



negotiated request for proposal

NAME OF COMPETITION

BC Gold Player Card Web Portal

COMPETITION NUMBER

1011-100621MM

ISSUE DATE

August 20th 2010

CLOSE DATE/TIME

September 10th 2010

14:00 hours

Pacific Time (PT)

BCLC PURCHASING CONTACT

Maya Maute

604 247 3126

E-mail: purchasing@bclc.com

This document is comprised of BCLC and BC Lottotech International Inc. proprietary information and is intended for the proponent's internal use only in preparing a proposal in response to RFP 1011-100621MM

SECTION 1

1 INTRODUCTION

British Columbia Lottery Corporation (“**BCLC**”) is the Crown Corporation which conducts and manages commercial gaming in British Columbia in accordance with the *Gaming Control Act* (BC) and the *Criminal Code*. B.C. Lottotech International Inc. (“**BCLII**”) is a wholly owned subsidiary of BCLC. If this RFP is issued by BCLII, references to BCLC throughout are deemed to be references to BCLII.

The purpose of this Request for Proposal (the “RFP”) is to select a professional and experienced proponent to provide software and services for a self service tool available through BCLC’s online website (bclc.com) that enables BC Gold Player Card Program (“**BC Gold**”) members (“Member or Members”) to track their BC Gold activities online and have access to responsible gambling information.

BC Gold Program

BC Gold is a Member program. The program allows Members to obtain points based on slot play in any BCLC casino or community gaming centre province-wide.

Currently, points may be redeemed as per the BC Gold Player Card Program Rules and Regulations.. Changes to BC Gold are being considered to offer other benefits such as exclusive contests and events, points for play, and savings at restaurants and hotels.

BCLC is currently investigating the opportunity to develop an online self service tool on bclc.com which enables Members to track their BC Gold activity online.

Project Objectives:

1. Create an intuitive administrative online tool for Members to track their BC Gold activity online.
2. Provide Members access to Game Sense information - Game Sense is an innovative approach to responsible gambling resources, and helps players make educated decisions.
3. Create an administrative tool with seamless linkage to BCLC’s gaming management system.
4. Improve call centre utilization and customer satisfaction.

1.1 CONTRACT TERM

The term of the contract may be for up to a two (2) year period, with an option to extend on an annual basis by BCLC for a total period not to exceed another two (2) years, at BCLC’s sole discretion. The contract(s) will be non-exclusive with no commitment to volume for any proponent.

1.1 RFP METHODOLOGY

BCLC is committed to the principles of fairness, equal access, transparency and best value in its procurement processes. We constantly review business processes for opportunities to achieve efficiencies and meet these principles.

This information is provided with the intent to clarify what we believe are significant differences in RFP methodologies that may be unfamiliar to proponents that are closely

aligned with more restrictive procurement methodologies (binding RFP's, Contract "A"/ Contract "B", tender calls, etc.).

BCLC has adopted a restrictive non-binding RFP methodology of RFP, (non-binding) that allows a greater flexibility in decision making and efficiency with the bid process. For example, mandatory criteria are at a bare minimum. This significantly reduces the prospect of proponent disqualification due to immaterial non-compliance. Also; proponents may be requested to provide additional information at any stage of the process. Proponents may also withdraw prior to contract execution without penalty.

1.2 EVALUATION CRITERIA OVERVIEW

1.2.1 Corporate Strength - Section 3 10%

Proponents will first be evaluated based on meeting the above desirable criteria. Proponents who achieve a score of 60% (6/10) or higher on the above criteria in Section 3 (the "First Threshold") will be evaluated further. Those proponents who meet the First Threshold will then be further evaluated based upon, but not limited to Technical Requirements.

1.2.2 Technical Requirements – Section 4 50%

Proponents will then be evaluated based on meeting the above desirable criteria. Proponents who achieve a score of 70% (35/50) or higher on the above criteria in Section 4 (the "Second Threshold") will be evaluated further. Those proponents who meet the Second Threshold will then be further evaluated based upon, but not limited to Proposed Pricing.

1.2.3 Proposed Pricing – Section 5 30%

Following evaluation of Proposed Pricing, BCLC may limit further evaluation to a limited number of the highest scored proponents up to a maximum of the three highest scored proponents (the "Shortlist"). For greater clarity, BCLC may Shortlist proponents from the highest ranked proponent up to and including the third highest ranked proponent. Only those proponents on the Shortlist will be further evaluated based upon a Demonstration.

1.2.4 Demonstration – Section 6 10%

The top ranked proponent, as established after the Demonstration phase, will be selected by BCLC to enter into direct contract negotiations with BCLC (as defined in Section 7.8 Negotiations).

1.3 PROPOSAL QUESTIONS, INTENTIONS AND SUBMISSIONS

1.3.1 Questions

Proponents may submit questions via e-mail until 14:00 hours PT, September 1st 2010.

1.3.2 Intent to Submit

Proponents should indicate their intent to submit a proposal via e-mail by 14:00 hours PT, September 1st 2010.

1.3.3 Proposal Submissions

Proponents should submit proposals via e-mail by the closing date and time ("Closing Time") of 14:00 hours PT, September 10th, 2010.

All questions, intentions, and submissions are to be e-mailed to purchasing@bclc.com and reference "RFP 1011-100621MM BC Gold Web Portal - CONFIDENTIAL" in the subject line.

Include the following with questions/intentions/submissions:

- Company name
- Name and title of contact person
- Phone, mobile phone, fax and e-mail of contact person
- Reference to the corresponding RFP section (s) if applicable

If this RFP was posted on BC Bid, it is the proponent's responsibility to regularly review BC Bid for amendments to the RFP that may include replies to significant proponent questions that BCLC in its discretion may post prior to Closing Time.

Proposed pricing should be submitted in a separate document file from the RFP response file.

There is a maximum of five megabyte file size acceptance of any e-mail. Proponents should divide their responses into appropriate sized (smaller than 5 MB) numbered files. In the e-mail the proponent should provide the detail for each section and how many e-mails they will send.

Proposals are stored in an electronically secure and restricted environment. Proposals will not be opened until after the Closing Time has passed.

1.4 RFP RESPONSE FORMAT AND DEPTH

This RFP sets out BCLC's requirements, desired options and additional considerations. Proponents should prepare their proposals providing a straightforward and detailed description of their ability to satisfy the requirements set out in this RFP. Emphasis in each proposal should be on completeness and clarity of content, and should correspond to the section numbering set out. Proposals that do not clearly address the requested requirements and/or do not reference the applicable section numbers may be refused for evaluation purposes. All proposals should be submitted in English.

SECTION 2

2 ADMINISTRATIVE REQUIREMENTS

2.1 PROPONENT ACKNOWLEDGEMENT

Submit completed Acknowledgement (see Appendix 1).

2.2 DISCLOSURE OF ALL MATERIAL CIRCUMSTANCES

Disclose all material circumstances (Appendix 2). A material circumstance means any circumstance or relationship which may lead to an unfair advantage including but not limited to: being associated to or related to a BCLC employee or Board member of BCLC; having access to information not available to other proponents; communicating with any unauthorized person with respect to the RFP process; engaging in any action which constrains or limits the ability of another proponent to submit a proposal for the goods or services herein; providing a gift or benefit to a BCLC employee or Board member; or engaging in conduct that compromises or could be seen to compromise the integrity of the RFP process (each a "Material Circumstance").

2.3 CONFIDENTIALITY AND NON-DISCLOSURE

Regardless of any current or previous relationship or agreement(s) with British Columbia Lottery Corporation or B.C. Lottotech International Inc., the proponent has read and agrees to comply with Section 8 Confidentiality and Non-Disclosure.

2.4 DECLARATION OF SUB-CONTRACTORS

Submit completed Declaration of Sub-Contractors Form (see Appendix 3).

2.5 GAMING POLICY ENFORCEMENT BRANCH (GPEB)

The Gaming Policy and Enforcement Branch ("GPEB") regulates all gaming in British Columbia, including regulatory oversight of BCLC. GPEB's responsibilities include registration of gaming service providers and gaming workers as well as approval and certification of gaming equipment and lottery schemes.

GPEB has stated that vendor(s) selected to provide the products and services described in this RFP are required to obtain GPEB registration as a condition prior to contract execution. All costs associated with GPEB registration will be the responsibility of the vendor(s). GPEB registration may also apply to sub-contractors used by the vendor(s). For further information, contact:

Gaming Policy and Enforcement Division, Registration
Location/Courier: 3rd Floor, 910 Government St, Victoria, BC V8W 1X3
Mailing Address: PO Box 9202 Stn Prov Govt, Victoria, BC V8W 9J1
Contact: Ron Merchant
Director, Corporate Registration
Phone: (250) 356-0989
Fax: (250) 356-0782
E-mail: ron.merchant@gov.bc.ca

2.6 COMPANY INFORMATION

For identification and information purposes only, provide the following information about your company:

- Complete legal company name and address
- Primary business and length of time business established
- Number of direct employees
- Nature of the company (i.e. sole proprietorship, corporation, partnership, joint venture)
- Corporate head office and branch locations
- Primary contact for this RFP (name, title, phone number and e-mail)

SECTION 3

3 CORPORATE STRENGTH REQUIREMENTS

3.1 ACCOUNT MANAGEMENT

BCLC requires a key contact ("Account Manager") who will manage BCLC's account, and be responsible to co-ordinate all activities described in this RFP.

3.1.1 Include a contact listing for the Account Manager and any other representatives who would be working with BCLC during the term of the agreement proposed. Include details of their relevant experience, education and expertise that relates to this engagement.

3.1.2 Describe your ideal working relationship with BCLC as it relates to the actions or steps that you will have in place to ensure deliverables are met and communications are maintained in the event of an award.

3.2 REFERENCES

3.2.1 List three customers with similar requirements to those described in this RFP who we may contact as references. For each reference, provide the following:

- Company Name
- Contact Information (Name, Title, Phone, E-mail)
- Brief description of the service provided/performed

3.3 CUSTOMER BASE

The successful proponent should have demonstrated ability in the successful implementation of loyalty-based online points portals.

3.3.1 Provide an approximate number and a list of customers, for whom you have provided any or all of the services similar to those described in this RFP.

3.3.2 Describe in detail how your company has demonstrated the ability to build and implement loyalty-based online points portals as part a project of similar size and complexity to BCLC (please provide up to three recent project examples).

3.4 TIMELINE

BCLC expects completion of the proposed solution (Phase 1) by no later than December 31, 2010. Describe the following in respect to timeline:

3.4.1 State whether you can meet this timeline, and, in concrete tasks and milestones, show how you expect to meet this timeline. If you are not able to meet this timeline, state the timeline that your company is able to meet for completion of the web portal.

3.4.2 Describe any and all pre-requisites and dependencies your company may have to BCLC in respect to meeting this timeline.

3.5 SUB-CONTRACTORS

The proponent should submit a list of sub-contractors (Appendix 3), for approval by BCLC. BCLC reserves the right to withhold approval of such sub-contractors. The proponent is responsible for supervising and coordinating all projects and/or services that

they may delegate to the sub-contractors and for maintaining compliance with the contract under the terms and conditions specified.

- 3.5.1 Indicate quality control measures and contract resolution processes you have in place for sub-contractors.

3.6 COMPETITIVE ADVANTAGE

- 3.6.1 What is your company's competitive or specialty advantage in providing software and hosting services for, and implementing, on-line points web portals as described in this RFP? Describe this competitive advantage, including, but not limited to, areas of expertise, guarantees, success rates in providing the services, and any proprietary methods and techniques.

- 3.6.2 Detail your company's values and strengths, as they relate to the products/services proposed.

3.7 VALUE ADD

BCLC may be interested in other value-added services or functions relevant to the scope of services described in this RFP. These value added services would be in addition to what is required, but would complement the services the proponents provide.

- 3.7.1 State any value-added service or function, unique capabilities, experience or innovative ideas your company offers that may be of value to BCLC.

4 TECHNICAL REQUIREMENTS

BCLC requires the successful proponent to provide and maintain an online web portal solution that provides various functionalities to Members. The implementation of the solution will take place in two phases:

- a) Phase 1: Implementation of Member self-service functionality through the proposed solution to be accessed from the BCLC website (bclc.com). The web portal solution will function mainly as a stand-alone portal that accesses a data export provided daily by BCLC through a non-live data link through the enterprise service bus ("ESB").
- b) Phase 2: Implementation of further Member self-service functionality (including account servicing, enhanced enrolment, , reporting, marketing functionalities) that displays, via integration into BCLC's technical environment, live data from BCLC systems through a live data link interface through the ESB.

4.1 DESIGN REQUIREMENTS (**INCLUDED IN PHASE 1**)

Describe, and if applicable provide samples, of your proposed solution's ability to provide:

4.1.1 Wireframes/architecture

- 4.1.1.a Supply all-encompassing information architecture for the site.
- 4.1.1.b Supply detailed wireframes for each page.

4.1.2 Creative design

- 4.1.2.a Supply two different creative designs/concepts that can be reviewed and merged to build the final look and feel.
- 4.1.2.b Deliver a website that follows the final look and feel (that is hooked up on the backend to the content management system ("CMS")). (See section 4.2.7).

4.1.3 Style guide

- 4.1.3.a Deliver a final style guide that details all aspects of the site design.

4.2 FUNCTIONAL REQUIREMENTS (**INCLUDED IN PHASE 1**)

Describe, and if applicable provide samples, of your proposed solution's ability to provide:

4.2.1 Registration

- 4.2.1.a Execute an authentication protocol.
- 4.2.1.b In the event of authentication failure:
 - i. Supply a quick and easy way to contact BCLC Consumer Services for help with registration, login or any other information/instructions that Member may need and/or describe how customer support services would be managed. Provide details regarding the support of technical issues (ie, website support, how-to, etc.) and state the cost per call.

- ii. Ask Member to create password and establish a security questions.
- 4.2.1.c Display privacy policy and require Member to approve.
- 4.2.1.d Confirm data fieldshare is correct (first name, last name, BC Gold number, tier level, points earned, location of points earned, points, redeemed, location of points redeemed, bonus points loaded by BCLC).
- 4.2.1.e Confirm successful registration via e-mail.
- 4.2.2 Log-in
 - 4.2.2.a Log-in to be accomplished via user-name and password.
 - 4.2.2.b Login via account number and password created by Member.
 - 4.2.2.c E-mail to e-mail address on record and/or ask security questions.
 - 4.2.2.d If password or account number missing, e-mail to e-mail address on record and/or ask security.
- 4.2.3 Account Display
 - 4.2.3.a Ability to drill down on rows to display transaction detail (machine, game, time, etc.) or bonus promotion detail view points earned activity (for example, one per date, site or offer with base points / bonus combination).
 - 4.2.3.b Ability to notify BC Gold members of point expirations by sending notifications via e-mail or direct mail.
 - 4.2.3.c Search and sort activity.
 - 4.2.3.d Portal should have the ability to link BCLC Consumer Services contact information (e-mail) to answer Members questions and/or more information on Account Display (for example being able to submit a request to change their home address in the database).
- 4.2.4 Reporting
 - 4.2.4.a Ability for BCLC to create operational reports about site usage, profile management, etc.
 - 4.2.4.b Ability for BCLC to solicit short surveys (via e-mail) to Members and reward for participation.
- 4.2.5 Interface
 - 4.2.5.a Include Responsible Gambling design requirements (Game Sense bar, etc.). YES OR NO answer.
 - 4.2.5.b Responsible Gambling information. YES OR NO answer.
- 4.2.6 Account Servicing
 - 4.2.6.a Update/change contact information and/or preferences by submitting their change requests. These change requests would be sent directly to BCLC's Consumer Services.
 - 4.2.6.b Members' ability to choose a casino as their preferred casino "Home Club". Manual process by submitting their change

requests. These change requests would be sent directly to Consumer Services.

- 4.2.6.c Ability to send a confirmation email to Members' email address on record as a notification that account details have been updated/changed.

4.2.7 Content Management

- 4.2.7.a Allow content to be managed and updated by BCLC.
- 4.2.7.b Ensure that content changes can be performed easily by non-technical users (i.e. BCLC's Marketing Department).
- 4.2.7.c Ensure that content changes can be made via configurable workflow.

4.2.8 Web Requirements

- 4.2.8.a Provide an intuitive, process-driven front end user interface that meets W3C accessibility standards.
- 4.2.8.b Provide compatibility with all browsers (including IE7 and above).
- 4.2.8.c Provide compatibility with Webtrends analytics.
- 4.2.8.d Allow third party components to be developed and installed by BCLC.

4.3 DATA INTEGRATION REQUIREMENTS (**INCLUDED IN BOTH PHASES**)

4.3.1 Standard Integration Technologies and Techniques

Describe your proposed solution's ability to:

- 4.3.1.a Support industry standard messaging formats:
 - Extensible Mark-up Language ("XML")
 - Flat file
 - Comma delimited
- 4.3.1.b Support industry standard transports:
 - Message Queue
 - Java Message Services ("JMS")
 - Simple Object Access Protocol ("SOAP")
 - Representational State Transfer ("REST")
 - File Transfer Protocol ("FTP/s)
 - Secured File Transfer Protocol "FTPS")
 - Hyper Text Transfer Protocol ("HTTP") / HTTPS)
- 4.3.1.c Support industry standard messaging patterns:
 - One way data transmission
 - Publish/subscribe

- Request/reply
- 4.3.1.d Indicate messaging formats, transfer protocols, Application Program Interface (“API’s”), and interactions supported by the proposed solution.
- 4.3.1.e Indicate where information would be hosted.
- 4.3.2 ESB Requirements

Describe your proposed solution’s ability to:

 - 4.3.2.a Integrate with other applications via ESB.
 - 4.3.2.b What off the shelf adapters are provided with the proposed solution?
 - 4.3.2.c Obtain data and updates to information from other systems via the ESB.
 - 4.3.2.d Process how the system requests/receives data from other systems via interfaces or integration with ESB.
 - 4.3.2.e Can the system publish data and/or respond to data requests from other systems via interfaces or an ESB? Describe such interfaces.
 - 4.3.2.f Support workflows and integration with external workflows.
 - 4.3.2.g Does the system support business process execution language (“BPEL”)? Provide a catalogue of all published services.
- 4.3.3 Service Oriented Architecture (“SOA”)
 - 4.3.3.a Describe how the solution implements a SOA that is based on an industry standard platform (e.g. Java 2 Enterprise Edition (“J2EE”), .NET).
 - 4.3.3.b Describe how your system adheres to the principles of SOA.
- 4.3.4 Platform Independency
 - 4.3.4.a Describe and identify your proposed solution’s system features that have been designed to be platform independent.
- 4.3.5 Modular Design
 - 4.3.5.a The solution should be designed to be modular to allow functional components to be added and/or removed as required. Describe how the proposed solution adheres to this principle.
 - 4.3.5.b Is the proposed solution a clearly integrated system comprised of interrelated functional components/modules?
 - 4.3.5.c Describe all modules and any dependencies between them.
- 4.3.6 System Performance
 - 4.3.6.a Confirm that normal business user activity does not adversely affect the system performance.
 - 4.3.6.b Confirm that the ability to use all system functions, search the database, and execute ad-hoc queries and reporting are available without creating a noticeable impact on system performance.

- 4.3.7 Data Management Procedures
 - 4.3.7.a Identify and describe data management procedures.
 - 4.3.7.b Are appropriate procedures in place to prevent accumulated data from affecting system performance?
 - 4.3.7.c Describe automated or manual data archiving or other data management features.
 - 4.3.7.d Describe how archived data is later accessed by users.
- 4.3.8 System Management and Transactions
 - 4.3.8.a Confirm that regular system management can be conducted while system is fully operational.
 - 4.3.8.b Identify and describe regular or periodic system management needs in a continuous operations environment.
 - 4.3.8.c Can databases be backed up, re-indexed, defragged and maintained online using standard Database Management System ("DBMS") and system utilities without degrading performance?
 - 4.3.8.d Identify factors that affect system maintenance.
 - 4.3.8.e Verify that transactions within the system are logged.

4.4 FUNCTIONAL REQUIREMENTS (**INCLUDED IN PHASE 2**)

Describe your proposed solution's ability to:

- 4.4.1 Enrolment
 - 4.4.1.a Ask Member to fill-out online application form (supply contact details and preferences). Ask Member to create password and establish a security question.
 - 4.4.1.b Display privacy policy and require Member to accept.
 - 4.4.1.c Display instructions for picking-up card at casino and send confirmation e-mail to e-mail address provided and to e-mail address on file (if different).
 - 4.4.1.d Display Map of nearest casinos.
- 4.4.2 Redemption
 - 4.4.2.a Redeem for coupons and certificates (e.g. redeem 500 points for free play coupon or dining certificate).
 - 4.4.2.b Ability to notify Member of point expirations by sending notifications via e-mail or direct mail.
- 4.4.3 Interface
 - 4.4.3.a Ability to customize viewing screen per player.
 - 4.4.3.b Ability for Members to provide program feedback.
 - 4.4.3.c Online community: ability to chat and post on a moderated community page.
- 4.4.4 Account Servicing

- 4.4.4.a Update/change contact info and/or preferences.
- 4.4.4.b Change Home Club (place where player originally signed up).
- 4.4.4.c Member have the ability to close BC Gold account.
- 4.4.4.d Update/change password/security questions.
- 4.4.4.e Ability for player to set marketing communications limits (e.g. set the min/max amount of emails sent within a month).
- 4.4.4.f Notification e-mail sent to e-mail on file after any account change.
- 4.4.4.g Prompt if e-mail invalid or recent bounce back.
- 4.4.5 Reporting
 - 4.4.5.a Ability to create operational reports about site usage, profile management, etc.
 - 4.4.5.b Measure response to campaigns (and click through on e-mails).
 - 4.4.5.c Ability to notify Members of point expirations by sending notifications via e-mail or direct mail.
- 4.4.6 Promotions / Marketing
 - 4.4.6.a Ability to send an e-mail upon qualification of a promotion/marketing initiative (For example, when a promotion is set up as follows: "visit us x times in x month and receive x number of BC Gold points," an email would be issued to notify the member once qualifications had been met.)
 - 4.4.6.b Ability to issue bonus points, rewards or coupons/certificates.
 - 4.4.6.c Notify BC Gold members of point expirations by sending notifications via e-mail or direct mail.
 - 4.4.6.d Set-up rules-based promotions to selected Members.
 - 4.4.6.e Ability to notify eligible members and to confirm issuance of points/certificates/reward via e-mail (or direct mail if no e-mail available).
 - 4.4.6.f Allow Members to register for promotions.
 - 4.4.6.g Allow Members to enter contests by using points as 'draws' (i.e. pay 1 point for 1 chance to win).
 - 4.4.6.h Notify winners via direct mail /e-mail.
 - 4.4.6.i Create control groups or test cells via various select criteria.

4.5 USERS AND SECURITY MANAGEMENT (**BOTH PHASES**)

Describe your proposed solution's ability to:

- 4.5.1 User and security management systems feature.
- 4.5.2 Support for role-based or privilege-based security.
- 4.5.3 Number of users that may be added or removed from the proposed solution.

- 4.5.4 Ability to restrict a subset of any of the main groups of operations.
- 4.5.5 Integration of third party content.
- 4.5.6 Use of encryption for control-level data.

4.6 OPERATIONAL SUPPORT TASKS (**BOTH PHASES**)

- 4.6.1 List the ongoing operational support tasks (system/database/application backup/archive/purge/patches/service packs/ virus protection, etc.) that are necessary to keep the solution operational.
- 4.6.2 Indicate the required skill set and the estimated hours per year required for each task.

4.7 SERVICE/SUPPORT PLAN (**BOTH PHASES**)

- 4.7.1 Describe your service/support plan offerings.
- 4.7.2 What support tools are available (manuals, online knowledge base, user groups, telephone support groups, consulting)?
- 4.7.3 What are your service levels (including, but not limited to, response time)? Provide your standard service levels if applicable.
- 4.7.4 What are your support service hours (specify time zone)?
- 4.7.5 What are the client contact options?

Note: Additional costs for service/support plans should be described in Costing section 5.1.

4.8 SOFTWARE LIFECYCLE (**BOTH PHASES**)

- 4.8.1 Describe the minor and major release frequency policy or plans for the proposed software.
- 4.8.2 Provide the proposed software's product release and upgrade plans.
- 4.8.3 What level of support is provided with upgrades?
- 4.8.4 Describe your bug reporting process.
- 4.8.5 What are your services level pertaining to resolution of issues/bugs?

Note: Any additional costs associated with upgrades should be included in Section 5.1 Costing.

4.9 TRAINING (**BOTH PHASES**)

BCLC requires the successful proponent to provide on-site user training and support during the installation and configuration at:

British Columbia Lottery Corporation
10760 Shellbridge Way
Richmond, B.C. V6X 3H1

- 4.9.1 Describe the training required for the proposed solution.
- 4.9.2 Where are your training locations for any additional training required post implementation?

4.9.3 Is on-line or on-site training available after the initial on-site implementation and configuration?

4.9.4 Are technical manuals and user guides provided?

Note: Include any additional costs for training, including any applicable annual training updates or post-implementation training for new users, in Section 5.1 Costing.

4.10 PROJECT PLAN (**PHASE 1**)

All proposals should be accompanied by a proposed detailed project plan and accompanying timeline for supply, installation, configuration and training. MS-Project or other MS formats are acceptable. Timelines should indicate key milestones, deliverables, and client sign-off dates.

4.10.1 Provide your detailed project plan and accompanying timeline for the deliverables mentioned above.

4.11 PROJECT MANAGEMENT (**PHASE 1**)

4.11.1 Describe in detail the resources required to implement your proposed software solution, including scheduling, tracking, reporting and deployment methods.

4.11.2 Describe the skills, experience and detailed descriptions of the project management team that will work on this proposed project. Include, names of individuals, their roles in the project including their skills sets and experience. Provide details of their previous relevant experience.

4.11.3 Based on volume of business and other clients, how do you prioritize workload?

4.12 METHODOLOGY

4.12.1 Describe your implementation methodology and provide examples of how this methodology will be applied as part of the proposed project.

4.13 SOFTWARE LICENCE (**BOTH PHASES**)

4.13.1 In your proposal, include copies of any proposed applicable standard software licence agreements required for the proposed solution. Any proposed licences will be subject to negotiation with BCLC.

4.14 DISASTER RECOVERY/SERVICE DISRUPTIONS (**BOTH PHASES**)

BCLC will expect the proponent to have a Disaster Recovery Plan and a Business Continuity Plan in place, in the event that BCLC or the proponent is affected by a disaster or an event that temporarily disrupts business operations.

4.14.1 Describe in detail the approach to providing uninterrupted service to BCLC, province wide. Indicate what backup resources are available, and what plans you have in place to cope with potential business interruptions.

4.14.2 What contingency and emergency plans does your company follow to ensure contractual obligations occur during any event (i.e. local disaster affecting your primary facility, service disruptions, pandemic outbreak, etc.)?

4.15 WARRANTY (**BOTH PHASES**)

4.15.1 Describe your software product warranty and warranty on professional services to install and configure.

SECTION 5

5 PROPOSED PRICING

5.1 PROPOSED PRICING DETAIL

Provide a comprehensive listing of all charges during the entire term of the proposed software solution and any optional additional or extended terms that will be passed onto BCLC.

Split any charges and fees into Phase 1 and Phase 2 applicable charges.

- 5.1.1 How is the application priced? Please include detailed pricing including any and all modules being proposed and the number and type of licenses or CPUs included. Please indicate any scaling discount options.
- 5.1.2 What is your application cost model for development, quality assurance ("QA"), pilot, and production environments?
- 5.1.3 Are you prepared to license/support your application in development/QA environments at no additional charge to BCLC?
- 5.1.4 Please outline any costs for additional Central Processing Unit ("CPU") or user licences that BCLC may require in the future.
- 5.1.5 Please outline any additional costs or parameters including (but not limited to):
 - Project management
 - Customized development, if applicable
 - Upgrade plans
 - Service and support plans (including customer support services)
 - Training
 - Hardware and software
 - Installation and configuration
 - Detail and show costs for any other relevant items not listed above
- 5.1.6 State any anticipated travel, accommodation, ancillary costs. BCLC does not pay management fees or mark up on these costs.
- 5.1.7 State any other costs not previously stated.

Proposed pricing should be submitted in a separate document file from the RFP response. In your pricing submission, reference the RFP # and name along with your company information.

In addition to the above, the proponent will be required to provide their Tax registration number to BCLC, if applicable.

5.2 PAYMENT DISCOUNTS

BCLC prefers a Net 30 payment term, and may consider accelerating payment based on early payment discounts.

- 5.2.1 Indicate your payment terms, and explain any early payment discounts available to BCLC.

5.3 PRICING STRATEGIES

BCLC may be open to other pricing strategies, incentives, discounts, or other offerings that would benefit BCLC. BCLC, at its sole discretion, may or may not review or consider any such offerings that are proposed.

- 5.3.1 Submit any other pricing options/strategies/offerings in your proposal, for BCLC's consideration.
-

6 DEMONSTRATION REQUIREMENTS

BCLC will require proponents, who have made the Shortlist, to give a presentation/demonstration of your proposed solution.

6.1 PROPONENTS MAY BE EXPECTED TO HIGHLIGHT THE FOLLOWING:

- Meet account representative(s);
- Demonstrate ability to create a stand-alone portal that can access data export provided daily by supplier through a non-live data link.
- Demonstrate the web portal solution and its ability to execute similar functional requirements as requested in 4.1.1 to 4.1.8.
- Added value – Demonstrate ability to execute functionality 4.3 to 4.3.6

All costs associated with the presentation/demonstration will be the responsibility of the proponent.

SECTION 7

7 RFP PROCESS OVERVIEW

7.1 SELECTION SCHEDULE AND KEY MILESTONES

The schedule for proponent selection process is:

Issue of RFP	August 20th 2010
Intent to submit	September 1 st , 2010 14:00 hours PT
Questions closed	September 1 st , 2010 14:00 hours PT
Closing date and time for proposal	September 10th , 2010 14:00 hours PT
Proponent presentation (if applicable)	Commence October 13 th 2010
Notification: BCLC will notify all successful and unsuccessful proponents of its selection by approximately:	October 29 th ,2010
Timeframe for Negotiations	30 days following notification by BCLC.

Schedule and key milestone dates are subject to change at BCLC's sole discretion.

7.2 INTERPRETATION OF THE RFP

If a proponent is in doubt as to the intended meaning of any part of this RFP, or finds errors, omissions, discrepancies or ambiguities, questions may be submitted and, if deemed necessary by BCLC, an Amendment to the RFP may be issued.

It is the proponent's responsibility to understand all aspects of the RFP requirements. Should any details necessary for a clear and comprehensive understanding be required, it is the proponent's responsibility to obtain clarification before submitting a Proposal.

No individual other than the designated BCLC Purchasing Contact identified on the RFP cover is authorized by BCLC to comment on any portion of this RFP or the requirements described in this RFP. BCLC will not be bound by, and the proponent agrees not to rely upon, any information given or statements made by persons other than the designated BCLC Purchasing Contact. Making inquiries to an unauthorized person may be deemed, to be a Material Circumstance and at BCLC's sole discretion, no further consideration may be given to that proponent's proposal. Information obtained from past

communication or any source outside of this RFP should not be relied upon or considered relevant to this RFP.

7.3 AMENDMENTS

BCLC may alter or amend this RFP, and may issue such alterations or amendments. Information, instructions, and/or questions and answers may be incorporated by BCLC in an amendment to the RFP, which may be posted on BC Bid or provided to all proponents who received an invitation or submitted an Intent to Submit or a proposal.

Such amendments may contain important information, including significant changes to this RFP. Proponents are responsible for reviewing all amendments and confirm that all amendments issued have been read and included in the Proponents response (see Appendix 4).

7.4 RFP RESPONSE FORMAT AND DEPTH

The RFP sets out BCLC's requirements, desired options and additional considerations. Proposals should address all topics and response requirements set out in this RFP and should correspond to the section numbering as set out in the RFP. All proposals should be submitted in English.

7.5 INTENT OF RFP

This RFP is **NOT** intended to result in the formation of Contract "A". The intent of this RFP is solely to identify those proponents capable of meeting BCLC's requirements and with whom a final agreement may be negotiated.

Notwithstanding the foregoing, the provisions contained under the following headings: (i) Law; (ii) Indemnification; (iii) Release; and (iv) Confidentiality and Non-Disclosure, shall be severable from the remainder of this RFP and shall, together, form a binding agreement between BCLC and a proponent upon a proponent providing BCLC with either notice of its Intent to Submit or a proposal.

7.6 MODIFICATION OR WITHDRAWAL OF PROPOSAL

Any proponent may withdraw or change its proposal by giving notice to BCLC in writing.

7.7 COST OF PREPARATION OF PROPOSAL

The costs for the preparation of a proposal, demonstrations, presentations, meetings and all other costs incurred by the proponent in relation to this RFP shall be borne by the proponent. BCLC shall not be liable for such costs and will not reimburse the proponents under any circumstances including, without limitation, in the event of rejection of any or all of the proposals, changes or termination of the RFP process.

7.8 NEGOTIATIONS

Negotiations will not constitute a legally binding offer to enter into a contract on the part of BCLC or the proponent. Negotiations may include requests by BCLC for supplementary information from the proponent to verify, clarify or supplement the information provided in its proposal or confirm the conclusions reached in the evaluation and may include requests by BCLC for improved pricing from the proponent.

The top ranked proponent, as established under the evaluation, will be selected by BCLC to enter into direct contract negotiations with BCLC. BCLC intends to conduct negotiations within the Timeframe for Negotiations. A proponent invited to enter into

direct contract negotiations should therefore be prepared to provide requested information in a timely fashion and to conduct its negotiations expeditiously.

Proponents should note that if the parties cannot execute a contract within the Timeframe for Negotiations BCLC may invite the next ranked proponent to enter into negotiations. With a view to expediting contract formalization, at any point of the Timeframe for Negotiations, BCLC may elect to initiate concurrent negotiations with the next best ranked proponent. Once the Timeframe for Negotiations lapses with a proponent, BCLC may continue or discontinue further negotiations with that particular proponent. This process shall continue until a contract is formalized or until there are no more proponents remaining that are eligible for negotiations. There will be no legally binding relationship created with any proponent prior to the execution of a written agreement.

Proponents that are eligible for contract negotiations will be so notified at the commencement of the negotiation process. Proponents that are ineligible for contract negotiations will also be notified at the commencement of the negotiation process. Once an Agreement is executed by the successful proponent and BCLC, the other proponents will be notified by BCLC in writing of the outcome of the procurement process and the award of the Contract to the successful proponent.

BCLC may unilaterally terminate the RFP process at any time and withdraw from negotiations with and or all of the proponents who have responded.

BCLC may consider any Material Circumstance (as defined in 2.2) as disclosed in a proposal or otherwise, and BCLC may eliminate a proposal from consideration on the ground that a Material Circumstance gives rise to a conflict of interest that BCLC considers in its opinion would give rise to unfair advantage in the RFP process, or would otherwise prejudice the integrity of the RFP process.

7.9 LAW

This RFP process and any subsequent agreement will be governed by the laws of the Province of British Columbia and any dispute will be subject to the jurisdiction of the courts of British Columbia.

7.10 INDEMNIFICATION

The proponent shall be responsible for and shall indemnify BCLC from all claims, loss and damages that relate to or arise out of errors, omissions or negligent acts of the proponent, its employees or agents associated with this RFP process and all costs associated with those claims, loss and damages.

7.11 FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (BC) ("FOIPPA")

BCLC is subject to FOIPPA and may be required to disclose proponent information in its custody or control. Further, proponents may also be subject to FOIPPA. For information on FOIPPA see http://www.mser.gov.bc.ca/privacyaccess/index_toc.htm. As a result of being subject to FOIPPA, BCLC can not protect information submitted by proponents from FOIPPA or guarantee the confidentiality of proponent's proposals submitted in response to this RFP. Disclosure pursuant to a FOIPPA request is subject to the application of the Act.

7.12 DEBRIEFING

Upon request, and at BCLC's sole discretion, BCLC will only provide a debriefing to proponents who met or exceeded the minimum Threshold. All requests must be in writing

to the BCLC Contact and must be made within thirty (30) days of notification of award. The intent of the debriefing information session is to aid the proponent in presenting a stronger proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process. BCLC will provide debriefing after contract award has been completed.

7.13 PUBLICITY

The proponent shall not make public anything in any manner or medium pertaining to this RFP without obtaining prior written permission of BCLC, which may be withheld for any reason.

7.14 RELEASE

No proponent shall have any claim against BCLC for any compensation of any kind whatsoever as a result of participating in this RFP. By submitting a notice of Intent to Submit or a proposal, each proponent agrees to release and waive all claims that it may have against BCLC arising out of this RFP.

SECTION 8

8 CONFIDENTIALITY AND NON-DISCLOSURE

Confidential information includes all non-publically available material, data, information (written, oral or otherwise), or any item in any form supplied by BCLC or derived from any information acquired by the proponent from BCLC including BCLC's RFP process and the proponent's proposal after the RFP has closed ("**Confidential Information**"), and;

- a) is to be used only in compliance with all requirements of BCLC concerning access to BCLC's Confidential Information, including restrictions on or suspension of access to the Confidential Information;
- b) is to be protected against any unauthorized use or disclosure by at least substantially the same security measures as the proponent uses to protect its own confidential information, but in no event less than reasonable care;
- c) is not to be disclosed to any third party at any time, except as approved in writing by BCLC;
- d) is not to be reproduced, copied or used for any purpose whatsoever other than replying to this RFP and the fulfilment of any subsequent agreement;
- e) is to be returned or destroyed, together with any copies thereof, when no longer needed for the purposes herein, or when a subsequent agreement terminates or upon request by BCLC; and
- f) in the event of a breach will be immediately reported to BCLC and all measures taken to mitigate the damage from such breach at proponent's expense.

Proponents are to comply with all requirements of BCLC concerning Confidential Information and failure to comply may lead to disqualification of the proponent from this competition and may impact any future business relationship.

Confidential Information shall not include information that:

- a) lawfully becomes part of public knowledge through publication or otherwise, but through no fault of the proponent;
- b) the proponent possesses at the time of the disclosure of such information and which was not acquired, directly or indirectly, from BCLC, or from any third party who was or could reasonably have been expected to be under an obligation of confidentiality; or
- c) is obligated to be produced under order of a court of competent jurisdiction or other governing authority having jurisdiction over such matters provided, however, that the proponent shall provide sufficient notice to BCLC so that appropriate actions may be taken to protect the confidentiality of the information to be disclosed.

SECTION 9

9 LIST OF APPENDICES

APPENDIX	FILE NAME	FORMAT	PAGES
1	Acknowledgement	PDF	1
2	Material Circumstances	PDF	1
3	Declaration of Sub-Contractors	PDF	1
4	Amendments	PDF	1

APPENDIX 1: ACKNOWLEDGEMENT

ACKNOWLEDGEMENT

The Proponent agrees to the terms stated herein. The person signing this RFP declares that he/she is a duly authorized signing authority with the capacity to commit his/her firm/company to the provisions contained herein. Without limiting the generality of the foregoing, by signing below the Proponent specifically acknowledges that it has read, understood and agrees to the terms of 7.5 of this RFP (Intent of RFP):

Executed this _____ day of _____, 2010

Authorized Signature:

Printed Name:

Title/Position:

Company Name:

City:

Address:

Phone Number:

Fax Number:

E-mail Address:

APPENDIX 2: MATERIAL CIRCUMSTANCE

MATERIAL CIRCUMSTANCE:

BCLC requires Proponents to disclose all Material Circumstances (as defined in 2.2) as an attachment. Check ONE:

- ☐ No, there are no Material Circumstances to disclose; OR
- ☐ Yes, there is/are one or more Material Circumstance(s) to disclose and a disclosure statement is attached.

APPENDIX 3: DECLARATION OF SUB-CONTRACTORS

DECLARATION OF SUB-CONTRACTORS:

- ☐ The goods and or services in this proposal will be provided solely by the company named in Appendix 1 – Acknowledgement.
- ☐ Sub-contractors will be used to provide the goods and or services described in this proposal.

Companies called on as Sub-Contractors to collaborate in the execution of the proposed services.

Name:

Contact Person:

Title:

Phone Number:

Fax Number:

E-mail Address:

Address:

City:

Province:

Postal Code:

Description of services provided:

% of services the Sub-Contractor will be providing: _____%

APPENDIX 4: AMENDMENTS

AMENDMENTS

Please confirm that any amendments to this RFP issued on BC Bid have been read and included in Proponent response. List the Amendments included in the response (if applicable).

Amendment No.:	Dated:	# of Pages:
Amendment No.:	Dated:	# of Pages:
Amendment No.:	Dated:	# of Pages:
Amendment No.:	Dated:	# of Pages: