OFFICE OF THE VICE-PRESIDENT

(FINANCE & ADMINISTRATION)

REQUEST FOR PROPOSALS

FOR

TRAVEL EXPENSE MANAGEMENT SYSTEM SOFTWARE

Request for Proposal Number: RFP-016-26

Issued: March 12, 2026

Submission Deadline: Thursday, April 9, 2026 @ 10:00 AM NDT

Request for Proposal			
Title:	**Travel Expense Management System Software**		
Open Call #:	**RFP-016-26**	Issue Date:	**March 12, 2026**
Questions Deadline:	**72 hours prior to close time**	Closing Date and Time: Proposal Submission Format: Opening Date and Time:	**Thursday, April 9, 2026 @ 10:00 AM NDT** **opencalls@mun.ca** **Thursday, April 9, 2026 @ 10:30 AM NDT** **Via Conference Line: 1-416-915-6530 (toll free) Access Code: 2772 281 8421 Attendee ID: Please Press Pound (#)**
Proposal Irrevocable Period after Submission Deadline:			90 days

Proposal Submission: Responses to this solicitation must be submitted by email to opencalls@mun.ca. Email subject line must read: RFP-016-26 Travel Expense Management System Software

Inquiries and Communication:

Inquiries and communication: Strategic Procurement Office, Financial and Administrative Services, Memorial University of Newfoundland, opencalls@mun.ca. Inquiries accepted only via email. No phone calls will be accepted.

Please reference RFP-016-26 Travel Expense Management System Software in subject line. Emails not containing this requirement information in the subject line will NOT be responded to.

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.

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 caliber 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 Campus 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 . 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-016-26 TRAVEL EXPENSE MANAGEMENT SYSTEM SOFTWARE**. 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/ or current service providers: MERX: www.merx.com, Bids: www.bids.ca and PODS: 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/ website, the official website is https://www.mun.ca/finance/strategic_procurement**. Proponents are welcome to register their email address through 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 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

Time is of the essence and delivery schedule(s) are legally binding. Memorial University reserves the right to assess penalties or cancel awards to Bidders who fail to meet the stated delivery or completion dates. 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

[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 C.**

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	$133,800	$133,800	$334,400	$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 it 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.

[End of Part 3]

PART 4 – ENVIRONMENTAL HEALTH AND SAFTEY

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 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 of 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.

4.3.0 Contractor Safety Management

4.3.0 All Contractors and Subcontractors shall be required Workplace NL Certificate of Clearance.

4.3.1 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.

4.3.2 The Contractor must also provide the following:

4.3.3 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.

4.3.4 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.

4.3.5 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.

4.4.0 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:

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

[End of Part 4]

APPENDIX A – SPECIFICATIONS & SCOPE

Memorial University is seeking proposals for a modern, flexible and automated travel expense management system that will enhance user experience and effectiveness by streamlining the process of submitting, approving, reimbursing and auditing travel expenses, and provide reporting features that allow for greater financial control and insight into spending patterns. Major user groups include claimants, approvers, travel administrators, and IT system administrators.

Claimants typically compile and submit their own travel requests, advances and claims, which require at least one approver and funding source. On occasion, travel will require multiple approvers, drawing from different funding sources. Claimant groups include but are not limited to academic and administrative staff, internally and externally funded researchers, students, University Board members, guest lecturers and other official visitors, and on occasion, groups of travelers who may be a mix of any of the aforementioned groups.

Travelers are expected to submit a travel request that includes anticipated expenses to gain travel approval. Such request forms may vary by group, and only approved travel can be claimed. On occasion, travelers will complete a separate request for a travel advance, which also requires approval. As such, approvers may have workflows that include several types of requests and claims related to travel and require notification when approvals are queued. Claimants also need to be notified of such approvals to proceed.

Travel administrators audit all claims to ensure accuracy and that spending aligns with travel policy and procedures*. They also provide final approvals for reimbursement and generate reports. The preferred system is one that can be configured to apply University policies, flag non-compliant expenses, and help travel administrators gain better insight into spending patterns.

At present, Memorial University's claims process is predominantly manual, with limited direct support from IT system administrators outside of the regular duties such as financial systems configuration, user account management, troubleshooting, etc. As such, learning more about the types of tasks IT system administrators will be responsible for once the system Is implemented will be helpful to resource planning.

This RFP explores how well available options can meet the needs described below. After evaluating proposals, a vendor will be selected, and an implementation plan will be developed. As part of the evaluation, vendors may be asked to provide an online demonstration of their solution.

**Note: Memorial University is currently reviewing / updating its travel policies and procedures.*

Mandatory Functional Criteria Checklist

Mandatory Function	Vendor Response (Y / N)
Delivered as Software-as-a-Service (SaaS) model hosted in a secure cloud environment.	
The proponent's system is NOT an on-premises or hybrid solution.	
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 mobile-friendly web portal that allows access by role.	
Auto-population of expense claim fields from receipts via scans and uploads, including validation of submitted receipts.	
Auto-population of expense claim fields from a master rate sheet where rates can be extracted by variables such as date and location.	
Configurable to enforce university travel expense management policies, flagging out-of-policy, and over-budget spending before payment.	
While it is not mandatory that the proponent be an Ellucian partner, the proposed solution must allow for data integration with Ellucian Banner.	

Requirements

1. Proponent Information	
Memorial is seeking a proponent with experience in providing a cloud-based SaaS travel expense management solution in the post-secondary education environment. Proponents should call on their experience with previous solutions in educational institutions or large institutions of similar size and complexity to Memorial University in their response to the following requirements.	
1.1	**Background and Experience**
	• Provide a background of your company and a brief overview of the cloud-based SaaS model solution you are proposing. • Describe what your company is doing to remain a viable and stable player in the travel expense management solution market. • Provide a description of a minimum of three (3) recent examples of other systems similar to that described in this RFP that your company has implemented at other Universities or large institutions. • References for similar project experience can be provided in **Appendix F**.
1.2	**Implementation Plan**
	• Provide a project implementation plan and statement of work that describes how the solution will be deployed from design to closeout. ○ The plan should include a schedule with major milestones, work breakdown structure including named resource allocations, a project timeline, and an overview of deliverables and responsibilities. • Describe how the project lead and team will work with Memorial's team on design, setup, and configuration, including hours to be committed at each phase • Explain your quality assurance tools and procedures to ensure the project achieves its goals. • To successfully implement the solution, indicate the roles of technical and functional Memorial team members that will be required, as well as the anticipated time required by those resources.
1.3	**Testing Plan**
	• Describe how the solution will be tested, who does the testing, and the approach to signoff. • To successfully test the solution prior to implementation, indicate the roles of technical and functional Memorial team members that will be required, as well as the time required by those resources. Indicate how many testing iterations are included in your estimate.

1.4	**Support Plan**
	• Describe troubleshooting and support services available after delivery, including whether the support is outsourced. • Explain how problems are classified for response, including whether they are classified according to degree of urgency and who classifies them. • Describe the Help Desk support available for the solution identifying the hours of operation. Describe any issue escalation protocols if support tiers cannot resolve a problem within the target timeframes.
1.5	**Training Plan**
	• Describe what training is included in the cost of the proposal and the qualifications and experience of the proponent's trainer(s). • Provide a description of the level of user training required based on experience of implementations of similar size and scope. Provide a description of online/e-learning tools, written material, and online help available for different user roles (e.g., systems administrators, claimants, etc.).
2. Business Requirements	
Experience in design, development, implementation, and ongoing support of a travel expense management solution is critical. Higher ranking will be given to vendors that are able to be evaluated in all sections with one application. In your responses, please include 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	Describe the general look and feel of your system, including information on the following: • How users can access the proposed solution (web facing portal, mobile devices, etc.). • Any web browser-specific requirements. • How users login. • System interface, menus and dashboards. • Ability to view/search information.

2.1.2	Provide detail on user permissions management and how the system will securely provide various access level settings/options required for the following user groups for approvals and claims. • System Administrator or equivalent: Authorized staff with control of system features, data management and maintenance. • Travel Administrators: Those responsible for reimbursement, control/auditing and reporting. • Approvers (academic and administrative): Unit employees who perform approvals and data entry. • Travelers: Those who will submit travel requests and corresponding travel expense claims • External claimants: Describe any experience you might have with an institution that was able to grant system access to external claimants such as official visitors.
2.1.3	Describe how System Administrators can add/remove an individual's access as necessary.
2.1.4	List any countries where the interface cannot be accessed.
2.2	**Form Features**
2.2.1	Describe how the system can reduce manual expense entry through features such as: • Auto-population of expense claim fields from existing organizational databases, receipts, set per diem rates, etc. • Support for receipt submission via photo, email, or SMS, including validation of submitted receipts.
2.2.2	Provide details on the system's ability to integrate with a travel card, e.g. Amex, for ease of attaching expense items and/or receipts.
2.2.3	Illustrate the product's flexibility in form design to support the fields that may be required for varying travel request and travel advance forms.
2.2.4	Illustrate the product's flexibility in form design to support the variety of expense types that may be claimed by travelers.
2.2.5	Describe how electronic receipts are stored. For example, within the hosted solution or external document management system (e.g. OnBase).
2.2.6	Describe how the system handles encumbrances generated from travel requests.
2.2.7	Indicate any limitations/caps on data collection volume, capacity or number of users.
2.2.8	Describe how the system handles worldwide currencies, exchange rates and taxes (e.g. GST/HST/VAT).
2.3	**Administration**

2.3.1	Provide detail on the flexibility that exists for the travel administrators to adjust and manage data (override/manual options) to adjust traveler input.
2.3.2	Provide an overview of how Approvers will access the travel request, travel advance and travel expense claim forms for approval.
2.3.3	Describe how does the system routes travel documents for approvals, e.g. one-up supervisor approval and/or by funding source.
2.3.4	Describe how the system handles reimbursement for claimants who may not be able to supply any banking information.
2.3.5	Describe how the system handles multiple funding sources (e.g., grants, departmental budgets) and any ability to automatically allocate to correct cost centers or grants.
2.3.6	Describe how the system can help manage spending before it happens (e.g. flags on approval requests / advances that are outside of policy).
2.3.7	Describe how the system can be used to identify fraud and repetitive misuse.
2.3.8	Illustrate how email, SMS and any other notification parameters can be configured in the system for different functions such as: • Notification to an approver when a travel request, advance or expense claim has been submitted to them for approval. • Notification to a traveler when their travel request/advance/claim has been approved. • Notification to a traveler when their claim has been reimbursed. • Automated email of invitations and reminders to system administrators during update periods. Reminders to a traveler when a travel claim in progress has not been completed within a specified number of days after travel has ended (linked to travel request).
2.4	**Post-Administration (Reporting)**
2.4.1	Provide details about the types of reports the system can produce.
2.4.2	Provide details on the system's ability to reconcile credit cards / purchasing cards.
2.4.3	Describe how the system improves audit readiness.
2.4.4	Provide details about how electronic access to reports will be secure and role based.
2.4.5	Describe the solution's flexibility in reporting options so that reports and dashboards can be customized for the user/unit/campus, while ensuring access is restricted to only the permitted user(s).

2.4.6	Describe the export/download options for data and reports by different user groups including options for System Administrators to export complete data files at defined intervals.
2.4.7	Describe the functionality to query/search the system on different parameters.
2.4.8	Comment on the archival/retention features of the solution for both the reports and raw data: • Timespan for the repository of reports for end users. Any limitations or cut-off periods for retaining longitudinal data and reports.
2.5	**Other Functionality**
2.5.1	Describe any AI / predictive analytics features that might assist in completing request forms and claims or identify spending anomalies, including any third-party vendors that might be required to provide these features.
2.5.2	Briefly describe the system's ability to integrate with the booking tools of the University's travel services provider or other third-party travel booking tools.
2.5.3	Briefly describe the system's capability to expand in the future to include other types of business / research expenses, and non-travel reimbursement
2.5.4	Describe the system's capability for making direct payments for travel, either through an automated clearing house (ACH) or credit card.
2.5.5	Describe any other functionality the solution can provide that may be relevant or considered an asset to a broad system of expense management within a university environment.

3. Technical Requirements

The Travel Expense Management System will be based on a modern and secure technical infrastructure which will ensure the long-term viability and adaptability of the system to future changes in the technological environment. An assessment of the proposed solution will be undertaken, which will include but is not limited to the answers to these questions. Memorial University's cloud assessment process is designed for information protection, privacy, legal compliance, and institutional risk management.

The proponent will be asked to append Memorial's Data Protection Schedule (see **Appendix E**) to the signed contract for services. **Please review and complete the table in Appendix E to indicate any clauses in the Schedule for which the proponent cannot comply.**

3.1	**Architecture**
3.1.1	Describe the technical architecture of the cloud solution.

3.1.2	If you are using third-party cloud providers in the proposed solution, please respond to the following: • Describe the provider and how their solution(s) are being leveraged. • Where is the registered head office of the third-party cloud providers? Will the third-party cloud providers have access to any Memorial data?
3.1.3	Does the proposed solution run as a shared (multi-tenant) instance, or as a dedicated (i.e. Memorial-only) instance? If multi-tenant, describe the security features isolating Memorial's data from that of other tenants.
3.1.4	Confirm that a minimum of two environments (e.g. production and test) is provided for the indicated cost.
3.1.5	Is storage unlimited? If not, describe the storage and 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? If yes, explain.
3.3	**Privacy**
3.3.1	Does the proponent have a privacy policy/statement? If so, please provide the link.
3.3.2	Does the proponent have privacy breach protocols? If yes, do they include mandatory client (Memorial) notifications?
3.3.3	If the proponent has direct email access to Memorial end users, does the proponent comply with Canada's Anti-Spam Legislation?
3.3.4	Does the proponent comply with the EU General Data Protection Regulation?
3.4	**Security / Information Protection**
3.4.1	Does the proponent have a security policy/statement? If so, please provide the link.

3.4.2	Does the proponent have security/data breach protocols? If yes, do they include mandatory client (Memorial) notifications?
3.4.3	Does the proponent conduct regular vulnerability assessments and penetration tests of its application? If yes, are the results released/available?
3.4.4	Has the proposed solution undergone an assessment using the Higher Education Community Vendor Assessment Toolkit (HECVAT)? If so, please attach a completed HECVAT template. Otherwise, please answer the following questions: • What security standards does the proponent adhere to? • What security certifications does the proponent maintain? • What security clearances, confidentiality agreements/oaths do the proponent require of its employees? What level of audit and logging does the proponent generate? Can Memorial access the logs upon request?
3.4.5	How does the proponent protect data in transit and at rest (including backups)?
3.4.6	Does the proponent offer encryption/key management options?
3.4.7	What are the backup and disaster recovery procedures of the proponent?
3.4.8	How often are backups restored/tested?
3.4.9	Describe the application's security patch management cycles (frequency, etc.).
3.4.10	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.)
3.4.11	Does the proponent charge a fee for any of the following? If yes to any, please include rates in Appendix D. • To export data upon termination of the contract. • To purge data upon termination of the contract. For information access requests (see Section 2(c) in the Memorial University Data Protection Schedule (**Appendix E**)).
3.4.12	Can the proposed solution purge data in accordance with a records retention and disposal schedule? If yes, provide more information and indicate if there would be an extra cost in Appendix D.
3.4.13	If applicable, describe how the proposed solution securely handles file uploads.

3.5	**Service Delivery**
3.5.1	What are the core support hours?
3.5.2	What is the targeted uptime (i.e. 99.9%)?
3.5.3	What is the credit structure for unscheduled downtime?
3.5.4	Describe the application's new feature release management cycles (frequency, etc.).
3.5.5	When are the scheduled maintenance windows? Ensure you indicate the time zone.
3.6	**Data Integration and Reporting**
3.6.1	Describe the proposed solution's API capabilities.
3.6.2	Provide the data model.
3.6.3	Describe the proposed solution's capabilities for integration with other systems, if applicable.
3.6.4	Describe the proposed solution's query, reporting and data extraction capabilities.
3.6.5	Describe the proposed solution's approach to data conversion, if applicable.
3.7	**Authentication / Authorization**
3.7.1	Describe which authentication technologies are supported (e.g. Active Directory, OpenLDAP, Apereo CAS, SAML2, Entra ID, etc.).
3.7.2	If SAML2 is supported: • Are certificate signed authentication requests by the service provider supported? Describe which identity data is required for authentication integration support (displayName, studentNumber, etc.).
3.7.3	Describe which identity federations are supported (CANARIE CAF-FIM, eduGAIN, etc.).
3.7.4	Describe the proposed solution's support for authorization, group management, and role-based access controls.

3.7.5	Does the proposed solution support local authentication? If so, can both external and local authentication be enabled? If so, describe the support for the following:

	Admin Users	General Users
Multifactor authentication		
Password management self-service		
Complex password		
Lockout after x failed login attempts		
Inactive accounts expiry		

3.8	**Email and Web Accessibility**
3.8.1	Describe the proposed solution's email configuration requirements (including email authentication capabilities) with respect to SPF, DKIM & DMARC.
3.8.2	Does the proposed solution conform to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standard? Please describe the solution's conformance with the WCAG standard.
3.9	**Ellucian Banner Integration**
3.9.1	Does the proposed solution support integration with Ellucian Ethos Integration? What options exist to integrate the proposed solution with available Banner products?
3.9.2	Describe the experience of the proponent integrating the proposed solution with the Ellucian Banner ERP suite of products.
3.9.3	Does the system support bi-directional data integration with Banner ERP integration, and are data integrations real-time or batch?
3.9.4	Is the proponent an Ellucian partner?
3.10	**Hyland OnBase Integration**
3.10.1	ptions exist to integrate the proposed solution with Hyland's OnBase Enterprise Content Management Software?
3.10.2	Describe the experience of the proponent integrating the proposed solution with Hyland's OnBase Enterprise Content Management Software.

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. All prices must be in Canadian Dollars.

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 – EVALUATION CRITERIA

Proposals will be evaluated as per the following criteria category weights. Only proposals submission that meet the mandatory criteria with be evaluated.

Criteria	Weighted Percentage
Mandatory Requirements	Y / N
1.0 Proponent Information	10%
2.0 Business Requirements	30%
3.0 Technical Requirements	20%
Cumulative Score	**60%**
Demonstration Score (Proposals must meet all mandatory requirements and score a minimum of 45% out of 60% on items 1-3 to receive a demonstration invitation)	15%
Financial Proposal Requirements	25%
Total Score	**100%**

*** PRICING FORMULA***

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

APPENDIX D – PRICING FORM

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.

Financial Proposal Requirements

Proponents are asked to submit financial proposal as a separate PDF file with their bid. The PDF file should be clearly identified as "Financial Proposal". The financial proposal will be evaluated after all other criteria outlined in **Appendix C** are evaluated.

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 for 5 years:

- Purchase of ***all*** licensing, support and maintenance fees necessary to implement an integrated enterprise system.

- Year one support and recurring annual service fees for four (4) years (five (5) years total).

- All professional services related to:
  - Implementation and software configuration
  - Business analysis support to assist in the implementation of the solution as required
  - SSO and any other required integration
  - Training
  - Performance and user acceptance testing
  - Support and maintenance up to final go-live
  - Detail on any sunset or termination clauses in contract

Please complete Pricing Form A ($CAD):

PRICING FORM A: All work associated with the below services, as well as any additional or one-time fees / charges for a travel expense management system (rate sheet). Where there is no cost associated with any of the categories below in any given year, quote it as $0.00 rather than leave an area blank.							
Description	**Comments**	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**	**Total**
System Implementation (Professional Services)							
Licensing (Annual)							
Other Costs*							
Sub-Total							
Applicable duties, sales taxes, etc.							
Total Costs							

* Any essential costs related to system features / supports the proponent is proposing to support any business and technical requirements outlined in **Appendix A**. If features span into different tiers of pricing, include pricing for each separate package.

Rate Sheet The proponent is asked to share any anticipated additional or one-time fees / charges such as but not limited to implementation overages (i.e. rates for going over contracted hours), base plan overage charges (e.g. exceeding data/usage caps, support calls, etc.), early termination penalties, third-party integration fees, renewal charges, accessing archived data, etc. Add additional rows as required.			
Item	**Fee Description**	**Rate ($CAD)**	**Unit of Measure** (e.g. per hour, per day, per transaction, etc.)
1			

2			
3			
4			
5			
6			
7			
8			
9			
10			

Additional Pricing

Future Add-Ons and Upgrades

If the proponent would like to share optional pricing for premium feature packages or complementary modules, please include brief package descriptions and proposed rates ($CAD) here. These prices **will not be evaluated** as part of the financial proposal.

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**
- Evaluation Criteria – **Appendix C**
- Pricing Form - **Appendix D**
- Memorial University Data Protection Schedule - **Appendix E**
- References - **Appendix F**

Evaluation Committee

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

- Director of Operations, Office of the Vice President (Finance and Administration)
- Lead, Transformation Program, Office of the Vice President (Finance and Administration)
- Director, Financial Services, Office of the AVPF and CFO
- Director, Information Protection and Security, Office of the Chief Information Officer
- Associate Director, Enterprise Application Services, Office of the Chief Information Officer
- Staff Accountant - Travel & Disbursements, Financial Services, Office of the AVPF and CFO

APPENDIX E – MEMORIAL UNIVERSITY DATA PROTECTION SCHEDULE

Please review Memorial University's Data Protection Schedule below and identify any section(s) of the schedule which the proponent or the proposed solution cannot comply with in the following table. Please add rows as necessary

Section	Proponent Comment

MEMORIAL UNIVERSITY'S DATA PROTECTION SCHEDULE

This Schedule forms part of the agreement between Memorial University (the "University")

And _____ (the "Contractor") respecting

_____ (the "Agreement").

DEFINITIONS

1. In this Schedule,

(a) "Acts" means the *Access to Information and Protection of Privacy Act of Newfoundland and Labrador, 2015*, (*ATIPPA, 2015*) as amended from time to time and the *Management of Information Act* (*MIA*).

(b) "Contact Information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual.

(c) "Personal Information" means recorded information about an identifiable individual, other than Contact Information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the University and the Contractor dealing with the same subject matter as the Agreement.

(d) "University Data" means any information received by the Contractor pertaining to the Agreement that (i)

is not generally known in the industry in which the University is engaged, (ii) is "personal information" within the context of the Access to Information and Protection of Privacy Act, 2015 (ATIPPA 2015), S.N.L. 2015, c. A-1.2, as amended from time to time, or such other provincial legislation as is applicable, (iii) would logically be considered confidential and/or proprietary, (iv) would do the University harm if divulged, or (v) is marked "Confidential" or "Proprietary", and shall include all reporting documentation provided by the Contractor in accordance with this Agreement.

PURPOSE

2. The purpose of this Schedule is to:

(a) enable the University to comply with its statutory obligations under the Acts with respect to University Data; and

(b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Acts with respect to University Data.

(c) ensure the Contractor acknowledges that University is subject to the *ATIPPA, 2015* and any records Contractor supplies to University, including the terms and conditions of this Agreement, may be subject to requests under the *ATIPPA, 2015*. In the event of a request to University for third party business information in its custody and control, information can be withheld only if it meets all parts of the 3-part harms test for non-disclosure as stated in section 39 of the *ATIPPA, 2015*.

COLLECTION OF PERSONAL INFORMATION

3. Unless the Agreement otherwise specifies or the University otherwise directs in writing, the Contractor may only collect or create Personal Information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the University otherwise directs in writing, the Contractor must collect Personal Information directly from the individual the information is about.

5. Unless the Agreement otherwise specifies or the University otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects Personal Information:

(a) the purpose for collecting it.

(b) the legal authority for collecting it; and

(c) the title, business address and business telephone number of the person designated by the University to answer questions about the Contractor's collection of Personal Information.

ACCURACY OF PERSONAL INFORMATION

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any Personal Information to be used by the Contractor or the University to make a decision that directly affects

the individual the information is about.

COMPLIANCE WITH ATIPPA, 2015 AND DIRECTIONS

7. The Contractor must in relation to Personal Information comply with:

(a) the requirements of *ATIPPA, 2015* applicable to the Contractor as a service provider, and

(b) any direction given by the University under this Schedule.

8. The Contractor acknowledges that it is familiar with the requirements of *ATIPPA, 2015* governing Personal Information that are applicable to it as a service provider.

COLLECTION, USE, DISCLOSURE AND RELEASE OF UNIVERSITY DATA

9. If the Contractor receives a request for access to University Data from a person other than the University, the Contractor must promptly advise the person to make the request to the University unless the Agreement expressly requires the Contractor to provide such access and, if the University has advised the Contractor of the name or title and Contact Information of an official of the University to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and Contact Information to the person making the request.

10. The Contractor agrees that if there is an access to information request (on behalf of an individual) pursuant to any access to information legislation that applies to the Contractor, the Contractor will provide notice of such request to the University and the University shall work with the Contractor to compile the appropriate response. Any work required on behalf of the Contractor shall be at no additional charge to the University.

11. Unless the University otherwise directs in writing, the Contractor may only use University Data if that use is:

(a) for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement and

(b) in accordance with *ATIPPA, 2015*.

12. The Contractor agrees that it will not directly or indirectly use, collect, disclose or release University Data for any purpose, including sale of the University Data, which use, collection, disclosure and release is not authorized by the University and that agrees that access, use, collection, disclosure or release of the University Data for any purpose not related to the agreement is strictly prohibited.

13. The Contractor agrees to limit access, use and disclosure of the University Data to only those who need it within its organization for purposes of the agreement.

14. If the Contractor is legally required or compelled through the service of a subpoena or warrant to disclose any of the University Data belonging to the University, it must provide the University with prompt notice of

the compelled disclosure to allow the University to seek a protective order or other appropriate remedy to prevent or limit such disclosure.

CORRECTION OF PERSONAL INFORMATION

15. Within 5 business days of receiving a written direction from the University to correct or annotate any Personal Information, the Contractor must annotate or correct the information in accordance with the direction.

PROTECTION OF UNIVERSITY DATA

16. The Contractor must protect University Data by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

17. The Contractor will implement and maintain industry security best practices to protect University Data from security attacks/vulnerabilities. Contractor will conduct regular security assessments to ensure its environment is properly maintained and protected against known vulnerabilities.

18. Contractor agrees that to the extent that the service or software has access to or uses University Data, Contractor and its employees and agents will keep that information confidential and exercise the same degree of care, diligence and skill that it would use to safeguard Contractor's own confidential information.

19. Contractor has implemented and will maintain administrative, physical, and technical safeguards designed to:

(a) protect against anticipated threats or hazards to the security of Confidential Information, and

(b) protect against unauthorized access to or use of University Data that could materially harm the University or violate the privacy, integrity or security of the University Data.

RETENTION OF UNIVERSITY DATA

20. Unless the Agreement otherwise specifies, the Contractor must retain University Data until directed by the University in writing to dispose of it or deliver it as specified in the direction. Upon termination of the Agreement or should the Contractor cease operations, retention of University Data shall be in accordance with Section 24 below.

INSPECTION OF UNIVERSITY DATA

21. In addition to any other rights of inspection the University may have under the Agreement or under statute, the University may, audit compliance with this Schedule at any time.

NOTICE OF NON-COMPLIANCE

22. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a

provision in this Schedule in any respect, the Contractor must promptly notify the University of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

TERMINATION OF AGREEMENT

23. In addition to any other rights of termination which the University may have under the Agreement or otherwise at law, the University may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

24. No later than thirty (30) days prior to termination of Agreement or should the Contractor cease operations, University may request a copy of all University Data. University Data will be provided by Contractor to University in an agreed upon and usable format. Contractor shall make University Data available for download by University and will notify University of the availability of University Data via email within ten (10) days of termination of Service. Contractor will make University Data available for download for thirty (30) days after notifying University of the availability of University Data, after which University Data shall be permanently deleted, including backups, by Contractor and provide written confirmation.

GENERAL TERMS

25. The Contractor will provide the University with a completed Cloud Assessment, which may include HECVAT.

26. In the event that the Cloud Assessment is contained in the response to Request for Proposal (RFP) requirements, the Contractor's RFP response will be appended to the main Contract.

27. The Contractor agrees that any University Data collected from the University on behalf of the University is wholly owned and managed by the University during the tenure of the agreement and upon expiration or termination of the Agreement.

28. Contractor agrees to add Memorial University as an additional insured as evidenced by the Certificate of Insurance. If there are any changes to the coverage, the Contractor agrees to send an updated certificate to the University. In the event of a security breach as outlined above caused by Contractor's service or software, Contractor agrees to indemnify and save University harmless from any such breach, up to a maximum of $1,000,000.

29. If the Contractor is processing and/or storing credit data on behalf of the University, the Contractor warrants and represents that it will maintain the appropriate PCI compliance level and that the Contractor will immediately notify the University of any change to its PCI compliance status.

UNIVERSITY DATA BREACH PROTOCOL

30. The Contractor acknowledges that it is responsible for any security incident or breach related to University Data, which is not caused by any act, omission or negligence of the University. The Contractor shall notify the

University in writing within seventy-two (72) hours whenever the Contractor reasonably believes that there has been an unauthorized acquisition, destruction, modification, use, disclosure of or access to the University Data ("Security Breach"). Such notification shall summarize the details of the Security Breach and any corrective action taken or to be taken by the Contractor. After providing the required notice, the Contractor will investigate the Security Breach and promptly take all necessary and advisable corrective action to eliminate or contain the exposure or situation that led to the Security Breach and will keep the University apprised of the status of the Security Breach and all corrective measures taken, and all matters related thereto.

INTERPRETATION

31. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

32. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

33. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

34. If a provision of the Agreement (including any direction given by the University under this Schedule) conflicts with a requirement of the Act or an applicable order of the Commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

35. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or the law of any jurisdiction outside Canada.

APPENDIX F – REFERENCES

Project Reference #1	
Project Name & Location:	
Owner & Contact Information: Include name, title, address and contact phone number for representative most knowledgeable about the project.	
State project size and scope of services provided in the Contract as well as year completed.	
Highlight similarities to the requirements of this project.	
Duration of contract. Was the project complete on time and budget, if not explain.	
Project Reference #2	
Project Name & Location:	
Owner & Contact Information: Include name, title, address and contact phone number for representative most knowledgeable about the project.	
State project size and scope of services provided in the Contract as well as year completed.	
Highlight similarities to the requirements of this project.	

Duration of contract. Was the project complete on time and budget, if not explain.	
Project Reference #3	
Project Name & Location:	
Owner & Contact Information: Include name, title, address and contact phone number for representative most knowledgeable about the project.	
State project size and scope of services provided in the Contract as well as year completed.	
Highlight similarities to the requirements of this project.	
Duration of contract. Was the project complete on time and budget, if not explain.	

APPENDIX G - HEALTH AND SAFETY INFORMATION

Health and Safety Orientation

MEMORIAL UNIVERSITY

MAY 2022

www.mun.ca

Welcome to Memorial University

Memorial is committed to developing, maintaining, implementing and continuously improving a safe and healthy work, teaching and learning environment. Prior to starting work at Memorial it is important that you are aware of the following health and safety information.

Health and Safety Information

Emergency Response

- To report an emergency (dialed from a campus phone, otherwise dial 864-XXXX):
  - St. John's Campus – 4100
  - Health Sciences Centre - 4100
  - Ocean Sciences Centre – 9-911*
  - Marine Institute – 9-911*
  - Grenfell – 2888

*when utilizing 911, a follow up call should be made to St. John's Campus Enforcement and Patrol (CEP) 4100.

Incident Reporting and MUN Safe

- **All** health and safety incidents must be reported to your Memorial Representative and an incident report completed
- Download the MUN Safe app to quickly access campus resources 24/7 such as emergency push notifications, emergency procedures, incident reporting and more.
  - Report hazard observations and near misses via MUN Safe

First Aid and AEDs

- In case of an injury, first aid kits are located in all office suites and laboratories
- All workplaces have AEDs as well as trained first aid responders, names posted throughout the buildings.

Emergency Evacuations

- Ensure you are aware of the primary and secondary.
- The building fire alarm system can be activated at the nearest fire alarm pull station.
- Emergency evacuation and location plans are posted on each in each building. Exit the building immediately upon activation of the alarm and proceed to the building's assembly point.
  - Mobility impaired individuals must proceed to the nearest stairwell and inform an emergency warden of their location

Working Alone

- If activities involve lone work then a check-in process must be developed in consultation with your Memorial Representative.

Communicable Disease

- Practice good hand hygiene and cough/sneeze into your arm
- Do not come to campus if feeling unwell

Other

- Memorial is a smoke-free campus
- Speed limit on Memorial road is 30 km/hr, be mindful of the many pedestrians on campus
- Obey all posted signage

Contact us

Environmental Health and Safety
Office of the Chief Risk Officer
E: health.safety@mun.ca
www. mun.ca

This is one in a series of informational fact sheets highlighting Environmental Health and Safety.