



**London
Hydro**

Request for Proposal

MDM/R Interface & SAP
Time of Use Billing
Quality Assurance Services

Proposal No. T-2010-N-5
April 2010

1 Scope

London Hydro is implementing a new Meter Data Management system along with essential changes to Time of Use (TOU) billing in our SAP-based Customer Information System (CIS). A vendor is required to provide resources to carry out quality assurance and testing services on the newly developed system on site at London Hydro. The systems and activities in scope for this engagement are further detailed below.

Broadly speaking, the vendor shall be responsible for carrying out quality control & testing on new system changes required to implement both Time of use billing capabilities and the provincial MDM/R interfacing requirements. This is primarily (but not solely) utilizing London Hydro's current SAP IS-U billing and customer information system and Sensus FlexNet Advanced Meter Infrastructure (AMI) systems; however, if additional issues or requirements arise as a result of integrating these processes then vendor resources shall also be utilized for conducting any resulting additional quality control and testing effort.

1. Testing Time of Use (TOU) Billing in SAP IS-U

Smart Meters have the ability to meter/measure your electrical use, based on the time of day at different rates. The SAP IS-U system calculates bills based on the time of use rates.

2. Testing Meter Data Management & Repository Interfaces (MDM/R)

The MDM/R solution provides a common infrastructure for receiving Meter Read data (interval consumption and/or register read data) from AMCCs (Advanced Metering Control Computers), performs standardized validation, estimation, provides an interface for editing meter data, and provides framed Billing Quantities for service delivery points in Ontario.

3. Performance Testing

Performance testing of the developed processes shall be an integral part of the project to validate the system behavior under both normal and peak conditions.

4. Post Implementation Defect Testing

The vendor will provide support and retest of any new or outstanding defects post implementation, interfacing with the system end users to establish validity and priority of any issues that arise.

5. Training Material (if required)

London Hydro may wish to utilize the knowledge and experience gained by the vendor's resources throughout the development and testing phases of this project to assist in development of training material that will be provided to end users.

2 Services Requested

The successful quality assurance/testing vendor will be required to complete Test Design and Test Execution services for both MDM/R Interfaces and Time of Use (TOU) Billing in our SAP CIS. All deliverables from the resources are expected to conform to London Hydro's documentation and reporting standards.

1. Test Design

The vendor's resources shall follow and execute London Hydro's testing strategy and standards. Under London Hydro's guidance and direction, the vendor shall review functional and non-functional requirements, and create test plans, test scenarios, and test cases. The vendor's resources shall use expert knowledge and judgment to ensure test cases cover all aspects of the system under test, and provide complete coverage. A risk based matrix shall be developed by the vendor to demonstrate high priority requirements and corresponding test cases. The vendor shall ensure the test plan and all related documents meet both industry and London Hydro standards, and are easy to understand and follow by other testers.

2. Test Execution

Under London Hydro's guidance and direction, the vendor shall execute the test plan and test cases in various stages, i.e. Smoke Testing, Regression Testing, Functional Testing, E2E/System Testing, Performance Testing, System Integration Testing (with IESO), and Qualification Testing (with IESO). Due to time constraints, some of these phases may be merged at the sole discretion of London Hydro. On the contrary, if additional time is available, the vendor may also be assigned to conduct sessions based Exploratory Testing. The vendor shall ensure test case documentation meets both industry and London Hydro standards. After the complete execution of test plan, a signed off hard copy must be provided to London Hydro. Throughout the testing cycle, it is expected that the vendor shall detect and log all defects using methodology provided by or requested by London Hydro.

3. Documentation

The vendor shall use existing London Hydro documentation standards and library; however vendor is expected to make suggestions in enhancing the existing documentation standards with industry best practices.

4. Reporting

The vendor test team shall report to London Hydro's Testing Supervisor. The vendor shall provide daily activity reports to London Hydro's Testing Supervisor for all testing related activities. The vendor shall follow the London Hydro provided reporting templates and matrixes to provide input into various dimensions of the testing efforts. In addition, the following reporting documents are required:

1. Weekly Comprehensive Test Report (Including Coverage and Defect Matrix)
2. Defect Report (twice a week)
3. Test Time Effort Estimation

Please note that London Hydro may introduce additional reports as the project progresses.

3 Resources

The vendor shall provide three (3) resources to carry out our testing efforts:

- 2 Senior QA Analysts
- 1 QA Analyst

Specific skill sets required for the two positions are detailed in Appendix A of this document.

One Senior QA Analyst and one QA Analyst are required for the duration of the milestones defined in section 4. A second Senior QA Analyst is required for the period of 4/26/2010 to 6/15/2010 only. London Hydro reserves the right to extend the contracted period at rates no higher than that of the initial contract should the need arise, or to conclude the contract at an earlier date if services are no longer required.

It is assumed by London Hydro that the vendor shall supply the same resources, i.e. Senior QA Analysts and QA Analyst throughout the duration of the engagement; however, if a vendor must replace any of the resources during the life of the engagement, the replacement resource shall be of equivalent or higher skill and experience (to be evaluated at London Hydro's discretion) than the resource being replaced with a rate less than or equal to the initial contracted rate. The vendor will be responsible for providing replacement resources at their own cost for an adequate ramp up period as agreed upon between both London Hydro and the vendor.

4 Milestones

The vendor's test team shall follow and adhere to the project plan as set or modified by London Hydro, however following are the milestones that we expect the vendor's test team to achieve:

Time of Use Billing

Milestones	Start Date	End Date
Requirements Verification	4/26/2010	4/30/2010
Test Scenario Creation	4/28/2010	5/7/2010
Test Plan Document	5/10/2010	5/17/2010
Functional Testing	5/17/2010	6/11/2010
Post Implementation Defect Testing	9/10/2010	12/17/2010

MDM/R Interfaces

Milestones	Start Date	End Date
Requirements Verification	4/26/2010	5/3/2010
Test Strategy Document(Add test scenarios)	5/3/2010	5/10/2010
Test Plan Document	5/10/2010	5/24/2010
Functional Testing	5/24/2010	6/24/2010
System/E2E Testing (including SIT with IESO)	6/21/2010	7/15/2010
Qualification Testing (with IESO and repeat of E2E test cases as well)	7/15/2010	9/6/2010
Performance Testing	7/15/2010	8/23/2010
Post Implementation Defect Testing	9/10/2010	12/17/2010

5 Submissions

Vendors wishing to submit a proposal are required to complete the information requested in Schedule 1 attached to this document.

6 Selection Criteria

The following matrix will be used as the selection criterion for a vendor:

Number	Criteria	Weighting (%)
1	Experience with Creation and Execution of Functional Testing Plans	20
2	Experience with Creation and Execution of Non-Functional Testing Plans	15
3	Experience working with and testing relevant systems (particularly SAP IS-U) or other relevant work experience	10
4	Demonstrable skills/previous work experience, e.g. past work examples of test plans, test cases and defect reports	15
5	Resource Rates	40

7 Closing Date

Submissions must be received at:

London Hydro Inc.
111 Horton Street
London, Ontario
N6B 3N9
Attention: Marilyn McVeigh
Executive Office

No later than: **Friday, April 16, 2010 at 3:00 p.m. local time**

Please reference “**Proposal No. T2010-N-5**” on your submission envelope.

8 Terms and Conditions

GENERAL

- LH may, at its option, renew the contract for time beyond the initial agreement. However, either party may terminate this Agreement upon 2 weeks prior written notice.
- LH will provide Vendor with necessities to carry out the services i.e. necessary hardware, software, parking, building access

RIGHT TO ACCEPT OR REJECT PROPOSAL

London Hydro reserves the right to reject any and all proposals, the right to accept other than the lowest bidder, and also the right to not accept any bid.

London Hydro reserves the right to cancel this Request for Proposal, at any time without penalty or cost.

It is recognized that the acceptance or awarding of a bid for the benefit of London Hydro may require authorization by the London Hydro Board of Directors, which has the sole discretion of accepting or rejecting any bid for London Hydro’s benefit.

PERFORMANCE

London Hydro has the right to immediately cancel the Contract before the expiration of term and select a different bidder if there is non-compliance with any laws, rules or regulations of Ontario, or any of the terms outlined in this Request for Proposal.

If the quality of product or service is unsatisfactory or the Contractor fails to comply with London Hydro’s requirements, London Hydro shall notify the Contractor in writing (e-mail accepted) of the problem and the Contractor shall respond and correct the problem within twenty-four (24) hours or provide a plan to rectify the problem. The terms of the plan must be agreed upon by London Hydro to constitute its acceptance. Failure to comply with the above may result in termination of the Contract.

PROPOSAL RESPONSE

Any variation(s) from the information contained in this proposal must be noted on this document. Proposals may include attachments to expand on your service or product. London Hydro reserves the right to contact bidders for submission clarification purposes during the evaluation process.

The person signing this application shall initial erasures, overwriting or strikeouts.

Failure to provide response to all the information asked for may cause the response to be declared "incomplete". Incomplete responses, unless they are to the advantage of London Hydro, will be disqualified.

Your signature of authorization and acceptance of this document is placed herein. This implies you have read, fully understood and agree to abide by all information contained within this document.

Proposals that are unsigned, improperly signed or sealed, conditional, illegible, obscure, contain arithmetical errors, erasures, alterations or irregularities of any kind may be considered informal.

This Request for Proposal and the resulting submissions should not be considered a commitment by London Hydro to enter into any contract. As stated elsewhere in this Request, London Hydro reserves the right to reject any and all submissions.

London Hydro will not be responsible for any cost, expense, liability, loss or damage incurred or suffered by a Bidder because of acceptance or rejection of any proposal, delay in acceptance of a proposal, or non-award of contract.

DELIVERY

DELIVERY IS THE SOLE RESPONSIBILITY OF THE RESPONDENT. PROPOSALS MUST BE RECEIVED BY THE CLOSING TIME AT THE EXECUTIVE OFFICE NOTED ABOVE TO BE CONSIDERED FOR EVALUATION. UPON REQUEST, LONDON HYDRO WILL PROVIDE A RECEIPT TO BIDDERS AT THE TIME OF SUBMISSION. PROPOSALS RECEIVED AFTER THE CLOSING TIME WILL BE REJECTED AND RETURNED TO THE BIDDER UNOPENED.

A contractor who has already submitted a proposal may submit a further proposal at any time up to the official closing time. The last proposal received shall supersede and invalidate all proposals previously submitted by that contractor as it applies to this request for proposals.

WITHDRAWAL OF PROPOSAL

The Contractor may request in writing the opportunity to withdraw a proposal in advance of the closing date. The package will be returned unopened.

Any agreement by London Hydro to allow this withdrawal will prohibit the Contractor from working as a subcontractor for the preferred Contractor.

DISCOUNTS

Please advise what discounts are available for quantity volumes or early payment. Specifically, what discounts are offered for payment within 10 days of receipt of invoice.

INDEMNIFICATION

The contractor accepts full responsibility for the work described in these bid specifications; and indemnifies London Hydro, its Board of Directors and the Owner (The City of London), its servants or agents, from any actions which may result from the violation of all applicable regulations or statutes. Without limiting the generality of this provision, this shall include violations of applicable regulations and statutes involving health and safety and environmental protection.

RELEASE OF INFORMATION

Respondents to this Request for Proposal are advised that information obtained from respondents would be communicated to the public and the respondents in the following manner and form:

- A public opening of the proposals will take place at the time and location indicated in the attached proposal cover letter. All respondents and the general public may attend this public opening of the respondents' submissions. At such opening, information communicated will be limited to the names of the participating respondents. No other information will be provided to the public at that time. Evaluation and awarding of the contract will not take place at the public opening.
- After the proposals have been evaluated, a recommendation to award the contract may be presented to London Hydro's Executive or the Board of Directors for approval. The information presented will consist of the respondent's names, the bid amounts and the recommendation to award the contract.
- After the evaluation and awarding of the contract, all unsuccessful respondents will be advised in writing that the contract was not awarded to them.
- Further requests for information from those respondents who have submitted pricing for this Proposal must be received in writing to the attention of the Purchasing Coordinator. Facsimile will be acceptable if signed and the originating facsimile is identified and consistent with the party requesting the information. Electronic E-mail requests will also be accepted. Information provided would be limited to the names of the respondents, the name of the successful bidder and the range of the prices received from the respondents.

Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) **– PERSONAL INFORMATION PROTECTION**

While performing its services for London Hydro, the Contractor may come into contact with personal information regarding London Hydro's customers, employees or other parties. Such personal information is subject to the requirements of privacy legislation and London Hydro's privacy policy.

The Contractor may not use or disclose such personal information in any way except pursuant to London Hydro's instructions or to the extent necessary to perform its services for London Hydro. The Contractor must use security measures adequate to the sensitivity of the personal information to prevent the unauthorized use and disclosure of personal information both to and by third parties and to and by the employees of the Contractor who have no need to view personal information for the performance of the Contractor's services for London Hydro.

The Contractor must promptly notify London Hydro of any requests for disclosure of personal information by any party and of any accidental or unauthorized access to such information. If

the Contractor subcontracts any part of its obligations hereunder it must obtain contractual obligations similar to this letter from the subcontractor.

INSURANCE

The successful Contractor(s) shall, at its own expense, obtain and maintain until the termination of the contract and shall provide London Hydro Inc. (London Hydro) with evidence of:

- (a) **Commercial General Liability** insurance on an occurrence basis for an amount not less than Two Million (\$2,000,000.) dollars and shall include London Hydro Inc. and the Corporation of the City of London as additional insureds with respect to the Contractor's operations, acts and omissions relating to its obligations under this Agreement. Such policy to include, personal injury, property damage, broad form property damage, contractual liability, non-owned automobile liability, owner's and contractor's protective coverage, products - completed operations, contingent employers liability, cross liability and severability of interest clauses;
- (b) **Automobile** liability insurance for an amount not less than Two Million (\$2,000,000.) dollars covering all vehicles used in any manner in connection with the performance of the terms of this Agreement.

The policies shown above will not be cancelled or permitted to lapse unless the insurer notifies London Hydro in writing at least thirty (30) days prior to the effective date of cancellation or expiry. London Hydro reserves the right to request such high limits of insurance or other types of policies appropriate to the work as London Hydro may reasonably require.

- (c) The successful Contractor(s) shall not commence work until such time as any required bond and sureties deposits have been approved by London Hydro **and** London Hydro's Certificate of Insurance form has been filed and approved by London Hydro. No other document will be accepted. Failure to obtain and maintain such insurance shall be a breach of contract.
- (d) The successful Contractor(s) shall indemnify and hold London Hydro harmless from and against all liability, loss, claims, demands, costs and expenses, including reasonable legal fees, occasioned wholly or in part by any negligence or acts or omissions whether willful or otherwise by the Contractor, its agents, officers, employees or other persons for whom the Contractor is legally responsible.

Workers' Compensation

The successful Contractor will promptly make all returns and pay all assessments required or levied by the Workplace Safety and Insurance Board in respect of the said work and persons employed on or in connection therewith and shall furnish to London Hydro a certificate of clearance from the Workplace Safety and Insurance Board prior to commencing work and shall maintain that good standing throughout the contract period.

Appendix A: Resource Job Requirements

Senior QA Analyst

- Excellent knowledge of QA methodology and best practices.
- 5 or more years of experience in creating and executing Test Plan, Test Cases and Test Scenarios
- 5 or more years of experience in manual Agile, Regression, Functional, and System/E2E Testing
- 5 or more years of experience in standard QA metrics or creating metrics as requested.
- 5 or more years experience in defect reporting and tracking.
- Provide daily test activity reports to to Testing Supervisor
- Proficient in identifying and logging defects.
- Knowledge of business process workflow.
- Must be able to work in team environment
- Ability to follow a strict schedule and deadlines
- Must have excellent written and oral communication skills
- Experience in testing in an SAP CIS (IS-U) or any CIS is highly desired
- Experience in creating Test Plan and defect reports using MS Word and Excel.

QA Analyst

- Excellent knowledge of QA methodology and best practices.
- 3 or more years of experience in creating and executing Test Plan, Test Cases and Test Scenarios
- 3 or more years of experience in manual Agile, Regression, Functional, and System/E2E Testing
- Provide daily test activity reports to to Testing Supervisor
- 3 or more years of experience in manual Performance Testing
- Proficient in identifying and logging defects
- Knowledge of business process workflow.
- Must be able to work in team environment
- Ability to follow strict schedule and deadlines
- Must have excellent written and oral communication skills
- Experience in testing in an SAP CIS (IS-U) any CIS is highly desired
- Experience in creating Test Plan and defect reports using MS Word and Excel.

Schedule 1: Submission Form

This schedule is the official submission form for this proposal. Vendors are required to submit this form completed with the additional requested material attached as a single package prior to the closing date/time in order for the proposal to be considered complete.

1. Vendor Details

Vendor Name	
Primary Contact Information	

2. Proposed Rates

London Hydro will pay only an hourly rate to the vendor. Expenses incurred in the delivery of the requested services will not be payable by London Hydro, hence an all-inclusive hourly rate shall be provided, i.e. inclusive of travel, accommodation, meals, etc.

Position	All-Inclusive Hourly Rate
Senior QA Analyst	
QA Analyst	

3. Résumés

Please include with your response, résumés (with names) for each of the proposed candidates.

4. Sample Work

Please include with your response, samples of work for each of the proposed candidates in the following categories:

- a. Test Plan
- b. Test Case
- c. Defect Report
- d. Test Coverage Report

5. Skills

Please complete the following table for each of the proposed candidates with respect to the following skill sets:

Number	Skill	Requirement	Briefly describe your experience with this skill
1	Creating and executing manual functional test plans	Mandatory	
2	Usage of Test Matrixes to provide test reports and progress	Mandatory	
3	Familiarity with overall testing process in various stages	Mandatory	
4	Defect reporting and retesting	Mandatory	
5	Creating and executing manual performance test cases	Highly Desired	
6	Testing experience in SAP IS-U (CIS – TOU)	Highly Desired	
7	Experience with utilities	Nice to have	
8	Testing experience with MDM/R interfaces	Nice to have	
9	Testing experience with the IESO	Nice to have	

CONFLICT OF INTEREST AND COLLUSION

The following shall be part of proposal response:

I/We declare that no person, firm, or corporation, other than the one whose signature, or the signature of whose proper officers and seal are attached below, has any interest in this bid. I/We further declare that this bid is made without any connection, knowledge, or comparison of figures; or arrangement with any other company, firm or person making a bid for the same, and is in all respects fair and without collusion. I/We declare that no employee(s) of London Hydro is, or will become interested, directly or indirectly as a contracting party or otherwise in the supplies, work or business to which it relates or any portion of the revenues or profits thereof, or in any of the monies to be derived therefrom. I/We further declare that the several matters and representations stated in said bid are in all respects true.

Please complete the following information:

Company Name _____

Business License # _____ GST # _____

Authorized Signature _____

Name (Printed) _____

Date _____