manner and to give priority to the safety and welfare of members of the campus community.

### **4.3 Contractor Safety Management**

- 4.3.1 All Contractors and Subcontractors to be used by the Contractor in the execution of the Contract shall be required to submit confirmation of a current third party occupational health and safety program certification (Letter of Assurance). These may include, but not be limited to, Certificate of Recognition (COR), OHSAS 18001, and CSA Z.1000.
- 4.3.2 All Contractors and Subcontractors shall be required to review and follow all requirements of the MUN Contractor Safety Management Element in Appendix F.
- 4.3.3 **Prior to Contract award, the Contractor will be required to provide the information requested in 2.3.5 below.**
- 4.3.4 All Contractors and Subcontractors are required to give the Owner written permission to approach Provincial regulatory authorities for applicable safety-related information on their respective firms.
- 4.3.5 The Contractor must also provide the following:
  - (a) Health and Safety policy statement;
  - (b) Safety Program table of contents;
  - (c) Site Hazard Assessment;
  - (d) Letter of Assurance for Compliance;
- 4.3.6 In lieu of a Subcontractors third party program, Contractors shall be required to integrate the Subcontractor(s) into the Contractors program and provide proof of same.
- 4.3.7 Memorial reserves the right to request and audit the full health and safety program of Contractors and Subcontractors and their associated documentation. This documentation may include, but not be limited to the following:
  - (a) Health and Safety Program and/or Manual
  - (b) Site Hazard Assessment
  - (c) Letter of Assurance for Compliance (third party certification)
  - (d) Applicable documented safe work practices;
  - (e) Inspection reports and schedules;

- (f) Required employee safety training certifications and qualifications;
- (g) Updated list of OHS Committee and/or a worker health and safety representative, or workplace health and safety designate;
- (h) Proof of completion of the Owner's contractor safety orientation within the prior three years.

4.3.8 Memorial University reserves the right to refuse or cancel any contract with a Contractor that is not in compliance with Memorial's standards for Safety.

4.3.9 The University reserves the right to stop any work or portion of work where no documentation can be produced on site which identifies the hazards presented by a piece of work, safe work procedures for work or certification of employees performing work. The Contractor is liable for any costs incurred by affected parties associated with such a stoppage.

4.3.10 Prior to coming to site all workers must complete the Contractor Safety training found on the MUN website.

[https://www.mun.ca/health\\_safety/training/](https://www.mun.ca/health_safety/training/)

#### **4.4.0 Access To Site**

4.4.1 All Contractors and Subcontractors to be used in the execution of the Contract shall give advance notification of when they will be on site. Any work to be performed outside of Regular Time must have advance approval of the Owner.

Any discontinuation of the Work which causes a Contractor or their Subcontractors to suspend operations onsite will require the following:

- Contractor/Subcontractors shall notify the Owner of the stop work date.
- Contractor/Subcontractors shall ensure the site is left in a safe and secure condition.
- Contractor/Subcontractors shall ensure that locks and tags on mechanical and/or electrical systems are removed and, where necessary, replaced by the University.
- Contractor/Subcontractors shall not return to site without expressed prior permission from the Owner.

## APPENDIX A – SPECIFICATIONS & SCOPE

The goal of the proposed project is to select, procure, and implement a cloud based enterprise solution that will support space management at Memorial University. This solution will replace the existing in-house system to address the current needs and requirements for space management identified through a recent audit recommendation. We are seeking an end-to-end space management software application that will allow for the management, administration, and reporting of approximately 5.5 million sq. ft. of space data across 6 campuses. Of the 5.5 million, 4.12 million exists at the St. John’s and Signal Hill campuses, combined.

The approach to this project is to document the business requirements and issue a RFP to fully understand the options available. The options will be evaluated, a successful vendor(s) selected and an implementation plan prepared and executed. This project will have wide-ranging impact as space management is pan-university. A tool that is modern, automated and flexible will enhance user experience and make the space management process more efficient and effective while addressing the core requirements.

In addition to addressing the requirements specified here, vendors will be asked to provide an online demonstration of the solution.

### Mandatory Functional Criteria – Checklist

Mandatory Function	Vendor Confirmation Y/N
A cloud-based enterprise solution is required.	
The proposed solution must have robust user permissions management to allow granular security to be defined based on role, group and/or unit.	
There must be a web facing portal to allow for access by role through Single Sign On (SSO).	
The solution must be able to accept Autocad and Revit (.dwg/.rvt) files without third party rework and directly from Memorial’s staff.	
The Client and Vendor acknowledge that the solution selected via this RFP will be subject to a Privacy Impact Assessment (PIA).	
The vendor will provide Memorial, through a non-disclosure agreement, third-party security audit, Vulnerability Assessment, and/or penetration test report(s), evidence attesting to the security of (i) the proposed software solution and (ii) the proposed hosting environment. The vendor will be responsible for remediation of any significant vulnerabilities so identified, at no additional cost to Memorial.	

## Requirements

<b>1. Proponent Information</b>	
<i>Memorial is seeking a proponent with experience in space management in the post-secondary education environment. Proponents should call on their experience with previous solutions in educational institutions or large multi-location institutions of similar size and complexity to ours to respond to these requirements.</i>	
<b>1.1</b>	<b>BACKGROUND AND EXPERIENCE</b>
	<ul style="list-style-type: none"> <li>• Provide a background of your company and a brief overview of the cloud based enterprise solution you are proposing.</li> <li>• Describe what your company is doing to remain a viable and stable player in the course evaluation solution market.</li> <li>• Provide examples of other systems similar to that described in this RFP that your company has implemented at other Universities.</li> </ul>
<b>1.2</b>	<b>IMPLEMENTATION PLAN</b>
	<ul style="list-style-type: none"> <li>• Provide a project implementation plan and statement of work that describes how the solution will be deployed from design to closeout with schedules and timelines that achieve operational independence by October 1, 2024. The plan must include major milestones, work breakdown structure including named resource allocations, and an overview of deliverables and responsibilities.</li> <li>• Describe how the project lead and team will work with Memorial's team on design, setup, and configuration.</li> <li>• Explain your quality assurance tools and procedures to ensure Memorial achieves its objectives.</li> </ul>
<b>1.3</b>	<b>TESTING PLAN</b>
	<ul style="list-style-type: none"> <li>• Describe how the solution will be tested, who does the testing, and the approach to signoff.</li> <li>• Indicate expectations for the time and roles required for technical and functional team members at Memorial to successfully test the solution prior to implementation.</li> <li>• Indicate how many testing iterations are included in your estimate.</li> </ul>
<b>1.4</b>	<b>SUPPORT PLAN</b>
	<ul style="list-style-type: none"> <li>• Describe troubleshooting and support services for break/fix issues.</li> <li>• Explain how problems are classified for response, including whether they are classified according to degree of urgency and who classifies them.</li> <li>• Describe the Help Desk support available for the solution identifying the hours of operation; does it include issue escalation protocols if support tiers are not able to resolve a problem within the target timeframes?</li> </ul>
<b>1.5</b>	<b>TRAINING PLAN</b>

	<ul style="list-style-type: none"> <li>• Describe what training is included in the cost of the Proposal and the qualifications and experience of the proponent trainer(s).</li> <li>• Provide a description of the level of user training required based on experience of implementations of similar size and scope.</li> <li>• Provide a description of online/e-learning tools, written material, and online help available for different user roles (e.g., systems administrators, end users, etc.).</li> </ul>
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**2. Business Requirements**

*Experience in the design, development, implementation, and ongoing support of a Space Management solution is critical. Preference will be given to vendors that are able to be evaluated in all sections with one application. In your responses, please include and additional or complementary products, tools, or modules utilized in your relevant implementation experience. All such products, tools, or modules that may be implied or inherent in meeting the business requirements are to be included in the proposed budget.*

**2.1 General System Access**

2.1.1	<p>Describe the general look and feel of your system, including information on the following:</p> <ul style="list-style-type: none"> <li>• How users can access the proposed solution (web facing portal, mobile device, multiple platforms - PC, Mac)</li> <li>• Login through SSO</li> <li>• System interface, menus and dashboards</li> <li>• Overview of system modules and data flow between modules</li> <li>• Ability to view/query records</li> </ul>
2.1.2	<p>Provide an overview of how the cloud-based system will integrate with Memorials maintenance management system TMA. Space data is used for both space management and the TMA system currently. Although it's not a requirement to have both systems speak directly to one another, it is desired.</p>
2.1.3	<p>Provide detail on user permissions management and how the system will securely provide the various access level settings/options required for different user groups for space administration and reporting.</p> <ul style="list-style-type: none"> <li>• System Administrator or equivalent: Authorized staff with control of system features, data management and maintenance</li> <li>• Administrators (academic and administrative): Unit staff collect and update, on behalf of their department, space data assigned to only that unit. System will require multiple levels of space ownership, assignment and authorization to make changes.</li> </ul>
2.1.4	<p>Describe how the System Administrator can add/remove an individual's access to the Unit staff user groups as necessary.</p>

**2.2 Space Date Update Form Features**

2.2.1	<p>Illustrate the products flexibility in form design to support the Administrators space data updates</p>
2.2.4	<p>Indicate any limitations/caps on data collection volume, capacity or users; the solution should allow for approximately 200 users, inclusive of system administrators and administrators of space data.</p>

<b>2.3 Pre-Administration (Preparation)</b>	
2.3.3	<p>Provide detail on the flexibility that exists for the System Administrator to adjust and manage data (override/manual options).</p> <ul style="list-style-type: none"> <li>• Adjust or override administrators space data input.</li> <li>• Intermittent space changes, requiring changes to data input.</li> </ul>
2.3.4	<p>Describe how the software can incorporate Memorial's core space data parameters into forms.</p> <ul style="list-style-type: none"> <li>• Building prefix codes (two and three character)</li> <li>• Building room numbers (four and five character)</li> <li>• Differentiation of Memorial owned buildings and leased spaces</li> <li>• Shared room information with Memorials maintenance management system software</li> </ul>
<b>2.4 Administration</b>	
2.4.1	Provide an overview of how administrators will access space administration forms
2.4.3	<p>Illustrate how email and any other notification parameters can be configured in the system for different functions:</p> <ul style="list-style-type: none"> <li>• Automated emailing of invitations and reminders to space administrators during update periods</li> <li>• Automated messaging to System Administrators upon completion of space updates by administrators.</li> </ul>
<b>2.5 Post-Administration (Reporting)</b>	
2.5.1	Provide details about the process for producing reporting
2.5.3	Generation of a unit summary report based on the aggregated space data.
2.5.4	Comment on the ability to send automated emails to administrators concerning the compilation and access of reports.
2.5.5	Provide details about how electronic access to reports will be secure (SSO), role based, and filtered by administrator ID (or @mun.ca email or user name)
2.5.7	Describe the solution's flexibility in reporting options so that reports and dashboards can be customized for the user, while ensuring access is restricted to only the permitted user(s). The application must offer flexible reporting options across campuses and departments.
2.5.9	Describe the export/download options for data and reports by different user groups, including options for the System Administrator to export complete data files on an annual basis.
2.5.10	Describe the functionality to query/search the system on different parameters.
2.5.11	<p>Comment on the archival/retention features of the solution for both the reports and raw data</p> <ul style="list-style-type: none"> <li>• Timespan for the repository of reports for end users</li> <li>• Any limitations or cut-off periods for retaining longitudinal data and reports</li> </ul>
<b>2.6 Other Functionality</b>	

2.6.1	Describe any other functionality the solution can provide that may be relevant or considered an asset to a broad system of space management within a University environment
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### 3. Technical Requirements

*The Space Management System will be based on a modern and secure technical infrastructure which will insure the long-term viability and adaptability of the system to future changes in the technological environment. In your responses, please include any additional or complementary products, tools, or modules utilized in your relevant implementation experience. All such products, tools, or modules that may be implied or inherent in meeting the requirements for this Project are to be included in the proposed budget.*

#### 3.1 Architecture

3.1.1	Does the proposed solution's application architecture support web front end/tiers for internal/administrative users? If so describe.
3.1.2	Disclose and describe any 3rd party software required to support the proposed solutions and are they included with your software solution?
3.1.3	Describe the cloud solution. (Cloud Provider, Public Cloud, Private Cloud, Software as a Service, Infrastructure as a Service, Platform as a Service, etc.)
3.1.4	Describe how the cloud-based solution manages resource allocation. <ul style="list-style-type: none"> <li>• Demand driven increases in resource allocation (disk space, memory, bandwidth, etc.) are delivered without human intervention.</li> </ul>
3.1.5	Does the proposed software solution run as a shared (multi-tenant) instance, or as a dedicated (Memorial only) one? If multi-tenant, describe the security features isolating Memorial's data from that of other tenants.
3.1.6	Confirm a minimum of two environments (production and test) are provided for the indicated cost.
3.1.7	Is storage unlimited? If not, describe the storage/costing model.

#### 3.2 Data Sovereignty

3.2.1	Where is the Proponent's Registered Head Office?
3.2.2	In which legal jurisdiction does the Proponent store data?
3.2.3	In which legal jurisdiction does the Proponent process data?
3.2.4	In which legal jurisdiction does the Proponent back up data?
3.2.5	Does the Proponent provide options for where the data can be stored?
3.2.6	Does the Proponent outsource/sub-contract any portion of the services being considered? If yes: Specify. Where is the Registered Head Office? Will the sub-contractor have access to the data?

#### 3.3 Privacy



<b>3.3.1</b>	Does the Proponent have a Privacy Policy/Statement? If so, please reference the link.
<b>3.3.2</b>	Does the Proponent have privacy breach protocols (may be included in the Privacy Policy)? If yes, do they include mandatory client (University) notification?
<b>3.3.3</b>	If the Proponent has direct access to Memorial end users, does the Proponent comply with Canada's Anti-Spam Legislation?
<b>3.3.4</b>	Does the Proponent comply with the EU General Data Protection Regulation?
<b>3.4 Security/Information Protection</b>	
<b>3.4.1</b>	Does the Proponent have a Security Policy/Statement? If so, please reference the link.
<b>3.4.2</b>	Does the Proponent conduct regular vulnerability assessments and penetration tests of its application? Has the proposed solution undergone an assessment using the Higher Education Community Vendor Assessment Toolkit (HECVAT)?
<b>3.4.3</b>	What security standards does the Proponent adhere to?
<b>3.4.4</b>	What security certifications does the Proponent maintain?
<b>3.4.5</b>	Does the Proponent have security/data breach protocols? If yes, describe and do they include mandatory client (University) notification?
<b>3.4.6</b>	What type of security clearances, confidentiality agreements/oaths does the Proponent require of its employees?
<b>3.4.7</b>	Does the Proponent delete data completely when the customer deletes it from their web service?
<b>3.4.8</b>	How can data be removed from the Cloud Provider upon termination of the contract? Can the Proponent guarantee that all data has been removed (including backups)?
<b>3.4.9</b>	Does the Proponent confirm that the University's information will not be used/sold for any other purpose than that agreed upon with the University?
<b>3.4.10</b>	Does the system have the ability to purge data in accordance with a Records Retention and Disposal Schedule? If yes, describe and is this an extra cost?
<b>3.4.11</b>	What level of audit and logging does the Proponent generate? Can the University access the logs upon request?
<b>3.4.12</b>	How does the Proponent protect data in transit? Describe.
<b>3.4.13</b>	How does the Proponent protect data at rest (including backups)? Describe.
<b>3.4.14</b>	Does the Proponent offer encryption/key management options? Describe.

<b>3.4.15</b>	Describe the proposed solution's support for authentication for both Power/Admin User and General User (e.g., 2-factor authentication, challenge question, complex password, lockout after X failed login attempts, uses https, inactive accounts expire, password recovery mechanism).
<b>3.4.16</b>	Describe the proposed solution's support for authorization, group management, and role-based access controls.
<b>3.4.17</b>	How does the Proponent handle requests for client information from government agencies? Is a court order required prior to release? Will the Proponent notify the client?
<b>3.4.18</b>	Can the Proponent meet the University's expectations regarding core support hours and critical/peak periods?
<b>3.4.19</b>	What are the backup and disaster recovery procedures of the Proponent?
<b>3.4.20</b>	How often are backups restored/tested?
<b>3.4.21</b>	What is the targeted uptime (i.e. 99.9%)?
<b>3.4.22</b>	What is the credit structure for unscheduled downtime?
<b>3.4.23</b>	When are scheduled maintenance windows? Ensure you indicate time zone.
<b>3.4.24</b>	What amount of liability coverage does the Proponent offer for security/information breaches?
<b>3.4.25</b>	Describe how the proposed solution's file upload functionality securely handles uploaded files. Also, describe how the proposed solution securely transfers data for integration with other systems.
<b>3.4.26</b>	Describe the application's release and patch management cycles (frequency, etc.).
<b>3.4.27</b>	Describe your patch management cycles for the underlying operating system (Linux, Windows, etc.) as well as any third-party software that is also part of the proposed solution (DBMS, reporting software, etc.)
<b>3.5 Integration</b>	
<b>3.5.1</b>	Describe the proposed solution's API capabilities
<b>3.5.2</b>	Describe access to system database dictionary and database schema.
<b>3.5.3</b>	Describe the proposed solution's query, reporting and data extraction capabilities.
<b>3.5.4</b>	Describe which authentication technologies are supported (Active Directory, OpenLDAP, Apereo CAS version 3, SAML version 2, etc.). Describe which Identity Federations are supported (CANARIE CAF-FIM, EduGain, etc.) Describe which identity data is required for support (displayName, studentNumber, etc.) Does the proposed solution provide technical white papers on authentication integration?

<b>3.5.5</b>	Does the proposed solution integrate with Hyland's OnBase Content Management System? If so describe.
<b>3.5.6</b>	Describe the proposed solution's email configuration requirements including email authentication capabilities, with respect to SPF, DKIM & DMARC.
<b>3.5.7</b>	Describe how the proposed solution integrates with the Microsoft Office Suite: <ul style="list-style-type: none"><li>· List all the products supported</li><li>· What versions of Microsoft Office are supported by your application?</li></ul>

## APPENDIX B – SUBMISSION FORM

### 1. Proponent’s Information

Please fill out the following form, naming one person to be the Proponent’s contact for the Open Call process and for any clarifications or communication that might be necessary.	
Full Legal Name of Proponent:	
Any Other Relevant Name under which Proponent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (if any):	
Proponent’s Contact Name and Title:	
Proponent’s Contact Phone:	
Proponent’s Contact Fax:	
Proponent’s Contact Email:	

### 2. Offer

The Proponent has carefully examined the Open Call documents and has a clear and comprehensive knowledge of the Deliverables required under the Open Call. By submitting a Proposal, the Proponent agrees and consents to the terms, conditions and provisions of the Open Call, including the Form of Agreement, and offers to provide the Deliverables in accordance therewith at the rates set out in the pricing section.

### 3. Rates

The Proponent has submitted its rates in accordance with the instructions in the Open Call. The Proponent confirms that it has factored all of the provisions of Appendix A, including insurance and indemnity requirements, into its pricing assumptions and calculations.

### 4. Addenda

The bidder is deemed to have read and accepted all addenda issued by the Owner. The onus is on bidders to make any necessary amendments to their bids based on the addenda. The bidder is required to confirm that it has received all addenda by listing the addenda numbers on the following line: **(For example, if Addendum 1 has been issued, enter 1 on the line. If there are two addenda, enter 1,2.)** \_\_\_\_\_. Bidders who fail to complete this section will be deemed to have not received all posted addenda and shall be deemed **non-compliant**.

**5. No Prohibited Conduct**

The Proponent declares that it has not engaged in any conduct prohibited by this Open Call.

**6. Disclosure of Information**

The Proponent hereby agrees that any information provided in this Proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or by order of a court or tribunal. The Proponent hereby consents to the disclosure, on a confidential basis, of this Proposal by the Owner to the advisers retained by the Owner to advise or assist with the Open Call process, including with respect to the evaluation of this Proposal.

**7. Proposal Irrevocable**

The Proponent agrees that its proposal shall be irrevocable for a period of **90** days following the Submission Deadline.

**8. Required Signatures**

Failure to submit this signature section will render the Proposal NON-COMPLIANT and the Proposal will be disqualified.

\_\_\_\_\_  
Name of Proponent's Representative

\_\_\_\_\_  
Title of Proponent's Representative

\_\_\_\_\_  
Date

I have the authority to bind the Proponent.

**IN SIGNING THIS PAGE AND SUBMITTING YOUR PROPOSAL, THE PROPONENT ACKNOWLEDGES HAVING READ AND UNDERSTOOD AND AGREED TO THE TERMS AND CONDITIONS OF THIS DOCUMENT.**

## APPENDIX C – PRICING FORM

### 1. INSTRUCTIONS ON HOW TO COMPLETE THE PRICING FORM

- Rates must be provided in Canadian funds, inclusive of all applicable duties and taxes except for HST, which should be itemized separately.
- Rates quoted by the bidder must be all-inclusive and must include all labor and material costs, all travel and carriage costs, all insurance costs, all costs of delivery to the Owner, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.
- Proceeding with the work is contingent on overall cost of service and available budget.  
***Memorial at this time does not have an approved budget for this solicitation.***

#### Financial Proposal Requirements

Proponents are required to submit all costs for software, licensing, integration services, and other professional services required for a successful implementation. Indicate the appropriate schedule for procurement of software licenses.

The budget must include the following:

- Purchase of all licensing, support and maintenance fees necessary to implement an integrated enterprise system
- Year one support and recurring annual service fees (up to 5 years)
- All professional services related to:
  - Implementation and software configuration
  - Business analysis support to assist in the implementation of the solution as required
  - SSO integration
  - Training
  - Performance and user acceptance testing
  - Support and maintenance up to final go-live
  - Detail on any sunset or termination clauses in contract

**PRICING FORM A – All work associated with the below services for 6 campuses and 5.5 million square feet of space.**

Description	Comments	Year 1	Year 2	Year 3	Year 4	Year 5	Total
System implementation (Professional Services)							
Licenses (if required)							
Other							
Software (maintenance & support)							
<b>Total Costs</b>							

**PRICING FORM B – All work associated with the below services for 2 campuses and 4.12 million square feet of space.**

Description	Comments	Year 1	Year 2	Year 3	Year 4	Year 5	Total
System implementation (Professional Services)							
Licenses (if required)							
Other							
Software (maintenance & support)							
<b>Total Costs</b>							

## APPENDIX D – EVALUATION CRITERIA

Criteria	% (Weighted)
Mandatory Requirements	
1 Proponent Information and Background	10%
2 Business Requirements	30%
3 Technical Requirements	20%
Cumulative Score	60%
Demonstration Score (see note 1)	15%
Financial Proposal Requirements	25%
<b>Total Score</b>	<b>100%</b>

### \*\*\* PRICING FORMULA\*\*\*

$$\text{lowest price} \div \text{proponent's price} \times \text{weighting} = \text{proponent's pricing points}$$

**Notes:**

1. Proponents with a cumulative score of 45 or more out of 60% may be selected to provide a product demonstration.



## **APPENDIX E – REQUEST FOR PROPOSAL PARTICULARS**

### **Negotiations**

Memorial University reserves the right to conduct negotiations with more than one vendor simultaneously.

### **Submission Requirements**

- **Proposal Submission – Detailing Scope and Specifications (Appendix A)**
- **Submission Form (Appendix B)**
- **Pricing Form - Appendix C**

### **Evaluation Committee**

The evaluation committee may be made up of some or all of the following staff:

- Associate Vice President, Facilities
- Director, Engineering & Construction, Facilities Management
- Manager, Minor Capital Projects, Facilities Management
- Manager, Space Planning & Administration, Facilities Management
- Director, Information Management and Protection, Office of the Chief Information Officer
- Associate Director, Enterprise Application Services, Information Technology Services
- Associate Director, Infrastructure Services, Information Technology Services



## Contractor Safety Management Element

November 2018

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## 1.0 Purpose

This element establishes the requirements for the administration and monitoring of contractor health and safety programs and activities at Memorial University. These measures shall ensure that contractors understand their collective responsibility with respect to the Occupational Health & Safety Act and Regulations, Memorial University policy and this element.

## 2.0 Scope

This procedure shall apply to all work done for Memorial University of Newfoundland with respect to the provision of services as outlined below. Memorial University reserves the right to exempt a Contractor from this element, in whole or in part, based upon an evaluation of the risk of the work being conducted. This evaluation must comply with the hazard identification and risk management element.

## 3.0 Definitions

**Act:** Newfoundland & Labrador Occupational Health & Safety Act, latest edition.

**Contract:** A documented agreement between Memorial University and a contractor.

**Contractor:** The principal contractor, person, partnership, or corporation bound to execute the work under the contract and defined as such in the agreement is responsible for the supervision of the work so as to ensure the work is carried out in accordance with the contract.

**Project Management Team:** The group assigned by the University to act on behalf of the owner with respect to the execution of Contractor work.

**Principal Contractor:** The person primarily responsible for the carrying out of a contract.

**Regulations:** Newfoundland & Labrador Occupational Health & Safety Regulations, latest edition.

**Subcontractor:** A person, firm or corporation having a direct contract with the Contractor or subcontractor(s) to perform a part or parts of the work included in the contract, or to supply products worked to a special design according to the contract documents, but does not include one who merely supplies products not so worked.

**Owner:** The Owner, Engineer/Architect are the persons, firms or corporation identified as such in the Contract. The term Owner, Engineer/Architect means, respectively, each of the Owner, Engineer/Architect and their authorized representatives as designated by each such party in writing.

**Work:** The services and job procedure completion that is described in the contract.

## 4.0 Roles and Responsibilities

### 4.1 Project Management Team

Will monitor the Contractor's performance for health and safety compliance. Monitoring activities may include but are not limited to:

- planned and unplanned workplace inspections;
- attendance of meetings;
- communications of safety related issues and topics, as deemed necessary;
- review of contractor records, inspections, work practices and documentation; and
- complete audits to verify that contractors and subcontractors are meeting their legislative, procedural and contractual responsibilities.

### 4.2 Contractors

Will comply with applicable Federal and Provincial legislation and applicable MUN safety procedures. Contractor responsibilities include but not limited to:

- report all incidents immediately to the required University project team followed by a written incident report within 24 hours;
- be responsible for the safety of subcontractors including those not under their employ;
- stop work if the conditions are such that work cannot be performed safely;
- perform evaluation, monitoring of the workplace to identify potential hazards and associated risks and ensure corrective actions are implemented;
- ensure daily task specific hazard assessments are completed; and
- maintain the accountability of persons responsible for the reporting and correction of hazards.

## 5.0 Procedure

### 5.1 Considerations prior to signing of contract

**5.1.1** Prior to signing of contract, the preferred General Contractor shall provide proof of compliance with 5.2.1.

Within seven (7) calendar days after a pre-signing start up meeting the General Contractor shall provide proof of compliance of themselves and their subcontractors with 5.2.1 as well as provide the information requested in Section 5.2.2(a) (b).

## 5.2 Requirements

**5.2.1** All Contractors, and their Subcontractors, shall be required to submit confirmation of a current third party occupational health and safety program certification (Letter of Assurance). These may include, but not be limited to, Certificate of Recognition (COR), OHSAS 18001, and CSA Z.1000.

**5.2.2** Contractors shall also provide the following:

- (a) health and safety policy statement;
- (b) safety program table of contents; and
- (c) site hazard assessment;

The hazard assessment shall be updated by the General Contractor and re-submitted whenever the conditions, work practices or work forces change to the extent that new hazards can be identified.

**5.2.3** In lieu of a Subcontractors 3rd party program, Contractors shall be required to integrate the Subcontractor(s) into the Contractors program and provide proof of same.

**5.2.4** Memorial reserves the right to request and audit the full safety program of Contractors and Subcontractors and their associated documentation. This documentation may include, but not be limited to the following:

- (a) safety program and/or manual
- (b) applicable documented safe work practices;
- (c) inspection reports and schedules;
- (d) required employee safety training certifications and qualifications; and
- (e) updated list of OHS Committee and/or a worker health and safety representative, or workplace health and safety designate.

Request for submission shall be complied with within 7 calendar days of a written request from Memorial's Environmental Health and Safety unit.

**5.2.5** Memorial reserves the right to:

- (1) Reject any Contractor that fails to meet the requirements or schedules outlined herein;
- (2) The University reserves the right to stop any work or portion of work where the risk presents an immediate danger.

## 5.3 Schedule of Submissions

**5.3.1** General Contractors and their sub-contractors who have complied with 5.1.1 will be permitted to commence physical work on the site however no work shall be performed by the General Contractor, their sub-contractors until such a time as they comply with 5.1.1.



## 6.0 Post-Contract Evaluation

The Project Management Team will determine the extent of the evaluation of the Contractor's safety performance at the completion of the contract. This evaluation will be conducted by way of a standard contractor safety evaluation form and will be supported by objective evidence documented during the term of the Contract. The records of the evaluation must be retained with the project owner.