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# Request for Proposal

Self-Serve Portal - Per Capita Remittance Program

Date of Issue: April 1, 2021  
Due date: May 31, 2021  
Respond to: CUPE BC  
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# Table of Contents

<b>1. Introduction</b>	<b>1</b>
1.1 Project Objectives	1
1.2 Current System Overview	2
1.2.1 Stakeholders' Roles and Responsibilities	3
1.2.1.1 CUPE BC	3
1.2.1.2 Local	4
<b>2. Per Capita Remittance Program - Self-Serve Web Application</b>	<b>5</b>
2.1 New System Overview	6
2.2 Required Features	6
2.2.1 Self-Serve Features for Locals	7
2.2.2 Program Management Features	10
2.2.3 Electronic Fund Transfer (EFT) Integration	13
2.3 Migration Strategy and Rollout Plan	13
2.4 Usability, User Experience (UX), and Technology	13
2.5 Product Roadmap	14
<b>3. Bidding Instructions</b>	<b>15</b>
3.1 Your Qualifications	15
3.2 Budget and Timeline	15
3.3 Evaluation Process	16
<b>Appendix</b>	<b>17</b>
A. Requirements Gathering Workshop	17
A.1. Personas	17
A.2. Requirements	17

# 1. Introduction

CUPE BC is a public-sector trade union with the purpose of advancing the wages, working conditions and rights of our members and working people.

Here at CUPE BC, the Per Capita Remittance Program is responsible for collecting monthly dues (i.e. payments) from affiliated local unions. Each local's dues are calculated monthly and currently are paid by cheque.

The Per Cap Program (PCR) is central to CUPE BC's accounting and finances. As such, the program tracks all payments and produces various reports for its stakeholders to complete their duties.

CUPE BC is seeking a digital services agency to modernize the program and make it accessible online as a self-serve portal.

## 1.1 Project Objectives

1. Streamline the experience for locals by allowing them to review their accounts and pay their dues online via Electronic Fund Transfer (EFT).
2. Reduce the manual effort required to manage the program internally by making the system available to all stakeholders and automating repetitive tasks.

## 1.2 Current System Overview

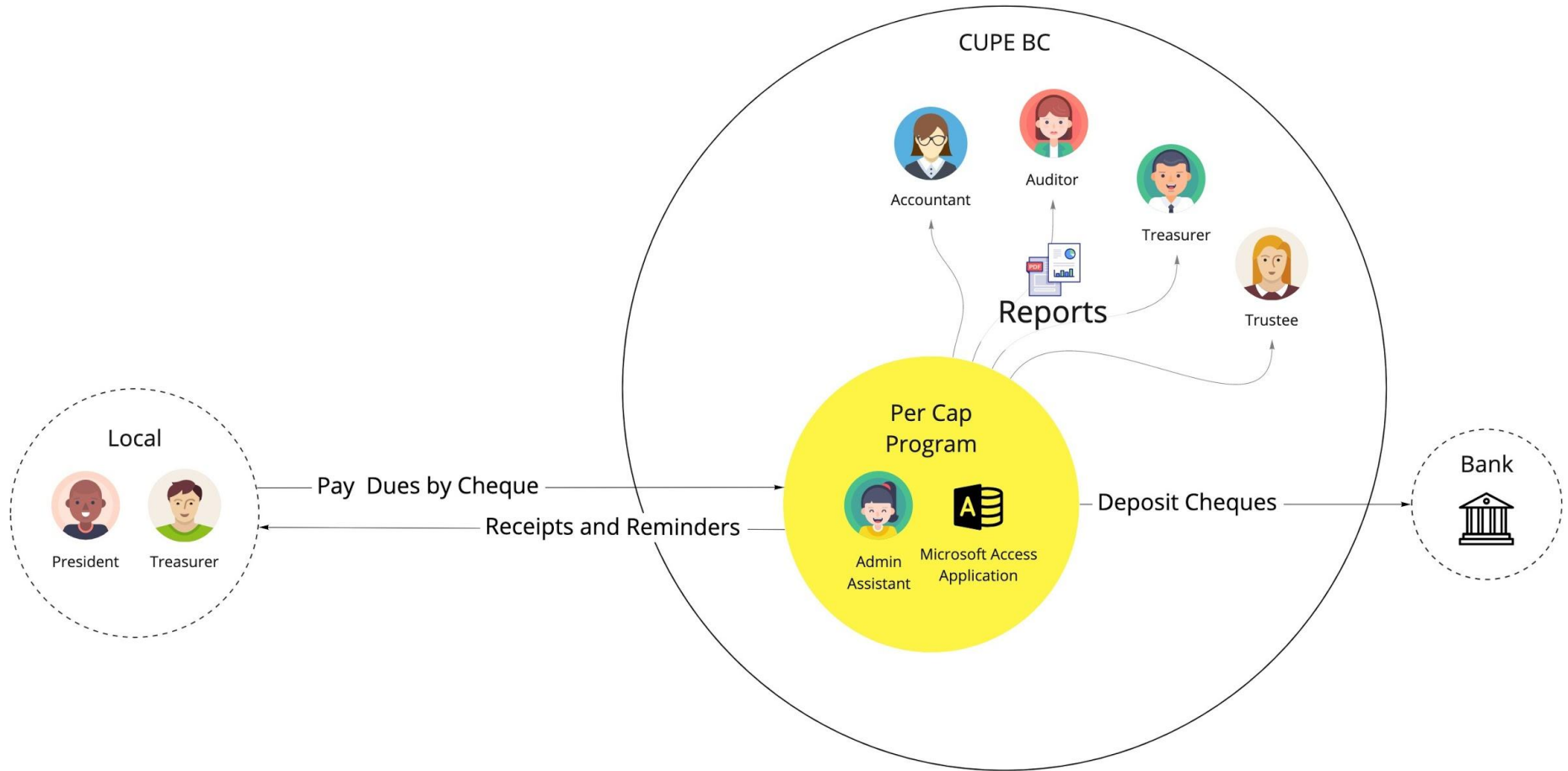


Figure 1. Current System

## 1.2.1 Stakeholders' Roles and Responsibilities

### 1.2.1.1 CUPE BC

Role	Responsibilities
CUPE BC Administrative Assistant	<ul style="list-style-type: none"> <li>● Communicating with locals' treasurers regarding union dues.</li> <li>● Keeping track of payments in the Access Database.</li> <li>● Sending receipts to locals.</li> <li>● Depositing cheques.</li> <li>● Producing reports for internal stakeholders to complete other back office functions.</li> </ul>
CUPE BC Accountant	<ul style="list-style-type: none"> <li>● Keeping accounts for CUPE BC using reporting data from the Per Cap Program database.</li> </ul>
Auditor	<ul style="list-style-type: none"> <li>● External independent auditor retained by CUPE BC to conduct financial audit for transparency and accountability to members.</li> </ul>
CUPE BC Secretary Treasurer	<ul style="list-style-type: none"> <li>● Politically responsible for the overall operation of the Per Cap Program.</li> </ul>
CUPE BC Trustees	<ul style="list-style-type: none"> <li>● Obligated to review CUPE BC's financials and report concerns to membership.</li> </ul>

1.2.1.2 Local

Role	Responsibilities
Affiliated Local Treasurer	<ul style="list-style-type: none"><li>• Reporting membership details to CUPE BC.</li><li>• Collecting union dues from the employer on behalf of the members.</li><li>• Making payments to CUPE BC.</li></ul>
Affiliated Local President	<ul style="list-style-type: none"><li>• Approving and overseeing the locals' participation in the union.</li></ul>

## 2. Per Capita Remittance Program - Self-Serve Web Application

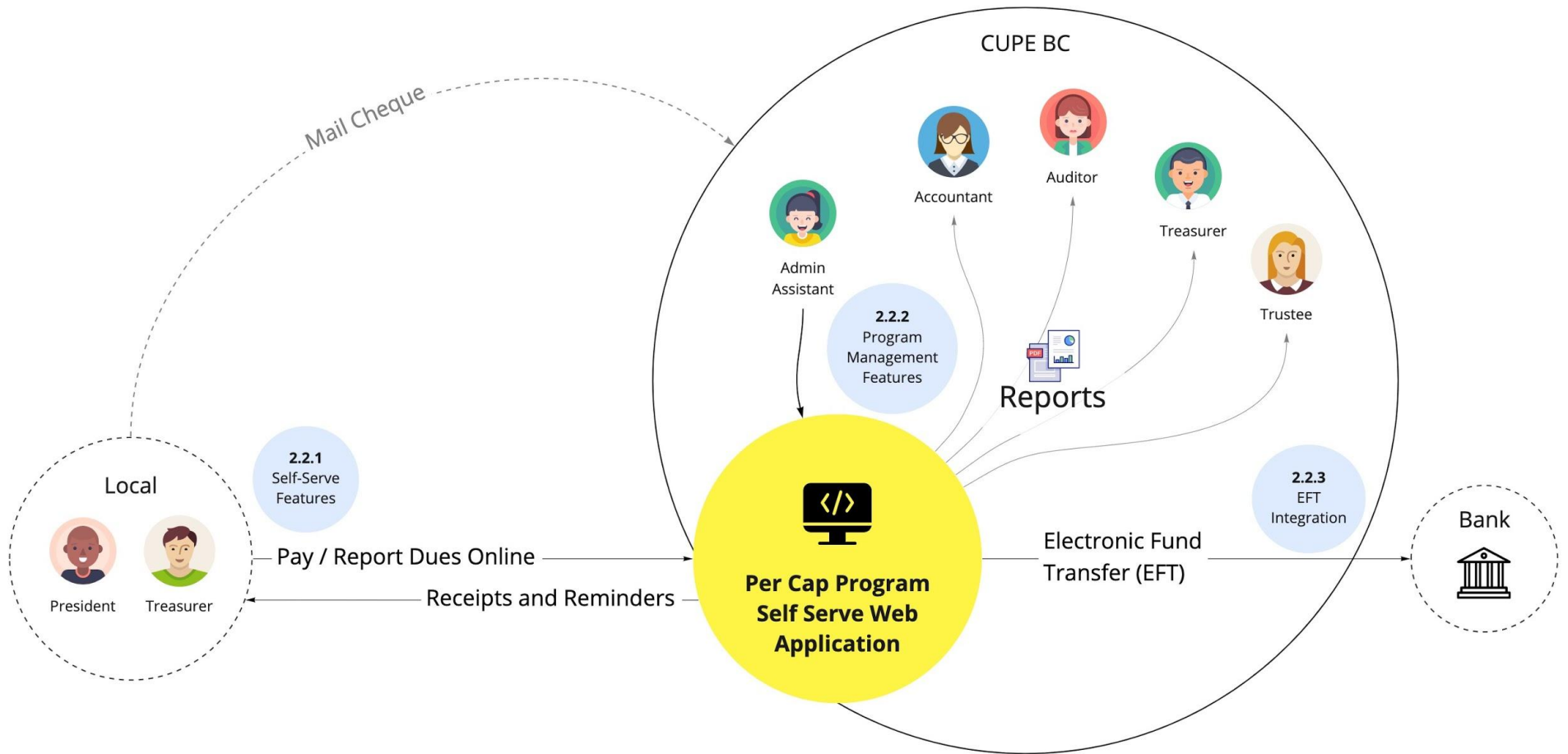


Figure 2. New System

## 2.1 New System Overview

The new system ([Figure 2](#)) makes the Per Cap Program directly accessible to the locals. The locals will be able to login, report their membership numbers, calculate dues, and pay their dues by Electronic Fund Transfer (EFT). Additionally, they must be able to view their payment history, receive reminders and find other reports relevant to their local. This will reduce the effort required to run the program internally as locals will be able to complete these steps themselves.

Note that locals can still choose to pay their dues by cheque. Therefore, CUPE BC's Administrative Assistant must still have access to make updates to locals via the backend. Additionally, the backend must provide a number of management features to CUPE BC's stakeholders, such as the reporting that is described in more detail in the Required Features section which follows.

## 2.2 Required Features

- Self-Serve Features for Locals
  - Basic Usage
  - Calculate Monthly Dues
  - Pay Dues
  - Reporting
  - Notifications
  - Administration
- Program Management Features
  - Basic Usage
  - Reporting
  - Notifications
  - Administration
- Electronic Fund Transfer (EFT) Integration



## 2.2.1 Self-Serve Features for Locals

### 2.2.1.1 Basic Usage

Feature	Explanation
Authentication	Locals must be able to securely login to the self-serve web portal.
Check payment status	Locals must be able to see if their recent payments have been completed (i.e. deposited via EFT or cheque).
View statements	View payment statements.
Alerts	When logged in, the system must have a global alert banner that notifies the local of any items that need their immediate attention, such as overdue payments.

### 2.2.1.2 Calculate Monthly Dues

Feature	Explanation
Input membership numbers	<ul style="list-style-type: none"> <li>● Locals must be able to enter full-time and part-time memberships for the current month.</li> <li>● The system must assist in the entry of these numbers by displaying the previous month's membership numbers for reference.</li> <li>● If membership numbers have changed, the system must prompt the local to add a note about the change.</li> </ul>
Input total regular wages	Locals must enter the total regular wages for

	the month.
Calculate funds	<p>Based on total regular wages, the following funds must be calculated:</p> <ul style="list-style-type: none"> <li>• General Fund</li> <li>• Defence Fund</li> <li>• Colleen Jordan Humanity Fund</li> <li>• District Council calculations</li> </ul> <p>The mathematics for calculating these funds must be updateable (see <a href="#">2.2.2 Program Management Features</a>).</p>
Calculate totals	Finally, the system must aggregate the dues payable for the month.

### 2.2.1.3 Pay Dues

Feature	Explanation
Pay monthly dues online	<ul style="list-style-type: none"> <li>• Locals must be able to set up their accounts for Electronic Fund Transfer (EFT).</li> <li>• They can then choose to pay their dues via EFT.</li> </ul>
Advance payments	<ul style="list-style-type: none"> <li>• Locals must be able to specify an amount to pay in advance and have it sent to CUPE BC via EFT.</li> <li>• Assist locals with determining how much to pay in advance by showing an estimate based on the last year's average monthly payment.</li> <li>• Locals can make adjustments and apply advance payments towards monthly dues with the assistance of the CUPE BC Per Cap Program</li> </ul>

	Administrator.
Pay late dues (arrears)	Locals must be able to enter membership numbers and wages for a past month and pay late dues.
Pay current and late dues by cheque	Once a local has entered its monthly membership numbers, total regular wages, and calculated the dues for a month, they must be able to report payments that will be sent offline via cheque.
Payment Receipts	Once a payment has been received by CUPE BC, the system must display the receipt and also issue the receipt to the local via email.

#### 2.2.1.4 Reporting

Feature	Explanation
Receipt	Ability to access receipts for past payments.
Payment history	Report of all payments (Adjustments, corrections, and advance payments).
Missing months	Report of all months that have not been paid.

#### 2.2.1.5 Notifications

Feature	Explanation
4 Months of missed payments	<p>Send a monthly email to the local's treasurer when there are 4 months or more missed payments.</p> <p>Include in the email their payment history and any advance payments (credit) on the</p>

	account.
7 Months of missed payments	After 7 months of missed payments, th email will automatically CC: the local President, Assistant Regional Director (ARD), BC Regional Office (BCRO).

### 2.2.1.6 Administration

Feature	Explanation
Communication preferences	All email communication must adhere to Canada’s Anti-Spam Legislation (CASL).
Contact information	<p>The system must include the local’s treasurer and president’s contact information. These must be updatable in event the people that hold these roles change.</p> <p>The CUPE BC Admin will be notified daily of changed to contact information as explained in section <a href="#">2.2.2.3 Notifications</a></p>

## 2.2.2 Program Management Features

### 2.2.2.1 Basic Usage

Feature	Explanation
Authentication	<ul style="list-style-type: none"> <li>• CUPE BC administrators must have privileged access to the system.</li> </ul>
Check payment status	<ul style="list-style-type: none"> <li>• The administrator must be able to look up the payment status of a local.</li> </ul>

Record payment by cheque	<ul style="list-style-type: none"> <li>● Include tracking information:             <ul style="list-style-type: none"> <li>○ Deposit #</li> <li>○ Date received</li> <li>○ Batch #</li> </ul> </li> <li>● Evaluate             <ul style="list-style-type: none"> <li>○ Under payments (arrears)</li> <li>○ Over payments (credit)</li> </ul> </li> </ul>
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### 2.2.2.2 Reporting

Note: these are **mission critical** to the program ([see samples in appendix A.3](#)).

Feature	Explanation
Export data	Export all data to be uploaded to a Business Intelligence Suite.
Statements	
Receipts	Send receipts to locals when an offline payment is completed (email/print option).
Monthly arrears report	
Monthly report to estimate receivables	
Annual report	<ul style="list-style-type: none"> <li>● Last 5 years of entries/months for any local.</li> <li>● Algorithm to estimate awaiting payments.</li> </ul>
Cheque deposit report	
Full deposit report	
EFT payments received report	
Membership report	Membership numbers by sector and region.
Accounting report	<ul style="list-style-type: none"> <li>● Report A</li> </ul>

	<ul style="list-style-type: none"> <li>• Report B</li> </ul>
Treasury report	Deactivated accounts in (x) period of time.

### 2.2.2.3 Notifications

Feature	Explanation
Contact info change	Daily summary of contact information changes done by locals through the portal.
Email notifications	<ul style="list-style-type: none"> <li>• Cheque payment recorded notifications.</li> <li>• EFT payment made notifications.</li> </ul>

### 2.2.2.4 Administration

Feature	Explanation
Send receipts	<ul style="list-style-type: none"> <li>• Send receipts to locals when an offline payment is complete (email/print option).</li> </ul>
Reset passwords for locals	<ul style="list-style-type: none"> <li>• If a local is locked out and cannot recover their password, the administrator can reset it for them.</li> </ul>
Edit local data	<ul style="list-style-type: none"> <li>• Search for a local.</li> <li>• Edit membership numbers and wages to correct errors.</li> <li>• Make payment adjustments.</li> </ul>
Update global contact info	Ability to update the Assistant Regional

	Director (ARD) and BC Regional Office's contact details.
Update equation	Ability to update equations for calculating the funds and the total monthly dues.

### 2.2.3 Electronic Fund Transfer (EFT) Integration

As the new system must be able to receive payments online, please demonstrate your experience with building systems that accept payments by EFT in your response. Include potential partners or services that you have used to accomplish this.

Feel free to also include your experience integrating with other online payment methods, such as credit card payments, to showcase your experience building systems that are compliant and able to efficiently handle monetary transactions.

## 2.3 Migration Strategy and Rollout Plan

The new system will replace the current Access database application which will require the orchestration of the migration and switch-over (without downtime) to the ongoing operation of the Per Cap Program. Share examples of any previous rollout experiences and the strategies that were used in the switch-over.

Additionally, implementing the system successfully will require guiding CUPE BC stakeholders and creating a smooth onboarding experience for affiliated locals. Include tactics such as training sessions and help documents or FAQs that you may employ to operationalize the system. Include the cost of this effort in your final estimate.

## 2.4 Usability, User Experience (UX), and Technology

The UI will be accessed via mobile and desktop browsers. Therefore, designs must be responsive and user-friendly on both small and large screen sizes. Please list the technology stack (client side languages, server side languages, frameworks, techniques, and tools) that you will use to make this possible and explain this choice. Showcase your design inspiration(s)

or previous projects that influence your design of this self-serve portal. The system will store Personally Identifiable Information (PII) and must follow all legal regulations and guidelines.

## 2.5 Product Roadmap

The self-serve portal will become the primary online channel for locals to transact with CUPE BC. Features such as billing and invoice payments will eventually be incorporated into the portal. Though it is out of the scope of this RFP, the system must be able to be adapted and improved over time.

The successful responder will have the potential for ongoing work and expanding into further digital projects with CUPE BC and its network based on the relationship developed on the scope of this RFP.



## 3. Bidding Instructions

Send your response by email to Kiran Kooner ([rfp@cupe.bc.ca](mailto:rfp@cupe.bc.ca)) by May 31, 2021. The subject line must read: "Submission: Self-Serve Portal - Per Cap Program RFP". Your response can be a slide deck or a PDF document.

### 3.1 Your Qualifications

Cover the following areas in your response:

1. Your company and it's values
2. Prior experience
3. Team makeup
  - 3.1. Size of your team
  - 3.2. Percentage of Canadian vs. outsourced resources
4. Experience designing web applications
  - 4.1. Design inspiration
  - 4.2. Responsive design for desktop and mobile
5. Implementation expertise
  - 5.1. Client side languages and frameworks
  - 5.2. Server side languages and frameworks
  - 5.3. Integrating with EFT payment services
  - 5.4. Tools
  - 5.5. Source control
  - 5.6. Infrastructure choices
  - 5.7. Quality Assurance
6. Project management
  - 6.1. Requirement gathering process
  - 6.2. Delivery methodology
7. Fixed cost estimate for the scope of this RFP

### 3.2 Budget and Timeline

Please estimate the cost of completing the scope of this RFP in a fixed price contract. Also include details of ongoing Time & Material costs for support.

### 3.3 Evaluation Process

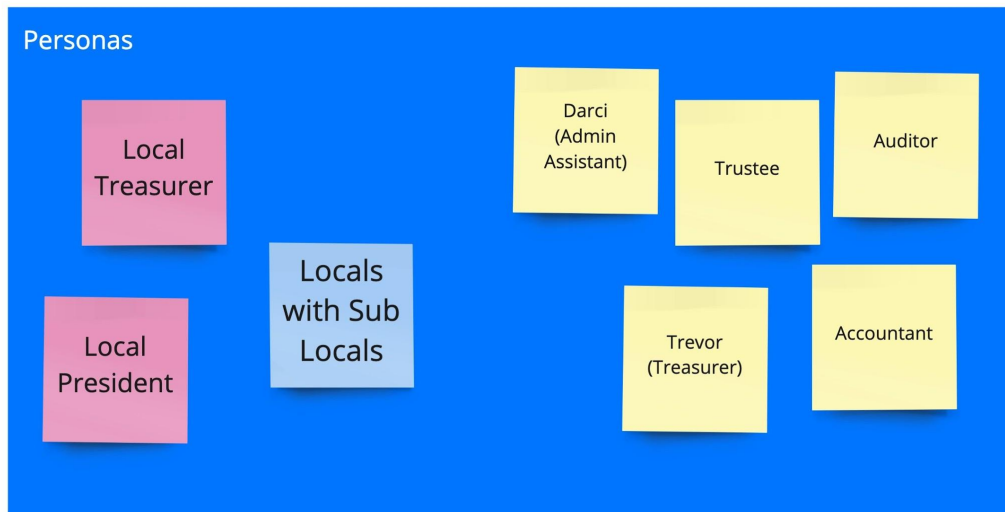
Your responses will be evaluated on:

- Your organization's values
- Locality of your office in relation to CUPE BC
- Your understanding of CUPE BC's requirements
- Pricing or fee structure and
- Your ability to execute on the scope of this work.

# Appendix

## A. Requirements Gathering Workshop

### A.1. Personas



### A.2. Requirements

Access to miro board will be available to successful responder.

