



REQUEST FOR PROPOSAL

**MOBILE APP TECHNICAL DESIGN AND DEVELOPMENT
BID INSTRUCTIONS**

**NOVA SCOTIA LIQUOR CORPORATION
93 CHAIN LAKE DRIVE
HALIFAX, NOVA SCOTIA**

NSLC TENDER NO: SR-02-P-14

Closing Location: The Nova Scotia Liquor Corporation,
93 Chain Lake Drive, Halifax, NS, B3S 1A3

NSLC Contact: Stephen Bayer
Manager, Procurement & Tendering

Email: stephen.bayer@myNSLC.com

1. **Request for Proposal for the Technical Design and Development of a mobile application for the Nova Scotia Liquor Corporation, as per specifications. The NSLC is seeking an expert technical partner to design and build a mobile application (or mobile micro-site) to enhance the NSLC Event customer experience. The term for this contract will be to provide services as early as possible with the goal of delivering project completion as per specifications.**
2. The NSLC Policy is to ensure that all firms interested in becoming government suppliers shall be given equitable access to contract opportunities, except that consideration may be shown to Atlantic Provinces suppliers, manufacturers and contractors whenever practical and economically feasible to do so, consistent with The Atlantic Procurement Agreement.
3. Proposals must be delivered to the **Nova Scotia Liquor Corporation**, prior to the RFP closing date. Please indicate the RFP reference number on your document and/or envelope.

Mailing/Courier
Address:

Nova Scotia Liquor Corporation
Attn: Stephen Bayer
Manager, Procurement & Tendering
RFP No. SR-02-P-14
93 Chain Lake Drive
Halifax, Nova Scotia
B3K 2A6

4. **Inquiries regarding the RFP Specifications are to be directed by email to Daphne Sleigh, Team Lead Information Technology, NSLC at daphne.sleigh@myNSLC.com , or general inquiries to Stephen Bayer, Manager, Procurement & Tendering, NSLC at stephen.bayer@myNSLC.com by 2:00 pm (AST – Halifax local time) Friday, May 9, 2014.**
5. Please submit **five (5) paper copies** of your proposal, as well as **one (1) electronic** copy in Word or .PDF format.
6. Late proposals received after the closing date and time will be disqualified from competition and returned to the respondent unopened.
7. Proposals **will not** be accepted by fax or email. Respondents may include options and alternatives in their proposal. Options may be included when the Respondent wishes to propose additional services beyond those specifically identified in the RFP.
8. Proposed schedule(s) must be included in all responses submitted.

9. All submissions are subject to evaluation after opening and before award of contract. Submissions may be evaluated not only on the submitted price, but also on quality of goods, delivery, availability of supply, parts, servicing and the capacity of the respondent to meet the requirements of the procurement in accordance with the criteria stated in the RFP document. On request, unsuccessful respondents are entitled to receive an explanation and a debriefing on their submission. All buying activity will attempt to seek out best value, which maximizes the effectiveness and profitability to the Corporation.
10. The NSLC is not obliged to award lowest proposal and reserves the right to reject any or all proposals and has the right to cancel this RFP if required.
11. The NSLC reserves the right at any time, with 30 days written notice, to cancel the contract with the successful proponent without giving specific reason.
12. All respondents should be aware only contracts or amendments signed by the President or designate of the Nova Scotia Liquor Corporation will be valid.
13. All contracts resulting from this RFP will be governed under the laws of Nova Scotia.
14. It is the Respondent's responsibility to ensure that it has all the necessary information concerning the intent and requirements of this RFP and project, and to seek clarification of any matter it considers to be unclear before submitting a proposal. The NSLC is not responsible for any misunderstanding of this RFP on the part of the Respondent.
15. No information given orally by the NSLC, or by means of email or telephone, will be binding, nor will it be construed to change the requirements of the RFP in any way.
16. Respondents wishing to amend an already submitted proposal must submit the amendment to the Nova Scotia Liquor Corporation by fax addressed to the attention of Stephen Bayer, Manager – Procurement and Tendering, at 902-450-6007 provided they are properly identified by company name, RFP number and due date and are received by the Nova Scotia Liquor Corporation prior to the closing date and time. Our fax machine activity record will govern the receiving date and time. Amendment is to identify change in price only, not revealing the amount of the original price submitted.
17. The respondent shall indicate in his submission that he has based his prices on the specifications and all addenda issued during this course of the RFP posting. All pricing must be in Canadian Funds. The bidder should ensure that all calculations and totals are correct. If any discrepancies/errors are noted in the evaluation process, the unit price quoted will prevail.

18. The respondent shall ensure that he has in his possession at the time of submission, all addenda that may have been issued. Confirmation can be obtained by checking the RFP document **#SR-02-P-14** as posted on the Public Tenders website at www.gov.ns.ca/tenders
19. In the event that any proposal is not accepted, the NSLC will not be liable for any costs or damages incurred by the Respondent including, without limitation, any expenses incurred in the preparation and submission of the proposal or the preparation and performance of any presentations or demonstrations.
20. The NSLC reserves the right to verify any information provided by a Respondent by whatever means it deems appropriate, including contacting references other than those offered, and to reject any such information if, in the judgment of the NSLC, such information is not verifiable.
21. The proposal submitted is irrevocable by the Respondent, and will remain in effect and open for acceptance by the NSLC for a period of sixty (60) days after the last day for the submission of proposals.
22. All requirements, designs, documentation, plans and information obtained by the Respondent from the NSLC in connection with this RFP are the property of the NSLC, and must be treated as confidential and not used for any other purpose than replying to this RFP and the fulfillment of any subsequent contract. Upon request of the NSLC, all such designs, documents, plans and information shall be returned to the NSLC.
23. The NSLC will consider all proposals as confidential subject to the provisions of the Freedom of Information and Protection of Privacy Act S.N.S. 1993, as amended from time to time. Any proprietary or confidential information should be identified as such and the desired treatment specified. The NSLC will, however, have the right to make copies of all proposals received, for its internal review process.
24. It is the Respondent's responsibility to ensure that it has all the necessary information concerning the intent and requirements of this RFP and project, and to seek clarification of any matter it considers to be unclear before submitting a proposal. The NSLC is not responsible for any misunderstanding of this RFP on the part of the Respondent.
25. It must be clearly understood that if there is any evidence of misleading or false information having been given, the NSLC may, at its sole discretion, reject the proposal.
26. Notification of successful proposal will be emailed to all respondents immediately after the RFP is awarded.

27. RFP Evaluation Criteria:
As outlined in Section 4.2, Scoring & Weighting, of the RFP Specifications.
28. The NSLC does not bind itself to select any proposal and may proceed as it determines, in its sole discretion, following receipt of proposals. The NSLC reserves each of the following rights, each of which may be exercised at its sole discretion, and for any reason whatsoever:
- I. To reject any or all of the proposals;
 - II. To accept any or all proposals, in whole or in part (including, without limitation, the right to accept none, some or all of the optional features or items proposed in a proposal);
 - III. To accept a proposal that does not satisfy every requirement of the NSLC identified in this RFP;
 - IV. Not to proceed with all or any part of the project;
 - V. To terminate this RFP for any reason or no reason.
29. The acceptance of a proposal and the award of any aspect of this project will be made in writing, and only in writing. At that time, the successful Respondent and the NSLC shall enter into discussions to finalize an agreement. Any award is provisional until the Respondent enters into a written contract on terms satisfactory to the NSLC.

Note: In no event shall the NSLC be obligated to enter into the Respondent's form of contract.

In the event that a successful Respondent fails or refuses to enter into, and duly execute a written contract acceptable to the NSLC within 45 days of the award, the NSLC reserves the right, at its sole discretion, to:

- i) extend the period for executing a contract;
- ii) award the contract to the next qualified Respondent;
- iii) not accept any proposal; or
- iv) to call for new proposals

and the defaulting Respondent shall be responsible for all losses, damages, costs, and expenses (including consequential losses and damages, and legal fees on a solicitor-and-client basis) suffered or incurred by the NSLC as a direct or indirect result thereof, including but not limited to any increase in the price of performance over the price submitted by the defaulting Respondent in its proposal.



**Request for Proposal
Information Technology**

**Mobile App Technical Design and Development
Technical Services**

SPECIFICATIONS

**NOVA SCOTIA LIQUOR CORPORATION
93 CHAIN LAKE DRIVE
HALIFAX, NOVA SCOTIA**

NSLC TENDER REFERENCE NO: SR-02-P-14

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1 INTRODUCTION

1.1 Introduction

1.1.1 NSLC Overview

For more than 80 years, the NSLC has been managing the safe and responsible sale of beverage alcohol in Nova Scotia, returning 100% of its profits to government to help fund key public services. The NSLC operates 105 retail stores, 51 Agency Stores, four Private Wine & Specialty stores and provides service to more than 2000 licensed establishments. The organization employs more than 1400 Nova Scotians and is customer focused, enjoying a customer satisfaction rating of 89%. As a true community partner, the NSLC conducts its business with integrity and respect for the environment while supporting the sale of over \$30 million in local products every year contributing to a total of over \$600 million in sales.

1.1.2 NSLC Objective

The NSLC is seeking an expert technical partner to design and build a mobile application (or mobile micro-site) to enhance the NSLC Event customer experience.

1.2 Request for Proposal Process and Procedures

1.2.1 Process

The table below outlines the major activities and the procurement schedule. These dates are subject to change without notice.

Activity	Targeted Date
Issue RFP	April 30
Response Due (by 2:00 pm Atlantic Time)	May 15
Vendor Selection	May 26
Start work	immediately
App launch	Sept 8, in advance of the Port of Wines Festival

1.2.2 Mandatory Requirements

This RFP includes both mandatory and desirable requirements. Proposals not meeting all mandatory requirements will be rejected without further consideration.

1.2.3 Evaluation Team

A committee formed by the NSLC will evaluate the proposals. Proposals will be evaluated based on the criteria laid out in Section 4. The scoring of Proponent responses will consider the Proponents' description of their ability to meet or not meet these requirements.

The NSLC reserves the right to award the contract to the NSLC's own best interests, to make no award, and to reject any and all proposals, and to waive any informality in the

bidding, at the sole discretion of the NSLC. The NSLC may hold any proposals submitted for a period of ninety (90) days after submission, and all proposals shall remain effective for such period.

1.2.4 Presentations

A selection of Proponents may be invited to provide a presentation of their proposed services in the form of a Q and A session between the dates of May 22 and May 23. Only Proponents invited to present will be offered this opportunity. Invitations will be issued by May 20, and the time and date of the presentation will be determined mutually between the NSLC and the Proponent. An agenda will be issued with the invitation.

1.3 Proposal Preparation

All proponents are asked to organize their proposals in the manner and order as shown in Section 3, Proponent Response.

Proponents are advised to limit their services proposals to 30 pages all inclusive. Proponents are welcome to submit additional supporting materials but are advised that only the 30-page Proposal will be evaluated. Proposals should be provided in Word or pdf format. Proponents are asked to provide one soft copy and 10 hard copies of their proposal.

1.3.1 Proposal Changes/Amendments/Closing Dates/Late Proposals

Refer to the Response Instructions and Information cover sheet for information on proposal changes, notification of changes, closing dates, and late proposals.

1.3.2 Additional Information

All documentation materials submitted as attachments to the proposals should be clearly indicated on a "list of materials" document.

1.3.3 Proponents Expenses

Proponents are solely responsible for their own expenses in preparing, presenting or delivering a proposal.

1.3.4 Authorization

Proposals shall be signed by an authorized official of the bidder's organization whose name and capacity shall be typed or printed below his signature.

1.4 Additional Terms

1.4.1 Subcontracting and Partnering

The Proponents to this RFP must respond and be prepared to accept the role of primary services provider to the NSLC. The Proponent should provide the details of any subcontractors or partners. The primary solutions provider must take overall responsibility for partner or subcontractor contracts, payment, availability, skill set, quality of work, etc.

1.4.2 Liability for Errors

While the NSLC has made considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for proponents. The information is not guaranteed or warranted to be absolutely accurate by the NSLC, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP. Proponents are invited to seek clarification when the information provided is not clear.

1.4.3 General Conditions

The General Conditions, copy of which has been furnished to the bidder, form a part of these specifications and shall be examined before the submission of proposals. Unless these specifications expressly waive terms of the general conditions, or are more definite or more restrictive, they shall not be deemed to waive such terms.

1.4.4 Acceptance of Terms

Terms and conditions of the contract resulting from the award of this RFP will be finalized once the successful proponent has been identified.

1.4.5 Ownership of Proposal and Freedom of Information

The NSLC will consider all proposals as confidential as subject to the provisions of the Freedom of Information and Protection of Privacy Act S.N.S. 1993, as amended from time to time. Any proprietary or confidential information should be identified as such and the desired treatment specified. The NSLC will, however, have the right to make copies of all proposals for internal review purposes.

1.4.6 Use of Request for Proposal

This document or any portion thereof may not be used for any purpose other than the submission of proposals.

1.4.7 Confidentiality of Information

Information pertaining to this RFP or any material obtained by the proponent as a result of participation in this project is confidential and must not be disclosed without written authorization from the NSLC.

2 ENGAGEMENT INFORMATION

2.1 Context

2.1.1 Background

The NSLC hosts two significant customer events each year: The Port of Wines Festival and the Celebrate Whisky event. The Port of Wines Festival is held annually in September and Celebrate Whisky is typically in late winter. At these events, ticket holders attend tasting sessions where they can sample a wide variety of products, including products that are not regularly for sale in NSLC stores. The Port of Wines Festival includes an Event Store, where the tasting products are available for purchase. At Celebrate Whisky attendees may order products and have them delivered to their local store for pickup. These are popular events, and the NSLC would like to enhance the customer experience as well as improve business outcomes by increasing product sales during and post event.

2.1.2 Desired Outcomes

The NSLC would like to design, develop and launch a mobile application (or mobile micro-site) and back end for smartphone devices that will better engage the customer in the event, better meet the needs of attendees, and help to better achieve business outcomes.

The application will be launched in advance of the 2014 Port of Wines Festival in **September 2014**. The first launch is intended to provide the following benefits to customers and staff:

Customer benefits:

- Assistance to navigate the event according to individual preferences.
- Ability to note down and save product preferences when sampling products at an event.
- Ability to share product preferences with event store staff.
- Ability to classify sampled products as: products to buy, products to consider, products to try at a later date, products to share with others.
- Ability to save and retain product lists and notes taken at events.
- Ability to share products via individual preferred social network(s).
- Ability to identify the products that will be featured / available at an event.
- Shorter wait times for purchasing

Staff benefits:

- Sales efficiencies.
- Ability to capitalize on the “spirit” of the event attendees to create hype around the event.
- Ability to publish information and notifications about the event to event attendees.

Following the Port of Wines Festival, the application will be updated and adjusted for the Celebrate Whisky event in early 2015. Ideally, the application, its content and its data will be managed as much as possible by NSLC internal staff.

The application will be designed and developed in such a way that it can be successfully ported to the new NSLC online platform and integrated with SAP data once the platform is available, with a minimum of rework. Please note that this project is in early stages and a platform has not yet been selected.

The application will be designed and developed in such a way that it will be foundational for future enhancements and for a broader customer mobility offering.

2.1.3 Additional Information

The NSLC currently offers a mobile-friendly version of some of the features available on mynslc.com. The NSLC does not currently offer any other mobile applications and has not yet articulated a corporate mobile strategy. The NSLC IT department does not currently have significant experience in the development, publishing or maintenance of mobile applications.

Events held by the NSLC each year:

- Port of Wines Festival, which includes 11 sub-events
- Celebrate Whisky
- Bordeaux
- Regional Wine Events
- Partner events (visiting winemakers, beer events, etc.)
- Events as a sponsor (e.g. California Wine Show, Seaport Beerfest)

Attendees at the Port of Wines Festival event: Approx. 4,000

Products for sale at the Port of Wines Festival: Approx. 300-330 skus each year

Attendees at the Celebrate Whisky event: Approx. 250-300

Products for sale at Celebrate Whisky: Approx. 200 skus

The NSLC corporate collaboration tools are Microsoft Sharepoint and Lync, which are used for: collaborative document editing and version management; web meetings and desktop sharing; instant messaging and IM group discussion; etc.

2.2 Nature of the Engagement

2.2.1 Scope of Services

The NSLC would like to design, develop and launch a mobile application (or mobile micro-site) and back end for smartphone devices that will better engage the customer in the event, better meet the needs of attendees, and help to better achieve business outcomes.

The project will be split into two phases: Preliminary and Execution. The contract and SOW for the Preliminary phase will be signed upon awarding this RFP to the successful Proponent. The SOW for the Execution phase will be signed after completion of the Preliminary phase, **pending NSLC budget approval** of the Execution costs.

Preliminary phase scope of work:

- Software architecture design

- Application wireframes
- Functional specifications
- Technical specifications
- Technical advisory services including but not limited to: final requirements, including user stories and non-functional requirements; measurement plan; creative design; application architecture and technical design; security approach; publishing and hosting approach; mobile application management approach.
- Plan and costing for Execution phase

Execution phase scope of work (to be finalized during Preliminary phase):

- Agile sprint-based technical build of mobile application and back end elements
- Unit testing
- Support for integration, end to end and UAT testing
- Support for deployment and hosting
- Warranty period support
- Performance tuning

2.2.2 Scope Exclusions

Proponents should note that the scope of design work for this engagement is limited to technical design. Creative design for the application will be provided by another party. Proponents should be prepared to work in partnership with the creative agency to achieve successful and timely outcomes.

Proponents should note that the scope of data integration for this engagement is limited to data storage, manipulation, exposure and capture at the mobile application level. Any SAP-side data extracts or integration will be performed by another party. Proponents should be prepared to work in partnership with an SAP technical partner to achieve successful and timely outcomes.

2.2.3 Mobile Application Requirements

A high-level set of requirements have been created in order to facilitate the creation and shaping of this RFP. These are not finalized and will need further examination and discussion as part of the Preliminary Phase process with the successful Proponent.

Venue

- Ability to display a static map of the event venue.
- Ability to access information about the country/region/vendor by clicking zones within the map.
- Ability to identify the location(s) of certain products on the venue map by selecting criteria (taste profile, countries, award-winning designations) from a pre-defined list of filters.
- Ability to locate products in the event store using bin maps.
- Ability to identify product inventory levels, including products that are sold out (real-time inventory not in scope, intention is to update at static intervals).

Personalization

- Ability to create multiple custom lists to which products may be added and saved.
- Ability to add accolades or reviews to products added to the custom list.
- Ability to capture notes for each product added to the custom list.
- Ability to tag or categorize list items (products to buy, products to try, etc.).

- Ability to save custom lists created at events for future reference.
- Ability for rapid product retrieval mechanism for list and product detail compilation.

Socialization

- Ability to post photos, “shares”, “likes”, share specific products, and accolades/reviews to social media networks.
- Ability to send a list via email
- Ability to seamlessly post content to Facebook, Twitter, and Instagram from within the event app.

Integration (may or may not be in scope)

- Ability to electronically transmit a final list of items for purchase to event store staff.
- Possible ability to print custom lists, via a common event terminal/kiosk or another channel.

NSLC Staff

- Ability to publish static, informational content (i.e. – shuttle information, food station descriptions, etc.).
- Ability to send notices to event attendees during the event.

Reporting

- Measurement plan and defined metrics TBD

Technical (Non-Functional) Requirements

- Capable of simultaneous use by all participating event attendees
- Secure protection of users' identity and information
- Support for all HTML-enabled Smartphones
- Extensible to include added functionality over time
- Ability to brand/re-brand and update content for different events through the year

2.2.4 Additional Functionality

NSLC Staff

- Ability to monitor social media activity surrounding the event in real time.
- Ability to collect and aggregate social media feed activity from the event for real-time event displays.

2.2.5 Timing

The NSLC would like to begin work on the Preliminary phase immediately upon awarding the contract. The Execution phase will follow quickly, with completion and launch in advance of the 2014 Port of Wines Festival in September 2014. Commitment to meet the NSLC launch timeline is a critical component of project success.

2.2.6 Required Experience and Expertise

The successful proponent will be able to demonstrate extensive and current experience in:

- Mobile application / micro-site development and deployment in an ERP-based context
- Designing and developing for a range of smartphone devices and operating systems
- Application usability standards
- Technical design for future flexibility

- Agile development approaches

3 PROPONENT RESPONSE

The following section describes the required content of the response to this RFP. Proponents are asked to respond in the order outlined in the table of contents below.

Proposal Section	Proposal Table of Contents	RFP Section Reference
1.	Introduction	3.1
2.	Mandatory Conditions	3.2
	a. Laws of Nova Scotia	3.2.1
	b. Availability for Immediate Start	3.2.2
	c. Commitment to Launch Date	3.2.3
3.	Expertise & References	3.3
	a. Demonstrated Corporate Expertise	3.3.1
	b. Corporate References	3.3.2
4.	Proposed Services	3.4
	a. Client Approach	3.4.1
	b. Engagement Approach	3.4.2
	c. Sub-Phases, Activities and Timing	3.4.3
	d. NSLC Roles and Responsibilities	3.4.4
	e. Proposed Resource(s)	3.4.5
	f. Sub-Contracting Arrangements	3.4.6
	g. Proposed Resource Bios	3.4.7
5.	Financials	3.5
	a. Preliminary Phase Pricing	3.5.1
	b. Execution Phase Pricing	3.5.2
	c. Exclusions	3.5.3
	d. Conditions and Assumptions	3.5.4
	e. Warranties	3.5.5
6.	Added Value	3.6

3.1 Introduction

This section is provided for the purposes of an introductory letter from the Proponent.

3.2 Mandatory Conditions

3.2.1 Laws of Nova Scotia

Proponents must explicitly state that all contracts resulting from this RFP will be governed under the laws of Nova Scotia. The proposal signatory must be authorized to make this commitment on the behalf of the Proponent.

3.2.2 Availability for Immediate Start

Due to the constrained timeline for the planned launch date, the Proponent must explicitly commit to availability to start work immediately upon receiving the contract award, and must indicate the project roles and availability percentages for the Preliminary phase (e.g. Project Manager x%, Technical Architect, x%, etc.)

3.2.3 Commitment to Launch Date

The mobile application (or micro-site) will be an important element of the NSLC 2014 Port of Wines Festival. Barring factors outside the Proponent's control, the Proponent must explicitly commit to launching the application by September 8th at the latest. Proponents should advise the NSLC of approaches they will take to meet this commitment.

3.3 Expertise and References

3.3.1 Demonstrated Corporate Expertise

Proponents are required to provide a concise outline of their corporate expertise. The outline should, at a minimum, cover the following:

- Corporate value proposition
- Number of years in business, size and geographical spread of corporation, market position.
- Number of employees, outline of client base.
- 3 to 4 case studies demonstrating recent and relevant corporate expertise (no more than 2 pages per case study). Provide at least one example with similar project scope and constrained timelines.

Industry designations and/or certifications possessed that are relevant to the initiative may also be noted. Proponents may also provide more detailed information regarding services, as well as any arms-length independent assessments of the services and positioning within the industry. Please include links within the body of the proposal response, but any articles or white papers provided in full may be included as an Appendix to the response. Note that Appendices are reviewed but not evaluated.

3.3.2 Corporate References

Proponents are required to provide references for recent successful engagements of similar size and scope, and that represent the Proponent's current corporate capability. To verify these references, Proponents must provide a list of contacts and site references. Contacts provided in the proposal should be notified that they may be contacted by the NSLC as part of the evaluation process.

Proponents should provide at least three references. References from a relevant retail and/or service client with an online presence similar to the NSLC would be considered more desirable.

Reference information should be provided in the following format:

Item	Response
Name, title, phone number and e-mail of the Contact(s)	
Name of the Organization involved, nature of their business	
A brief description of the engagement, including client objectives, scope and scale, duration, and beginning/end dates	
Names of resources assigned to the engagement.	

3.4 Proposed Services

3.4.1 Client Approach

Proponents are asked to describe the approach they take to working with clients, including but not limited to: understanding client needs; working with client stakeholders; working with third-party creative agencies; working with additional technical parties; governance and oversight; issue and risk management; and service quality assurance.

3.4.2 Engagement Approach

Proponents are asked to provide a description of the manner and framework in which the proponent will work with the NSLC to achieve the outcomes. This may include but is not limited to, a description of: assessing and identifying requirements; drafting technical and software architecture; onsite vs. remote work; Agile development; and any other aspects of the engagement.

The NSLC would like to ensure that the Proponent team will be able to collaborate seamlessly with internal and 3rd party team members and stakeholders. Proponents are asked to identify the collaboration tools they will utilize for this engagement, bearing in mind the NSLC preferred toolset.

3.4.3 Sub-Phases, Activities and Timing

Keeping in mind the NSLC-defined Preliminary and Execution phases, Proponents must provide a high level overview of their proposed activities and deliverables, including sequencing and dependencies and estimated approximate timing of each sub-phase or activity. Proponents are advised that the NSLC's preferred approach to the Execution phase will be an Agile sprint-based delivery.

3.4.4 NSLC Roles and Responsibilities

Proponents must outline expectations regarding the NSLC resources required for the proposed engagement approach, the activities each resource will participate in and the estimated time commitment. Please respond in the table format below.

NSLC SME / Role	Activities / Responsibilities	Estimated Time Commitment

3.4.5 Proposed Roles and Resource(s)

Proponents must provide details on the proposed team structure and the roles the Proponent will fulfil. Please respond in the table format below, providing the resource's name, their professional title, the role they will play for the purposes of this specific engagement and whether they are employees of the Proponent or provided through a subcontracting arrangement.

Proponent Resource Name	Title	Engagement Role	Staff/Sub

3.4.6 Sub-Contracting Arrangements

Proponents must outline any sub-contracting arrangements they plan to utilize in order to resource this engagement.

3.4.7 Proposed Resource Bios

Proponents must attach a brief bio of all of the proposed consulting resources, outlining relevant education and experience.

3.5 Financials

Proponents are asked to provide separate pricing for the Preliminary and Execution phases. Please note that, while a contract and SOW for the Preliminary phase will be signed upon identifying the technical partner, the SOW for the Execution phase will be signed after completion of the Preliminary phase, **pending NSLC budget approval** of the final Execution costs.

Proponents may propose a fixed-price or time & expense financial approach, or both.

3.5.1 Preliminary Phase

Proponents must provide a firm quote for the Preliminary phase, using any combination of fixed or time & expense pricing.

Fixed Cost Pricing

Proponents may present one overall fixed price for the Preliminary Phase or a modular approach composed of multiple fixed-price elements. Using the table format below, please

describe the pricing element, indicate whether or not it is optional, and the fixed price in Canadian dollars.

Item	Base / Optional	Price \$CAD
Total		

Time & Expense Pricing

Proponents may present one overall effort estimate for the engagement or a modular approach composed of multiple estimated elements. Rates may be per resource or blended. Listed resources must correspond to the proposed resource(s) in section 3.4.5. Proponents must provide the details of their proposed time and expense costs in the form of the tables below.

Resource	Estimated Effort (hours)	Hourly Rate \$CAD	Total
Total			

Additional Costs	Notes	Total
Travel & Living		
Other		
Total		

3.5.2 Execution Phase

Proponents must provide a preliminary estimate for the Execution phase, based on the information in this RFP regarding scope and timeline.

Fixed Cost Pricing

Proponents may present one overall fixed price for the engagement or a modular approach composed of multiple fixed-price elements. Using the table format below, please describe the pricing element, indicate whether or not it is optional, and the fixed price in Canadian dollars.

Item	Base / Optional	Price \$CAD
Total		

Time & Expense Pricing

Proponents may present one overall effort estimate for the engagement or a modular approach composed of multiple estimated elements. Rates may be per resource or blended. Listed resources must correspond to the proposed resource(s) in section 3.4.5. Proponents must provide the details of their proposed time and expense costs in the form of the tables below.

Resource	Estimated Effort (hours)	Hourly Rate \$CAD	Total
Total			

Additional Costs	Notes	Total
Travel & Living		
Other		
Total		

3.5.3 Exclusions

Unless otherwise noted, all information provided in section 4 of the proposal (section 3.4 of the RFP), Proposed Services, will be assumed to be included and accounted for in the proposed pricing. Proponents must specify any exclusions.

3.5.4 Conditions and Assumptions

Proponents must document any assumptions made in the preparation of their proposed pricing, and any conditions on which successful completion will be based.

3.5.5 Warranties

Proponents may provide information regarding acceptable options for assurances, guarantees and / or warranties regarding the quality and timeliness of technical services.

3.6 Added Value

Proponents may at their discretion include any additional information they believe demonstrates added value for the NSLC. An example of a value-add item for the NSLC would be an earlier delivery of the solution. Please note that this section may **not** be added as an Appendix, and must be included within the total page count of the proposal.

4 EVALUATION

4.1 Evaluation Process

An NSLC Evaluation Team will conduct the evaluation of the Proponents based on the following steps:

- Evaluation of the Mandatory Conditions on a pass / fail basis. Proposals that pass this stage will move to the second stage of evaluation
- Evaluation of the proposed services and pricing on a weighted scoring basis, with the exception of any Added Value information provided in section 6 of the proposal. See the scoring table below.
- The NSLC may at this point select a shortlist of Proponents to present their proposed services to the Evaluation Team in the form of a Q and A session. The purpose of the presentation is for the NSLC Evaluation Team to validate, clarify and confirm what was written in the Proponent's proposals. Financials will not be discussed at this point. Please see section 1.2.5 for more information on the presentations. Final scoring will be adjusted based on the presentations, using the same scoring and weighting matrix. At this point, any relevant Added Value items will be added to the final scoring.

4.2 Scoring and Weighting

Proposal Contents	Evaluation Weighting
Introduction	0
Mandatory Conditions	
Laws of Nova Scotia	Pass / Fail
Availability for Immediate Start	Pass / Fail
Commitment to Launch Date	Pass / Fail
Expertise & References:	
Demonstrated Corporate Expertise	20
Corporate References	5
Proposed Services:	
Client Approach, NSLC Roles and Responsibilities	5
Engagement Approach	20
Phases, Activities and Timing, Proponent Deliverables	20
Proposed Resource(s), Proposed Resource Bios	10
Financials	20
Pricing	
Exclusions	
Conditions and Assumptions	
Warranties	
Total	100
Added Value	10

APPENDIX A – myNSLC NETWORK OVERVIEW

