

WorkplaceNL
Request for Supplier Qualifications: 2020-21-RFSQ
Implementation of ServiceNow Product Modules

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Health | Safety | Compensation

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Issued: August 28, 2020

RFSQ Submission Deadline: September 14, 2020 before 2:00 p.m. (NL Time)

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SECTION 1 – INVITATION TO RESPONDENTS AND OVERVIEW

1.1 INTENT

This Request for Supplier Qualifications (“RFSQ”) is an invitation by the Workplace Health, Safety and Compensation Commission (“WorkplaceNL”) to prospective Respondents to qualify for eligibility to provide expertise in the delivery of business solutions built on the ServiceNow platform.

Respondents who meet all the requirements and qualifications of this RFSQ will be placed on a pre-qualified supplier list and will be eligible to participate in an invitational second-stage competitive process for the potential provision of the services.

The pre-qualified supplier list shall be valid for one year from the time it is compiled. If determined by WorkplaceNL to extend the validity of the pre-qualified supplier list beyond the one year period, public notice shall be provided.

This RFSQ is for the establishment of a pre-qualified supplier list and for the eligibility to participate in an invitational second-stage competitive process and creates no contractual obligation on behalf of WorkplaceNL. WorkplaceNL is under no obligation to proceed with any second-stage competitive process for the procurement of the services.

Any agreement entered into pursuant to an invitational second-stage competitive process will not be an exclusive contract for the provision of the services. WorkplaceNL may contract with others for goods and services the same as or similar to the services or may obtain such goods and services internally.

1.2 OVERVIEW

WorkplaceNL provides services to employers, injured workers and their dependents, and the public through the administration of the **Workplace Health, Safety and Compensation Act** (the **Act**). These services include promoting workplace health and safety in order to prevent and reduce workplace injuries and occupational disease. WorkplaceNL also works to ensure injured workers receive the best care possible and the benefits to which they are entitled; and facilitates recovery and return-to-work in an early and safe manner. In addition, WorkplaceNL administers an employer classification and assessment system, and must ensure adequate funding for services through sound financial management.

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WorkplaceNL is organized along four main functional areas: 1) worker services; 2) employer services; 3) corporate services; and 4) financial services. These functional areas support the organization's three main lines of business:

1. Education on the prevention of workplace injuries, illnesses, and occupational disease;
2. Claims management for injured workers; and
3. Employer assessments (insurance coverage).

1.3 MANDATORY CRITERIA

The successful Respondents must meet the mandatory criteria and possess the necessary knowledge, skills and experience in the delivery of business solutions built on the ServiceNow platform. The mandatory criteria are as follows:

- 1.3.1** The successful Respondents must have a proven record of providing the services related to the ServiceNow platform with a minimum of five (5) years' experience.
- 1.3.2** The successful Respondents must be a currently registered partner with the ServiceNow Partner Ecosystem at an Elite Partner or Global Elite Partner level.

SECTION 2 – INSTRUCTIONS TO RESPONDENTS
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2.1 ELECTRONIC COPY OF DOCUMENT

2.1.1 WorkplaceNL reserves the right to modify the terms of this RFSQ by issuance of addenda at any time prior to the Submission Deadline. It is the responsibility of the Respondent to ensure that they monitor WorkplaceNL's website (<http://www.workplaceni.ca>) or externally through the web posting at www.merx.com for any addendum to this RFSQ issued up to and including the Submission Deadline.

2.1.2 It is the Respondent's responsibility to ensure that they have received a complete set of documents. By submitting a Response, the Respondent verifies that they have received a complete set of the RFSQ documents including any and all addenda. All terms, conditions, and/or specifications stated or referenced in the RFSQ are assumed to be accepted by the Respondent and incorporated in the Response.

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2.1.3 Respondents who have obtained the RFSQ electronically must not alter any portion of the document, with the exception of applying any addendum issued by WorkplaceNL.

2.2 QUESTIONS AND CLARIFICATION

2.2.1 All questions related to the RFSQ must be directed in writing by email to purchasing@workplacenl.ca and received by WorkplaceNL before 4:30 p.m. Newfoundland Time on September 8, 2020.

2.2.2 All questions must include the RFSQ number and title in the email subject line. All questions should include the Respondent's name and address, contact person's name, telephone number, email address and the reference to the specific section and page number of the RFSQ in question.

2.2.3 To the extent that WorkplaceNL considers that the answer to the question(s) may assist in the preparation of a Response, WorkplaceNL will post an addendum on its website which will be part of the RFSQ. WorkplaceNL may not answer a question where WorkplaceNL considers the information requested is not required to prepare a Response, or where the answer to the question posed may be found in the RFSQ. No Responses shall be binding upon WorkplaceNL unless made in writing. Information obtained from any other source is not official and may be inaccurate and it is not binding.

2.3 CONFIDENTIALITY AND OWNERSHIP OF INFORMATION

2.3.1 Information pertaining to WorkplaceNL obtained by the Respondent as a result of participation in this RFSQ and/or negotiations with WorkplaceNL, if any, is confidential and shall not be disclosed without prior written authorization from WorkplaceNL.

2.3.2 The RFSQ and any supplementary document or portion thereof is proprietary information, and must not be used by the Respondent without the permission of WorkplaceNL, other than for the submission of Responses.

2.3.3 All Responses submitted become the property of WorkplaceNL. By submitting a Response, the Respondent hereby grants WorkplaceNL a license to distribute, copy, print, or translate the Response for the purposes of the RFSQ. Any attempt to limit WorkplaceNL's right in this area may result in rejection of the Response.

2.3.4 The procurement process is subject to the **Access to Information and Protection of Privacy Act, 2015**, SNL 2015 c. A-1.2, as amended

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(**ATIPPA**). The Respondent's Response package may be subject to disclosure under the **ATIPPA**. By submitting a Response, the Respondent agrees to the appropriate disclosure of the information supplied, subject to the provisions of the governing law. WorkplaceNL cannot guarantee the confidentiality of the content of any Response after the Submission Deadline. WorkplaceNL shall not be liable to any Respondent for any claim, direct or indirect, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever incurred by the Respondent as a result of disclosure pursuant to the **ATIPPA**.

2.3.5 By submitting a Response, the Respondent agrees that it has identified any specific information in its Response that may qualify for an exemption from disclosure under subsection 39(1) of the **ATIPPA**. If no specific information has been identified it is assumed that, in the opinion of the Respondent, there is no specific information that qualifies for an exemption under subsection 39(1) of the **ATIPPA** and information may be released without further notice.

2.4 NO CLAIMS BY RESPONDENT

2.4.1 By participating in the process outlined in this RFSQ document, the Respondent consents to the procedures as described in this RFSQ.

2.4.2 By submitting a Response, each Respondent irrevocably waives any claim, action or proceeding against WorkplaceNL, including without limitation any judicial review or injunction application, or against any of WorkplaceNL's employees, advisors or representatives for damages, expenses or costs including costs of the Response preparation, loss of profits, loss of opportunity or any consequential loss for any reason including: any actual or alleged unfairness on the part of WorkplaceNL at any stage of the procurement process; if WorkplaceNL does not award or execute a contract; or, if WorkplaceNL is subsequently determined to have accepted a noncompliant Response or otherwise breached or fundamentally breached the terms of this procurement.

2.5 CONFLICT OF INTEREST

2.5.1 The Respondent, its employees, officers, associates and/or approved sub-contractors shall not and will not have any conflict of interest (actual or potential) in submitting its Response or, if selected, in providing services under the agreement. Where applicable, the Respondent must declare in its Response any situation that may be a conflict of interest in submitting its Response or, if selected, with the contractual obligations under the agreement.

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- 2.5.2** If, at the sole and absolute discretion of WorkplaceNL, the Respondent, its employees, officers, associates and/or approved sub-contractors is found by WorkplaceNL to be in an actual or perceived conflict of interest either during the invitation or after addition to the supplier list, WorkplaceNL may, in addition to any other remedies available at law or in equity, disqualify the Response submitted by the Respondent or terminate the agreement.
- 2.5.3** Sub-contracting to any firm or individual whose current or past corporate or other interests may, in WorkplaceNL's opinion, give rise to an actual or perceived conflict of interest in connection with this invitation will not be permitted. This includes, but is not limited to, any firm or individual involved in the preparation of the RFSQ.

2.6 RFSQ SUBMISSION DEADLINE AND DELIVERY

- 2.6.1** Respondents are required to submit Responses via electronic upload at www.merx.com (see Appendix "A" – Electronic Response Instructions).
- 2.6.2** Respondents will be solely responsible for the delivery of their Responses, in their entirety, in the manner and time prescribed.
- 2.6.3** While WorkplaceNL has tried to ensure the accuracy of the RFSQ, it is not guaranteed or warranted by WorkplaceNL to be accurate, nor is it necessarily comprehensive or exhaustive. WorkplaceNL will assume that all Respondents have resolved any questions they might have about the RFSQ and have informed themselves as to the existing conditions and limitations, site restrictions, etc. before submitting their Responses. Nothing in the invitation is intended to relieve Respondents from forming their own opinions and conclusions with respect to the matters addressed in the RFSQ.
- 2.6.4** Any error in the Response is the responsibility of the Respondent. Submitted Responses may be amended prior to the deadline by submitting a complete new Response clearly indicating it replaces the previously submitted Response. Any such new Response is subject to the requirements as outlined herein. The said new Response replaces any other Responses previously submitted by the Respondent, and only the last of any new Responses received will be accepted.
- 2.6.5** Any Response received in response to this RFSQ may be withdrawn by written request to WorkplaceNL, Manager of Purchasing, Finance, but cannot be withdrawn, altered or changed in any way after the RFSQ Submission Deadline. All requests for withdrawal, amendment or submission of a replacement Response must be submitted in writing on company letterhead or equivalent, and be signed by the Respondent, an authorized

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representative of the Respondent or, if a corporation, an authorized signing officer of the corporation.

2.7 INELIGIBILITY OF PROPOSALS

It is essential that the Response is complete and thoroughly addresses each requirement identified in the RFSQ, as incomplete Responses may be declared “non-responsive”. Responses that are improperly signed, conditional, illegible, obscure, or contain arithmetical errors, erasures, alterations, or irregularities of any kind may be considered invalid.

2.8 RESPONSE EVALUATION

2.8.1 The RFSQ evaluation and establishment of the preferred supplier’s list will be done in accordance with the **Public Procurement Act**, SNL 2016, c. P-41.001, as amended, and WorkplaceNL’s procedures.

2.8.2 WorkplaceNL reserves the right to waive any minor irregularity or non-compliance where such irregularity or non-compliance is not of a material nature in its sole and absolute discretion. Such minor irregularity or non-compliance will be deemed substantial compliance and capable of acceptance. WorkplaceNL will be the sole judge of whether a Response is accepted or rejected.

2.8.3 WorkplaceNL, in its sole discretion, reserves the right to cancel the RFSQ without award. WorkplaceNL reserves the right to accept or reject any or all Responses in whole or in part. WorkplaceNL is not bound to accept any Response.

2.8.4 The Respondent may be required to demonstrate financial stability, authorization to provide the good/services being acquired, and/or regulatory agency approval, licensing or registration as needed, or otherwise clarify Respondent’s capability to satisfy the RFSQ requirements. WorkplaceNL reserves the right to reject Responses from any Respondent that it feels is incapable of providing the necessary labour, materials, equipment, financing or management resources to perform the work or supply the goods in a satisfactory and timely manner.

2.8.5 WorkplaceNL, in its sole discretion, may assess the Respondent’s experience and/or ability to provide the goods and/or services required and described in this RFSQ by checking the Respondent’s references. Inclusion on the supplier list will not be awarded to any Respondent whose references, in the opinion of WorkplaceNL, are found to be unsatisfactory. WorkplaceNL

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reserves the right to obtain references from sources other than those provided in the Response. WorkplaceNL reserves the sole discretion to determine whether the Respondent and its professional staff have the appropriate qualifications.

- 2.8.6** WorkplaceNL reserves the right to disqualify any Respondent if the Respondent has either breached an agreement and/or failed to provide satisfactory service and/or deliveries under any prior agreement with WorkplaceNL, in the sole opinion of WorkplaceNL.
- 2.8.7** Upon acceptance by WorkplaceNL, a written Response acceptance will be forwarded to the successful Respondent prior to signing an agreement.
- 2.8.8** Unsuccessful Respondents may request a debriefing within ten (10) business days after the award has been posted. The request must be sent in writing by email to purchasing@workplacnl.ca. The intent of the debriefing information session is to aid the proponent in understanding how they can fulfill the requirements needed to register with WorkplaceNL in the future.
- 2.8.9** If a Respondent wishes to register a complaint with respect to the RFSQ process, it should provide it in writing and within the parameters established by section 25 of the Public Procurement Regulations, as amended. The notice must provide a detailed explanation of the Respondent's concerns with the procurement process or its outcome, in addition to such other information as may be required by the Regulations.

2.9 ESTIMATED TIME FRAMES

The following timetable outlines the estimated schedule for this RFSQ process. The timing and the sequence of events resulting from this document may vary.

DESCRIPTION	DATE
RFSQ issue date	AUGUST 28, 2020
Deadline for questions	SEPTEMBER 8, 2020 at 4:30 p.m. (NL Time)
Submission Deadline	SEPTEMBER 14, 2020 at 2:00 p.m. (NL Time)

SECTION 3 – RESPONSE REQUIREMENTS

It is important that Respondents provide complete information with their Response so it can be readily understood and evaluated. The following minimum information and format must be provided in the Response. Qualifying Responses are those that clearly demonstrate a thorough understanding of the RFSQ, and its stated requirements and

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criteria. WorkplaceNL may reject a Response that do not demonstrate this understanding and do not specifically address requirements and criteria as specified throughout.

Cover Letter

Identify the RFSQ description. Identify your name and your company's name (if applicable), address, telephone number, fax number and email address. Identify the representative responsible for your proposal. The letter must confirm that you and your company (if applicable) are in compliance with the **Personal Information Protection and Electronic Documents Act**, S.C. 2000, c.5, and Regulations thereto, as amended. The letter must be dated and signed.

Company Profile & Background

Provide a brief introduction and an overview of your company's background and profile, including information on full services offered. Provide names of all owners, including silent partnerships, affiliated relationships and/or companies, governing boards, etc. Please provide a list of your company office locations.

Overview

The Respondent must provide a clear and concise description of the Respondent's understanding of the service, their role in the service, and an overview of how the Respondent will meet the service requirements. Provide any additional information that would enhance your ability to provide the service, e.g. resources, specialized personnel, affiliations, etc. Indicate the city/town from which you propose to conduct the major activities of this work.

Approach and Methodology

The Response shall include a detailed description of the approach and methodology which will be utilized in the provision of services.

Provide a summary overview (methodology) of your recommended implementation approach (including governance, organizational support, and organizational change management models) for ServiceNow Implementations.

Provide recommended best practices to ensure a successful ServiceNow implementation.

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Provide process tools used to manage the project lifecycle for ServiceNow implementations.

Describe your recommended testing strategy.

Describe your ability to implement the product in consideration of the current pandemic environment, particularly as it relates to current travel restrictions due to the Covid-19 pandemic.

Provide two (2) examples of your ServiceNow Project Plan implementation schedule for a project completed within the past two (2) years.

Product Knowledge / Certifications

Provide the ServiceNow product modules listed below that your company has previous implementation experience with; and, list the number of your employees that are certified for module:

- IT Service Management
- IT Operations Management
- IT Business Management
- IT Asset Management including Software Asset Management
- Security Operations
- Integrated Risk Management
- App Engine – Platform
- Human Resource Service Management
- Customer Service Management and Field Services Management
- DevOps and Application Portfolio Management (APM)

Indicate any other technical certifications your staff may have related to this application platform.

Provide a list of industries that your company has implemented the ServiceNow applications.

Provide any competitive advantages your company has with the ServiceNow applications and its delivery in relation to your direct competitors.

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Solution Integrations

Describe your capabilities to integrate ServiceNow Product Modules with an on premise Active Directory Structure.

Describe your experience with implementing two factor authentications for use with ServiceNow product modules.

Support Services

Provide a listing of support services that can be provided upon system implementation.

Provide your approach to training/product documentation for the clients you have implemented services.

Provide an overview of your core business competencies.

Do you subcontract out ServiceNow installations to other third party vendors?

Confirmation that your company is an authorized reseller and certified integrator for ServiceNow solutions.

For 2018 and 2019, please specify your ServiceNow Customer Satisfaction (CSAT) score.

Work Locations

Describe your ability to provide implementation and support services remotely as well as onsite. The Respondent should include any expectations or requirements related to both remote and onsite service delivery.

Data Storage and Residency

All storage of data and information related to contractual obligations must be stored on servers

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physically located within Canada. Please confirm your ability to meet this requirement.

Professional Staff Complement

Provide a description of the professional staff and resources available. Identify the number, availability, and roles of individuals intended to be assigned to the project and describe how they meet the mandatory criteria as outlined in 1.3 above.

Professional Staff Resumes

Provide a resume of not more than three pages outlining education and work experience for each professional staff member to be involved in the provision of services and provide proof of licensure.

Previous Experience

Describe your organization's experience in providing delivery of business solutions built on the ServiceNow platform. A minimum of **three (3)** references with appropriate contact information as evidence of previous experience providing similar services is required. References may be for contracts currently being performed or where work has been completed. References may be contacted as part of the review process. The references should exclude any potential references from WorkplaceNL.

Value-added Service

Provide any additional information that would enhance your ability to provide the service, e.g. resources, equipment, facilities, specialized personnel, affiliations, etc.

Quality Assurance

Describe your quality assurance program and how it influences your service delivery.

Privacy/Confidentiality

Provide company policies, practices and tools for protecting privacy, confidentiality and security of information.

SECTION 4 – EVALUATION PROCESS AND CRITERIA
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4.1 EVALUATION

Responses that do not meet all mandatory criteria may be rejected on that basis.

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The following criteria will be used to score Responses. The Responses that do not obtain the minimum score requirements for each Evaluation Criteria category, as noted below, will be rejected.

Evaluation Criteria	Maximum score	Minimum score
Qualifications	20%	15%
Product Knowledge	20%	15%
Previous Experience	25%	15%
Quality Assurance Program	15%	10%
Value Added Service	10%	5%
Confidentiality Practices	10%	5%
Total	100%	65%

4.2 NOTICE OF SUPPLIER LIST RESULTS

WorkplaceNL will notify both the successful and unsuccessful Respondents in writing. Unsuccessful Respondents will be notified following the award to the successful Respondents.

4.3 PRICING

WorkplaceNL will not be requesting any pricing information and pricing information is not be evaluated as part of the RFSQ process. If successful in this RFSQ, pricing will form part of the evaluation in the invitational second-stage competitive process.

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Appendix “A”

Electronic Response Instructions

1. In order to be accepted electronically, Responses shall be submitted through WorkplaceNL’s posting on www.merx.com.
2. Respondents shall create a Supplier Account and be registered for this opportunity on www.merx.com. This will enable the Respondent to download the bid opportunity, to receive addenda/addendum email notifications, download addenda/addendum, and to submit their Response electronically through the MERX website.
3. Respondents are reminded that the timing of the Response is based on when the Response is **received** by the bidding system, **not** when the Response is submitted by a Respondent, as transmission can be delayed by “Internet Traffic” for any number of reasons. WorkplaceNL recommends Respondents allow for ample time to provide for uploaded Responses to be received prior to the Submission Deadline. Received Responses after the deadline as specified in this document will not be accepted.
4. It is the responsibility of the Respondent to ensure that the Response is delivered on time. Once registered, MERX will send a confirmation email to the Respondent if their Response was submitted successfully. If a confirmation has not been received by the Respondent it is assumed the document(s) was not uploaded correctly and it is the responsibility of the Respondent either to reload the document(s) or to contact MERX to resolve any issues as it pertains to their Response.
5. To ensure receipt of the latest information and updates via email regarding this opportunity the onus is on the Respondent to register with MERX creating a supplier account and sign up for notices for this opportunity.
6. Clarifications and questions received for this opportunity electronically can be submitted via the opportunity listing on www.merx.com. Questions can be submitted, and confirmation will be received to the inquiry and responses will be answered on an individual basis or collectively at the discretion of WorkplaceNL.