



Request for Qualifications RFQ

for Salesforce Implementation Partners

Issued by:

Resource Productivity and Recovery Authority

July 30, 2019

Expression of Interest Deadline:

12:00 p.m. (EST) on Wednesday, August 14, 2019

Response Deadline:

5:00 p.m. (EST) on Tuesday, August 20, 2019

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1.0 Introduction

The Resource Productivity and Recovery Authority (the Authority or RPRA) is seeking Vendors to provide an overview of their qualifications to become an RPRA Salesforce Implementation Partner.

2.0 Background

The Authority is a regulatory authority overseen by the Ontario Ministry of the Environment, Conservation and Parks. The Authority is mandated to administer the requirements of the [Resource Recovery and Circular Economy Act, 2016](#) (RRCEA) and the [Waste Diversion Transition Act, 2016](#) (WDTA), and their associated regulations.

Under the WDTA, the Authority oversees waste diversion programs and their eventual wind up. Under the RRCEA, the Authority enforces individual producer responsibility (IPR) requirements for managing waste associated with products and packaging. The Authority is also responsible for developing and operating an electronic registry (the Registry) for producers, and other persons with responsibilities for resource recovery or waste reduction under the RRCEA, to register with the Authority and report on resource recovery.

The Authority's website – www.rpra.ca – is a source of additional information.

The Authority has engaged ProcurePro Consulting, a boutique consulting firm, specializing in the sourcing and contracting process, to manage the RFQ process and communication on their behalf. They have signed a Non-Disclosure Agreement with the Authority to cover this engagement. The Authority retains all decision-making authority with respect to who is selected as an RPRA Salesforce Implementation Partner.

3.0 Objective

As a regulator, the Authority is responsible for implementing regulations enacted under the *Resource Recovery and Circular Economy Act, 2016*. The implementation of each new regulation requires the Authority to develop additional functionality in the Registry; the Authority wants to ensure that it can do so in a timely and cost-effective manner.

The Authority has retained PricewaterhouseCoopers (PwC) to develop the initial Registry build and has issued a competitive Request for Proposal (RFP) to select a second vendor to develop an accounting system.

Over the next two years, the Authority expects to implement at least three new regulations. This means that we will have at least three concurrent Registry builds underway, adding three new portals and related functionality to the Registry.

To streamline the procurement process, the Authority is issuing this RFQ to select a list of qualified Salesforce Implementation Partners that will:

- be familiar, as a result of this RFQ process, with the Registry that has been built on the Salesforce platform;
- have demonstrated their ability to add additional portals and related functionality to the Registry; and

- can do so working alongside other Vendors.

The successful Vendors will become part of the Authority's list of qualified Salesforce Implementation Partners for future Registry builds. Starting in 2020, multiple qualified partners may be invited to participate in competitive bids for these builds.

4.0 Expected Deliverables

Vendors will adhere to all guidelines, timelines and requests specified in this RFQ. Deliverables for selected Salesforce Implementation Partners include but are not limited to:

- Become familiar with the Registry by attending a demonstration of the current Registry
- Demonstrate experience and qualifications to build additional portals
- Demonstrate ability to work alongside other Salesforce Implementation Partners on concurrent projects
- Commit to providing sufficient local, core project resources throughout the next two years

5.0 General Instructions to Proponents

5.1 General Invitation to Submit Responses

The Authority is seeking responses from potential Salesforce Implementation Partners. Responses specifically marked "Salesforce Implementation Partner RFQ" shall be submitted electronically to Susan Mercer-Tumilty, the designated ProcurePro Consultant for this initiative. Direct all inquiries related to this RFQ to Susan and cc the Authority. Contact information is as follows:

Susan Mercer-Tumilty
procurement@procurepro.ca
416-317-5942 or 416-505-8698

The Authority
cc:procurement@rpra.ca

Vendors who circumvent the outlined communications process may be eliminated from the RFQ process.

Responses will be accepted no later than **5:00 p.m. EST on Tuesday, August 20, 2019**. Late responses will not be accepted.

5.2 Complete Responses

The requirements that each Vendor must follow and include in its response are summarized in this document. The Authority reserves the right to determine, in its sole and unfettered discretion, whether any response meets the mandatory requirements. Responses shall address all the requirements as outlined in this RFQ in addition to any perceived or anticipated requirements determined by the Vendor.

Please note that any documents embedded within this RFQ have also been provided as separate attachments within a zipped folder titled **RFQSchedulesandAttachments** for your reference.

5.3 Negotiation

The Authority reserves the right to negotiate with any or all Vendors, including those Vendors that have submitted a response that does not fully comply, either in material or non-material ways, with the RFQ requirements.

5.4 Request for Information

Each Vendor is solely responsible for ensuring that it has all information necessary to prepare its response and for independently verifying and informing itself with respect to any terms or conditions that may affect their response. All inquiries related to the RFQ shall be directed to the contacts listed in section 5.1.

Vendors are given a specific timeline during the overall process for submitting questions regarding the RFQ content and requirements. Vendors must complete the attached spreadsheet (**VendorQuestionnaireTemplate.xls**) with any questions they have and submit the document by the deadline outlined in section 7.1.



VendorQuestionnaire
Template.xlsx

5.5 Acceptance of Responses

The Authority reserves the right to reject any or all responses or to accept the responses deemed most favourable to the Authority. All responses must include a statement of authorization to submit a response signed by a principal of the Vendor.

Following the evaluation of the submitted response, the Authority may enter into a Salesforce Implementation Partner arrangement with those Vendors they deem most capable to satisfy the deliverables.

The solicitation of responses does not in any way commit the Authority to accept any proposal or to commence negotiations with any Vendor.

6.0 Response Requirements

6.1 Declaration of No Conflict of Interest

The Vendor must declare any real, potential or apparent conflict of interest related to becoming a Salesforce Implementation Partner.

6.2 Executive Summary

The Vendor shall provide an executive summary with its response in addition to the minimum requirements and expectations as outlined in section 6.3. The executive summary shall briefly

summarize the key aspects of the response and the primary contact person for the prospective Vendor.

6.3 RFQ Submissions

Submit an electronic copy of your response to the contacts as indicated in section 5.1. All responses must be received on or before **5:00 p.m. EST on Tuesday, August 20, 2019**.

Complete all schedules, or areas within the schedules, as indicated in the instructions. Failure to comply may result in your elimination.

If additional material is required for one or more questions, label your attachments by referencing the section and questions in your response. Your response to this RFQ will serve as the basis for the consideration of your potential selection as a Salesforce Implementation Partner.

Required schedules:

- Schedule 1 – RPRA Requirements
- Schedule 2 – Rate Card
- Schedule 3 – Legal Terms & Conditions

7.0 Request for Qualifications Process

7.1 General Information

The submission of a response does not constitute a legally binding agreement between the Authority and any Vendor. It is part of an overall selection process intended to enable the Authority to identify qualified Salesforce Implementation Partners.

7.2 Proposed Schedule & Submittal Information

Milestone	Scheduled Date	Time
Release of RFQ	Tuesday, July 30, 2019	9:00 a.m. EST
Deadline for Vendors to submit questions	Tuesday, August 6, 2019	No later than 5:00 p.m. EST
RPRA responds to questions	Monday, August 12, 2019	No later than 5:00 p.m. EST
Expression of Interest due	Wednesday, August 14, 2019	No later than 12:00 p.m. EST
Responses due	Tuesday, August 20, 2019	No later than 5:00 p.m. EST
Notification to short-listed vendors and presentation dates	Thursday, September 19, 2019	No later than 5:00 p.m. EST
Existing Registry Demonstration*	Monday, September 23, 2019	TBD
Presentation dates*	Wednesday, September 25 to Friday, September 27, 2019	TBD
Final Vendor selection & notification	Thursday, October 3, 2019	No later than 5:00 p.m. EST

***Vendors must be available for the demonstration of the existing registry and all the presentation dates outlined in the above chart as these dates are firm and the Authority is not able to accommodate any changes to the schedule.**

The Authority reserves the right to modify the schedule as circumstances may warrant.

7.3 Other Information

Confidentiality of Information

The Authority will require the participating Vendors to enter into a Non-Disclosure Agreement (NDA) with the Authority that protects all information provided to the Vendors by the Authority or by any party contracted by the Vendors in order to participate in the selection process. The NDA must be signed and emailed, along with your completed RFQ response, to the contacts listed in section 5.1.



8.0 Duration of Offer

Responses will be accepted up until **5:00 p.m. EST on Tuesday, August 20, 2019**. Late responses will not be considered. RPRAMutual also reserves the right to extend the RFQ deadline.

9.0 Evaluation Criteria

9.1 Submission Evaluation

The evaluation process to determine the successful Vendors will involve both qualitative and quantitative elements. As a general framework, all responses presented by Vendors will be evaluated in the context of the overall value that they bring to the initiative. Responses will be reviewed and ranked on the following criteria and scored out of a 100-point total as follows:

Ranking Criteria	Percentage
RPRAMutual Requirements	70%
Rate Card	20%
Legal Terms and Conditions	10%

RPRAMutual reaffirms its right to make any selection it deems prudent. Through their participation in the RFQ process, Vendors acknowledge that such selection is not subject to protest nor contest.

RPRAMutual reserves the right to select or not select any Vendor as a potential Salesforce Implementation Partner as a result of this RFQ.

10.0 Clarifications and Interpretations

Each prospective Vendor shall be responsible for conducting its own due diligence on the data and information upon which their response is based and for gathering all information necessary to perform their obligations under the RFQ.

Information referenced in this RFQ, or otherwise made available by the Authority as part of this RFQ, is provided for the convenience of the prospective Vendor only and the Authority does not warrant the accuracy or completeness of this information. Prospective Vendors that find discrepancies or omissions in the information provided, or that have questions, shall notify the contacts listed in section 5.1, who will, if necessary, send written instructions, clarifications or explanations to all prospective Vendors that have responded to this RFQ.

11.0 Instructions to Vendors:

Below are the schedules for Vendors to complete:

- Schedule 1.0 – RPRRA Requirements
- Schedule 2.0 – Rate Card
- Schedule 3.0 – Master Services Agreement

Vendors must complete schedules in their entirety and attach to their final submission; however, Vendors should take note of and only complete the fields available to them in the schedules. The schedule names must remain the same and the formatting of each document should not be altered in any way. Failure to adhere to the instructions may result in elimination from the RFQ process.

If attaching additional documentation to your RFQ responses (e.g. rate cards), ensure the document is clearly named and references any applicable schedule or question.

Schedule 1.0 - RPRRA Requirements

Complete all questions within Schedule 1 and attach to your final submission. You must also include an executive summary as a separate attachment as part of this schedule, as outlined in section 6.2.



Schedule1.0-Requirements.xlsx

Schedule 2.0 - Rate Card

Please provide as an attachment a standard rate card for all resource types you identified as part of your response in Schedule 1.0. Your rate card must include a resource type, location of resource, hourly rate and any additional applicable fees. All rates must be listed in Canadian Dollars (CAD). Please specify rate exclusive of taxes (i.e. taxes extra).

Schedule 3.0 – Master Services Agreement

See the attached form Master Services Agreement (MSA) from RPRA. Please redline within the attachment any proposed alternative language. Please include this redline MSA along with your final response.

Please note that your response to RPRA's form MSA will be considered in the overall evaluation process. The submission of a redline MSA does not constitute a legally binding agreement between RPRA and any Vendor.



Schedule3.0-MasterS
ervicesAgreement.DO

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