



APPENDIX "B"

**PROJECT SCOPE &
OBJECTIVES**

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Saint John Energy is inviting proposals (RFP) for the development of a mobile application for our customers.

SUMMARY

The successful bidder will meet with a representative group of Saint John Energy employees to collaboratively design a mobile App to address customer interactions with Saint John Energy including but not limited to viewing account information, making bill payments, requesting services and receiving text alerts. The new App must be compatible with Android and IOS platforms.

The App must have a secure login for our customers and will need to be securely integrated with our CIS system, Advanced Utility System's CIS Infinity V4.

RFP CONSIDERATIONS

The intent of this RFP is to:

- Expand communication channels available to our customers;
- Provide an easy payment method to our customers;
- Provide easy and fast information focused on customer needs;
- Offer text notifications to customers;
- Enhance compatibility with mobile technology.

It is our intention to securely integrate the app with information from our current CIS system.

Given the progression of app development, Saint John Energy would like to see contained in your RFP, a method for maintaining the app. Consideration should be made in your RFP for appropriate training of the proposed method for maintaining the app.

Training for users should also be included in your submission.

Graphical considerations (such as fonts, layout and size, graphics, colors, app structure, design, etc.) will be put forward by the successful bidder.

Users will have the capability of signing-up for text alerts, signing up for services such as electronic billing, viewing and paying their bill, viewing consumption history, etc.

The app should be able to provide background analytics including usage statistics.

The app will also be required to send secure information back to Saint John Energy with respect to new users, requests for new services, etc.

OPTIONAL CONSIDERATIONS:

An optional consideration could be a chat feature for customers.

Submissions can include consideration for other operating systems such as Microsoft and Google. Ease of integrating smart technology in the future would also be considered an asset.

Pricing for optional considerations should be separate from the mobile application pricing.

RFP FORMAT

To assist us in the comparison and evaluation of submissions, we ask that you respond to this RFP with at least the information requested and in the format indicated below.

- 1) A short profile of your business, details of experience in app development and the length of time you have been in the business.
- 2) An example of mobile applications you have developed that are similar in nature to the requirements put forward in this proposal. Also include the total number of mobile applications designed for corporate clients.
- 3) A list of at least five references with contact names that your business has developed mobile applications for that may be contacted by Saint John Energy. Samples from these mobile applications may be included with your proposal.
- 4) A brief outline of the methodology and standards you will follow in your approach to this project.
- 5) Indicate all development tools that will be utilized in the development of the mobile application and what will be required to maintain it. If there are annual maintenance fees, please list separately.
- 6) Detailed costs to construct the mobile applications as described in the "RFP Considerations" section of this RFP. Please provide estimated costs for any tools that may be required by Saint John Energy to maintain this mobile application as well as the terms for payment.
- 7) Separate costs for items that could be considered optional.
- 8) A timeline for completion, listing major milestones (analysis, template design and development, refresh).
- 9) Indicate any assumptions you have made or any points you take exception to and why.
- 10) Please feel free to include any changes you would propose to our mobile application including, but not limited to additional functionality, graphics, etc.
- 11) Bidders that are short-listed may be required to present their proposal in person before the committee to further assist in our RFP evaluation.

FINAL DELIVERABLES AND REQUIREMENTS OF SUCCESSFUL BIDDER

Design & Development of the mobile application will be done with the assistance from a representative group of Saint John Energy employees. The successful bidder will meet with this group during the analysis and design phases to receive input. One individual from Saint John Energy and one from the successful bidder will be designated as the primary contacts between groups.

Both parties will agree upon structure prior to moving on to the development stage.

Upon completion of the mobile application, a copy of the completed and functional mobile application with all content, images and related documents will be provided to Saint John Energy via google drive and will be retained by Saint John Energy. Ownership and proprietary rights to the mobile application will transfer to Saint John Energy upon written acceptance at project end.

SCORING CRITERIA FOR MOBILE APP DEVELOPERS

Item for Scoring	Score	Weight	Total	Notes
Quality of Proposal		15		
Business Profile/References		10		
Experience with mobile application Design		25		
Design Methodology		15		
Timeline		10		
Cost Estimate		25		
Totals		100		

GENERAL INFORMATION

Questions regarding this proposal must be sent to holly.hussey@sjenergy.com no later than **Wednesday October 18th, 2017 at 1 p.m.**

Bidders will be advised by Addenda of any alterations to this document. All such changes shall become an integral part of the document and must be considered when arriving at the proposal.

Your proposal is to be submitted in a sealed company identified envelope clearly marked **“RFP –2017 Mobile Application for Customer Interface”** by the closing date;

Wednesday October 25th, 2017 by 3:00 p.m. AST (Atlantic Standard Time) to:

Email:

supply.services@sjenergy.com

Mail:

Saint John Energy
P.O. Box 850
Saint John, New Brunswick E2L 4C7
Attention: Holly Hussey

Courier or Hand Delivered to:

Saint John Energy
325 Simms Street
Saint John, New Brunswick E2M 3L6
Attention: Holly Hussey

Saint John Energy assumes no responsibility for improperly addressed or delivered proposals.