



Request for Proposal

Mobile Application for Customer Interface

October 6th, 2017

Procurement Contact— Holly Hussey

supplyandservices@sjenergy.com

SAINT JOHN ENERGY OVERVIEW

Saint John Energy is an electrical distribution utility serving the 36,400 ratepayers in the City of Saint John since 1922.

Our mission is: "***We provide innovative customer-centered energy and utility solutions***".

How we describe ourselves....

- Customer first
- Friendly Customer Service
- Progressive
- Innovative ideas
- Forward thinking
- Trustworthy
- Reliability
- Confident
- Adaptable
- Flexible

Saint John Energy currently has an online presence at www.sjenergy.com.

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

1. ATTACHMENTS

Appendix "A" – Intent to Respond-RFP 2017 Mobile Application

Appendix "B" – Project Scope & Objectives

Appendix "C" – Price Proposal Form

2. SOLICITATION SCHEDULE

Proponents should base their proposals on the following dates:

RFP issued:	October 6 th , 2017
Intent to Respond due:	October 12 th , 2017
Questions & Clarifications from Proponents due:	October 18 th , 2017
Proposals due:	October 25 th , 2017

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

3. FORMS & SUBMISSIONS

a) Proposals:

Proposal submissions, signed by an authorized company officer, are due no later than **3:00 p.m. ADT on October 25th, 2017**. Proposals received after that time may not be accepted and may be returned to the sender.

Proposals are required in **two separate parts:**

- 1) Services Proposal
- 2) Price Proposal (Appendix C)

The individual sections are to be segregated. The Services Proposal will be evaluated first. If it is found in order, the Commercial /Price Proposal will be reviewed. The Services 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.

b) Where to send proposals:

Email: supplyandservices@sjenergy.com

Fax: 506-658-0868

Mailing address:

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

Hand Delivered:

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

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

4. 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 proposals, for any reason, whether at its own initiative or in response to a clarification requested by a proponent.

All proponents are urged to carefully examine the RFP immediately and contact Saint John Energy at once if there are any items that require clarification. Proponents 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 on or before the date stipulated in the Solicitation Schedule.

Proponents will be expected to respond in writing to any questions or requests by Saint John Energy on any information and data, technical or otherwise that the proponent has submitted in response to this RFP. Failure to respond may be regarded as the proponent's decision to withdraw itself from consideration.

5. 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.

6. 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.

7. 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.

Please be advised that this RFP contains the confidential and proprietary information of Saint John Energy for the exclusive use of your company to evaluate and respond to the RFP. Saint John Energy sends your company this RFP on the express understanding that your company shall keep the RFP in strict confidence and not use any of the information contained in the RFP for any purpose other than to evaluate and respond to the RFP. In the event these terms are unacceptable to you, please immediately return the RFP without retaining any hard or digital copies.

8. 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 proposal in response to this RFP:

- a) **No Obligations:** This is an invitation for proposals 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 proposal by a proponent, the receipt, opening and consideration of a proposal, the evaluation of proposals, 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 A is formed by the submission of a proposal 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 proposal requirements, or any other terms, whether material or not.
 - ii) suspend or cancel this RFP at any time.
 - iii) reject any or all proposals submitted in response to this RFP and, in that event, at its option, to call for additional proposals.
 - iv) accept or reject the lowest price proposal. If only one proposal is received, it may be selected, accepted or rejected at Saint John Energy's discretion.
 - v) accept any proposal which in any manner, whether substantially or in a non-substantial or minor way, fails to conform to or comply with any of the requirements of this RFP, whether or not such requirements are expressed in mandatory terms, or reject any proposal for any such non-conformity or non-compliance.
 - vi) enter into post-submission negotiations and discussions with any one or more proponent(s) regarding price, project scope, or any other term of a proponent's submission, and such other terms as Saint John Energy may require, and to request additional information and clarification regarding any proposal.
 - vii) enter into simultaneous competitive negotiations with some or all proponents or negotiate with individual proponents.
 - viii) modify the scope of the project or any component thereof subsequent to the date for submission of proposals, whether in the context of negotiations or otherwise.
 - ix) discontinue any negotiations at any time.

- x) solicit new proposals from firms that did not respond to this RFP and enter into negotiations with any such firm including but not limited to negotiations or proposals for components of the scope, if any, that are not included in the scope of any contract negotiated and executed with any proponent as a result of this RFP.
- c) **Evaluation and Selection:** Saint John Energy shall have the sole and absolute discretion to:
- i) assess any proposal 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 proposals received and evaluate such proposals 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 proposal considered by Saint John Energy to be in its best interests or the most satisfactory, including without limitation the lowest or any price proposal.
- d) **No Saint John Energy Liability:** Without limiting the generality of Section 13(a) of these RFP General Terms & Conditions and for certainty, by submission of a proposal 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 proposal or material in response to this RFP, including without limitation the costs of any in-person presentation of proposals 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 proposal 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 proposals or any other cause of action whatsoever.

- e) **Regulatory Approval:** Any contract or contracts entered into as a result of this RFP process shall be subject to regulatory approval.

- f) **Governing Law:** This RFP and proposals shall be deemed to have been made in the Province of New Brunswick and shall be construed and interpreted in accordance with the laws of the Province of New Brunswick.

- g) **Volume of Work:** Saint John Energy shall not at any time be held responsible if the estimated volume of work is found to be inaccurate. Service Providers shall not claim damages or loss of profits because of any difference between the quantities as estimated and those actually achieved in the progress of the work.

- h) **Non-Canadians Performing Short Term Work Assignments:** The proponent, if not a Canadian citizen, is expected to determine the current Canadian government requirements for non-Canadians involved in short term work assignments in Canada and obtain any necessary visas or permits.

- i) **Withholding Taxes and Fees:** All those submitting proposals should note that payments to non-Canadian persons or organizations are subject to the terms of the Canadian Income Tax Act and related tax treaties. Unless a waiver is obtained from the Canadian Customs and Revenue Agency, Saint John Energy will deduct and remit any applicable withholding taxes, for monies earned by the proponent while the proponent is in Canada.

9. 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.

10. ENVIRONMENTAL MESSAGE

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.