



Saint John Energy

Request for Proposal

RFP- Customer Bill and Notice Printing c/w Mailing

March 15, 2018

Procurement Contact – Holly Hussey

Shared Services

supplyandservices@sjenergy.com

1. SAINT JOHN ENERGY OVERVIEW

Saint John Energy is a municipal electric utility created in 1922 and located in Saint John, New Brunswick, Canada. Saint John Energy serves approximately 36,000 customers in a service territory approximately 126 square miles (323 sq. kilometers). The service territory covered in the Saint John Energy system is bound by the City of Saint John city limits. The Saint John Energy electric customer profile is made up of approximately 32,000 residential, 1,600 small commercial and 2,400 large commercial customers. Saint John Energy installs rents and maintains an electric water heater program.

More information on Saint John Energy and its operations can be found at www.sjenergy.com.

Proposals for: “RFP- Customer Bill and Notice Printing c/w Post Mail” will be received until **1 p.m. ADT on Tuesday, April 3rd, 2018**.

The lowest or any proposal will not necessarily be accepted.

2. ATTACHMENTS

Appendix “A” – Intent to Respond

Appendix “B” – Statement of Work

Appendix “C” – Commercial Response Information

3. PROJECT SCOPE & OBJECTIVES

Saint John Energy is interested in accepting proposals from printing companies that specialize in printing and mailing correspondence for customers of Saint John Energy for a period of two years. Please note that printing services must be the primary business function of your company.

Saint John Energy’s objective is to select a Supplier that:

- a. Is competitive from a quality and cost perspective;
- b. Meets the required scope of work.

In order to achieve the preceding objectives, SJ Energy is issuing this Request for Proposal (“RFP”) to solicit proposals for this service as described in the statement of work (Appendix “B”).

4. SOLICITATION SCHEDULE

Proponents should base their proposals on the following dates:

RFP issued:	March 15th, 2018
Intent to Respond Forms due:	March 19th, 2018
Last Day for Questions & Clarifications	March 23rd, 2018
Proponents due:	April 3rd, 2018

**Please note that the above schedule is subject to change*

5. TERM OF CONTRACT

The term of this contract shall be for the period of two (2) years from the date of award of the contract, with an option to renew for additional consecutive three (3) one year periods, upon mutual agreement between both parties.

Commencement is anticipated for June 4th, 2018.

6. FORMS & SUBMISSIONS

Intent to Respond Forms

Signed “Intent to Respond” forms, see Appendix “A”, are due no later than **3:00 p.m. on March 19th, 2018**.

“Intent to Respond” forms must be emailed to supplyandservices@sjenergy.com

Proposals:

Proposal submissions, signed by an authorized company officer, are due no later than **3:00 p.m. on April 3rd, 2018**. Proposals received after that time may not be accepted and may be returned to the sender.

Proposals are required in two separate parts:

- 1) Technical Proposal
- 2) Commercial / Price Proposal

The individual sections are to be segregated. The Technical Proposal will be evaluated first. If it is found in order, the Commercial / Price Proposal will be reviewed. The Technical Proposal shall have no direct or indirect reference to any price or financials related to the proposal.

Any submissions that are found violating this clause at any stage may be disqualified without further explanation. Both parts of the proposal shall be submitted on or before the due date for submitting the proposal.

Please provide one key contact for all matters relating to the RFP process.

Proposals that have been received by Saint John Energy prior to the issuance of this RFP will not be considered by Saint John Energy under this process and should be resubmitted.

Where to send proposals:

Proponents may choose one of the following for their proposal submission providing that one (1) copy of the technical proposal and supporting information and one (1) copy of the financial proposal are kept separate.

The Commercial/ Price Proposal are to be submitted in the package in a separate sealed envelope with the Proponent's name and address and clearly marked as: **Commercial/ Price Proposal – RFP Customer Bill and Notice Printing c/w Post Mail**

Mailing address:

325 Simms Street
Saint John, New Brunswick
E2M 3L6

Hand Delivered :

325 Simms Street
Saint John, New Brunswick

Email: supplyandservices@sjenergy.com

Saint John Energy reserves the right to reject any proposals that do not meet the requirements of this section.

7. QUESTIONS AND ADDENDA

The requirements specified in this RFP reflect those presently known. Saint John Energy reserves the right to modify solicitation documents by issuing addenda at any time prior to the due date for the submission of quotes, for any reason, whether at its own initiative or in response to a clarification requested by a proponent.

Proponent(s) are urged to carefully examine the RFP immediately and contact Saint John Energy at once if there are any items that require clarification. Proponent(s) are expected to be fully conversant with all clauses of the RFP document before responding. All clarifications deemed by Saint John Energy to be material will be issued as written addenda and sent to all proponents. No verbal interpretation provided by Saint John Energy shall be valid and only written addenda shall bind Saint John Energy.

In the event of a conflict between the RFP and any addenda, later issued addenda shall govern to the extent of any such conflict. All addenda shall be deemed to form part of the proponent's submission.

All requests for clarification must be directed in writing via e-mail to Holly Hussey at supplyandservices@sjenergy.com

8. PROPOSAL VALIDITY PERIOD

Proposals shall be valid for a period of at least ninety (90) days from the Proposal due date. Proponents agree to accept an order based on the terms of the submitted proposal in the event that a written notification of award is received on or before expiration of the ninety (90) day time period.

9. WITHDRAWAL AND MODIFICATION OF PROPOSALS

Proponents may withdraw their proposal and submit a revised proposal prior to the proposal due date. After the response deadline, proponent-initiated changes will not be accepted. Proposals may be withdrawn from consideration at any time prior to the proposal due date.

10. CONFIDENTIAL OR PROPRIETARY INFORMATION

Saint John Energy's normal business practices will be observed in handling proposal materials. If the proponent considers the Commercial / Price Proposal or any other information contained in its proposal to be confidential or proprietary, then each page of the proposal containing such information must be clearly marked "Confidential".

Saint John Energy shall use all commercially reasonable steps to prevent the disclosure of proponents' aggregated and personally identifiable information to third parties, except as proponents permit, or as may be required by law or its regulators.

11. TECHNICAL PROPOSAL REQUIREMENTS

Responses to all requirements listed below are required, unless otherwise stated as optional. Responses are to be provided in the same order as listed in this RFP, do not re-number or re-organize any section.

11.1 Technical Requirements

A complete response shall include the following:

- a. Written description of all deviations from the statement of work in Appendix B. Please note the number from the document and the reason that you cannot comply.

11.2 Organizational Capabilities

- a. Provide a brief overview of your company including your company name and headquarters address, the name of any sub-contractors or business partners used as part of this proposal, and length of time in business.
- b. Identify key personnel within your management structure who will ultimately be accountable to Saint John Energy for your company's performance.

11.3 Quality and Monitoring

- a. Provide a brief description of your quality assurance programs and quality management system.

11.4 Performance Standards

- a. What are your standards with respect to resolving service issues?
- b. Who is responsible for responding to the customer?
- c. Explain any contractual issues with unions or affiliates that may affect service levels to Saint John Energy.

11.5 Reliability and Company Information

- a. Schedule – Supplier must provide an implementation plan outlining tasks and timelines to be completed.
- b. Competence – what makes you experts in the field? What sets you apart from other service providers?

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- c. Accountability – Please, define with regard to staffing levels, training levels, necessary supplies and equipment, etc.
 - d. Please provide a description/overview of your operations including data security provisions.
 - e. Please describe all of your sustainability strategies.
 - f. Please provide a detailed description of your facilities and equipment that will be used for these services.
 - g. Please provide a depiction of the future of utility bill production and industry in general.

11.6 Certifications

- a. Indicate compliance and supply the necessary documentation for the following certifications with your proposal. Your proposal should also list all other certifications not listed in this RFP:
 - i. Contractor must have at least the following insurance coverage:
 - \$2,000,000 Commercial General
 - ii. All other certifications applicable to your business that are not listed.

12. TECHNICAL PROPOSAL REQUIREMENTS

12.1 Please provide examples of previous engagements of similar nature/ expertise/ scale, including contact information for at least three references that are currently using your services that Saint John Energy may contact. It is preferable that the list includes clients in the utility industry that have requirements comparable to Saint John Energy.

13. KEY SELECTION CRITERIA

Saint John Energy anticipates using an evaluation process based on any one or more of the following Key Selection Criteria, in no particular order of importance and without limiting Saint John Energy's ability to take into account any other criteria Saint John Energy considers relevant:

- Pricing (60%)
- Sustainability (3%)
- Ability to meet specification requirements and technical proposal answers (30%)
- References (7%)

14. GENERAL CONDITIONS

Notwithstanding anything contained elsewhere in this RFP, including any schedules or attachments hereto, this RFP is subject to the following terms and conditions, all of which the proponent is deemed to accept without qualification by the proponent's submission of a quote in response to this RFP:

- a) **No Obligations:** This is an invitation for quotes and not a tender call. Saint John Energy does not intend to and does not assume or owe any contractual or other duties or obligations as a result of the issuance of this RFP, the preparation or submission of a quote by a proponent, the receipt, opening and consideration of a quote, the evaluation of quotes, provision of additional information or conduct of presentations, the proponent's participation in any discussions or negotiations, or on any other basis whatsoever arising out of this RFP. Without limiting the generality of the foregoing and for certainty, no contract is formed by the submission of a quote in response to this RFP.
- b) **Discretionary Process:** Saint John Energy shall have sole and absolute discretion to:
 - i) Modify or amend the RFP, including without limitation the Solicitation Schedule for the RFP process, the quote requirements, or any other terms, whether material or not.
 - ii) Suspend or cancel this RFP at any time.
 - iii) Reject any or all quotes submitted in response to this RFP and, in that event, at its option, to call for additional quotes.
 - iv) Accept or reject the lowest price quote. If only one quote is received, it may be selected, accepted or rejected at Saint John Energy's discretion.

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- c) **Evaluation and Selection:** Saint John Energy shall have the sole and absolute discretion to:
- i) Assess any quote on the basis of any one or more of the selection criteria set forth in this RFP, which criteria are not intended to be exhaustive, and/or any other criterion or factor considered appropriate by Saint John Energy.
 - ii) Undertake a comparative evaluation of any quotes received and evaluate such quotes based on considerations which, in the sole opinion of Saint John Energy, would yield the best value to Saint John Energy and its customers.
 - iii) Select any quote considered by Saint John Energy to be in its best interests or the most satisfactory, including without limitation the lowest or any price quote.
- d) **No Saint John Energy Liability:** Without limiting the generality of 10(a) of these RFP General Terms & Conditions and for certainty, by submission of a quote in response to this RFP, each proponent shall be deemed to accept and agree to the following conditions:
- i) Proponents shall be solely and fully responsible for all costs associated with the development, preparation, transmittal, and submission of any quote or material in response to this RFP, including without limitation the costs of any in-person presentation of quotes at Saint John Energy's offices which Saint John Energy may require, and all costs incurred by a proponent during the selection process and any negotiations.
 - ii) No proponent shall have any claim against Saint John Energy for any compensation of any kind whatsoever as a result of participating in this RFP process, including without limitation any claim for costs of quote preparation or participation in negotiations, or for loss of anticipated profits, whether based in contract including fundamental breach, tort, equity, breach of any duty, including, but not limited to breach of the duty of fairness, breach of the obligation to only accept non-compliant quotes or any other cause of action whatsoever.

15. SAFETY MESSAGE

At Saint John Energy, no business objective is more important than safety. Contractors/Constructors, Service Providers and Vendors are required to adhere to the latest version of Provincial, Municipal and applicable Federal laws and regulations. They are to also follow Saint John Energy rules, guidelines, methods, practices and applicable procedures while conducting business on behalf of Saint John Energy or while on Saint John Energy property.

16. ENVIRONMENT AND SUSTAINABILITY

Saint John Energy is committed to conducting a viable business in a manner which is respectful and protective of the Environment and in full compliance with legal requirements. That is why Saint John Energy maintains Environmental Management Systems that are consistent with the ISO 14001 international standard. An Environmental Management System allows a company to better manage environmental aspects of its business and improve performance. A copy of Saint John Energy's Environmental Policy is available on request.

It is important to Saint John Energy that providers of goods and services and contractors understand this commitment as they conduct business with Saint John Energy, and that they help Saint John Energy to identify opportunities to enhance environmental initiatives through the use of appropriate products or services. It is also important that external contractors who work with our company understand our environmental practices and risks. It is not the expectation of Saint John Energy that providers will have acquired ISO 14001 equivalency with their own environmental management systems.

Saint John Energy has obtained the CEA Sustainable Electricity Company™ Brand and have identified core sustainability issues that are important to us and our stakeholders as per ISO 26000 guidance.

We encourage our suppliers to review or adopt similar sustainable practices. Please include in your RFP response a statement concerning policies or practices that your company has adopted pertaining to sustainable principles. Examples include, but are not limited to: environmental sustainability, fair labour practices, and health and safety management, gender equality, ethical and social responsibility, respect for ecological health and biodiversity.

Evidence of these practices may include energy efficiency or water consumption reduction programs and their related targets, hiring practice documents, health and safety programs, workplace ethics policies.

As part of our bid evaluation, your response on sustainable practices will be scored and will form a portion of our overall score.