



**THE CORPORATION OF THE CITY OF CLARENCE-ROCKLAND**

**REQUEST FOR PROPOSAL**

**Proposal Number**  
**F18-COM-2020-007**  
**Web Site Redesign & Hosting**

Request for Tenders Issued On: August 14, 2020

Tender Submission Deadline: 10:00:00 AM on September 4, 2020 Local Time in Rockland Ontario,  
Canada

**Deliver to:**

**The Corporation of the City Clarence-Rockland**  
**1560 Laurier**  
**Clarence-Rockland**  
**Client Service Center**  
**Rockland, ON**  
**K4K1P7**

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## **PART 1 – INTRODUCTION**

### **1.1 Invitation to Proponents**

The City of Clarence-Rockland is seeking the services of a Website Developer for the redesign, support and hosting of its bilingual municipal website that will reflect the vision of improving access, strengthening relationships and stimulating participation/partnerships within the community. The professional development services shall include specialty consultants for the purposes of developing, hosting and supporting a new municipal website design, including all relative tools such as; reporting, analytics and content management.

The City of Clarence-Rockland's website is an essential public communication tool. It is the City's doorstep to not only to residents, but also to the world. Annually, [www.clarence-rockland.com](http://www.clarence-rockland.com) receives over 350,000 visitors. The site offers information regarding City services, programs and initiatives, in both official languages.

The City of Clarence-Rockland has 25,000 residents. Situated 32 kilometers east of Parliament Hill and 145 kilometers west of Montreal, the region offers an outstanding quality of life and countless business opportunities. The City employees 142 Full time employees and 145 part time and seasonal employees. The City also has 71 volunteer fire fighters.

### **1.2 Purchaser's Code of Ethics**

The Purchaser is seeking to satisfy the following objectives in issuing the RFP.

- Achieve the best solution for the needs of the purchaser.
- Obtain quality services at best overall value.
- Enhance customer satisfaction and improvements in services.
- Facilitate the purchaser's purchases without limiting the purchaser's choice or negate any other requirement.

### **1.3 Cost of Proposal**

The City of Clarence-Rockland is not responsible or liable for any of the costs incurred by any vendor in preparing and/or submitting a proposal pursuant to this RFP

### **1.4 Type of Agreement**

The preferred proponent shall be required to enter into an Agreement ("Agreement") for the provision of the deliverables.

The purchaser intends to award agreement(s) to one (1) proponent.

The agreement will be signed on or around September 30, 2020 and no obligation on the part of the purchaser to purchase Services shall arise until such time as the Agreement is signed.

### **1.5 No Guarantee of Volume of Work or Exclusivity of Agreement**

The information contained in the RFP constitutes an estimate and is supplied solely as a guideline to proponents. Such information is not guaranteed, represented, or warranted to be accurate, nor is it necessarily comprehensive or exhaustive.

Nothing in this RFP is intended to relieve the proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

The agreement executed with the supplier will be an exclusive agreement for the provision of the deliverables. The purchaser may contract with others for the same or similar deliverables to those described in this RFP.

## **1.6 Proponent Consortium Information**

Where a consortium is responding to this RFP, the following shall apply:

- The proponent shall identify itself as the sole proponent.
- The proponent shall list all other consortium members and what each will supply.
- The proponent shall confirm that the proponent shall assume full responsibility and liability for the work and actions of all consortium members with respect to the obligations to be assumed pursuant to this RFP, provided that the purchaser shall be entitled to reject a proposed subcontractor.

## **1.7 Rules of Interpretation**

This RFP shall be interpreted according to the following provisions, unless the context requires a different meaning:

- Unless the context otherwise requires, wherever used herein the plural includes the singular, the singular includes the plural, and each of the masculine and feminine includes the other gender.
- Words in the RFP shall bear their natural meaning.
- References containing terms such as "includes" and "including", whether or not used with the words "without limitation" or "but not limited to", shall not be deemed limited by the specific enumeration of items but shall, in all cases, be deemed to be without limitation and construed and interpreted to mean "includes without limitation" and "including without limitation".
- In construing the RFP, general words introduced or followed by the word "other" or "including" or "in particular" shall not be given a restrictive meaning because they are followed or preceded (as the case may be) by particular examples intended to fall within the meaning of the general words.
- Unless otherwise indicated, time periods will be strictly applied.
- The following terminology applies in the RFP:

Whenever the terms "must" or "shall" are used in relation to the purchaser or the proponents, such terms shall be construed and interpreted as synonymous and shall be construed to read "the purchaser shall" or the "proponent shall", as the case may be.

The term "should" relates to a requirement that the purchaser would like the proponent to address in its proposal.

The term "will" describes a procedure that is intended to be followed.

## 1.8 Interpretation

In this RFP, the agreement and the agreement documents, unless expressly provided otherwise, the following definitions shall apply:

- a) "Addendum" and "Addenda" means a written addendum or addenda issued with respect to this RFP;
- b) "Agreement" means the Contract arising upon the acceptance of a Proposal and award of the Contract by the City in accordance with the RFP, irrespective of when notice of acceptance of a proposal is received by a consultant;
- c) "Agreement Documents" means all of the following documents:
  - i. The signed and executed Contract;
  - ii. This RFP and any Addenda that form part of this RFP; and
  - iii. Consultant's Proposal, as accepted by the City;
- d) "Benchmark" means the minimum required score of a Proponent's Proposal in order to proceed from Step 1 to Step 2 of the evaluation process. For this RFP, the Benchmark shall be 45 marks out of a possible 75 (=60%) marks from evaluation of Step 1 - Technical Proposals;
- e) "Business Day" means any day other than a Saturday, Sunday, public holiday or other day on which banks in Ontario are authorized or required by law to be closed;
- f) "City" means the Corporation of the City of Clarence-Rockland and includes any of its designated employees, officials or agents who are engaged to represent the City in their capacity and also includes an employee designated to exercise a discretion on behalf of the City;
- g) "Closing Time" means the deadline by which to submit Proposals for this RFP as set out in the RFP Notice, as may be amended by Addendum or other written notice of the City;
- h) "Consultant" means the Proponent whose Proposal is selected and is awarded the Contract for this RFP by the City;
- i) "Contract" shall be synonymous with Agreement; "Contract Documents" shall be synonymous with Agreement Documents;
- j) "Default" means any act or event of default as contemplated in the RFP Documents; and without restricting or limiting the rights and privileges of the City to any broader interpretation, any default of or in respect of a term, covenant, warranty, condition or provision of the Contract, or a liability caused, by an officer, director, partner, employee, Subconsultant or agent (or an officer, director, partner or employee of a Subconsultant or agent) of the Consultant shall constitute a default by the Consultant;
- k) "Disbursements" means those costs, expenses and disbursements necessary for, as well as incidental to, the provision of Services pursuant to, or required by, the Contract which include, but are not limited to, software rights and licences and other intellectual property rights, plans, sketches, drawings, graphic representations, licences, fees, permits and approvals, mileage, accommodations, telephone and other communication device charges (including long distance charges), transportation and fuel charges, postage and courier charges, all printing, binding, photocopying, paper document reproduction and other related expenses and all other things and incidentals necessary for completing the Services in accordance with the Contract,. All anticipated and foreseeable Disbursements are to be accounted for in the Total Contract Price. No additional Disbursements will be paid by the City, except as otherwise specified in the Contract or as otherwise expressly agreed to in advance and in writing by the City.
- l) "Evaluation Team" means a team consisting of members of the City's staff and, where considered appropriate by the City, independent consultants, who will perform the evaluation

of each of the Proposals and make such reports and recommendations to the award of this RFP as they consider appropriate;

- m) "Form of Proposal" means the Form of Proposal set out in the Form of Proposal section to this RFP comprising of two (2) steps, namely, the "Form of Proposal - Step 1" and the "Form of Proposal - Costing - Step 2";
- n) "Goods" means any item of tangible personal property or computer software and, without limiting the generality of the foregoing, includes deeds and instruments relating to or evidencing the title or right to such personal property, or a right to recover or receive such property;
- o) "Project" means all Work and Services required to complete the works, as contemplated by this RFP and all Addenda thereto;
- p) "Proponent" means any person submitting a Proposal in response to this RFP;
- q) "Proposal" means a proposal submission made by a Proponent in response to this RFP;
- r) "Purchasing Manager" means the City's Manager of Purchasing or her designate;
- s) "RFP" means this Request for Proposals including the RFP Notice, the Instructions to Proponents, the Proposal Submission Information, the Form of Proposal - Step 1, the Form of Proposal - Costing Step 2 and any schedules, the Terms of Reference, Sample Contract any other Appendices and all Addenda to the RFP together with all other documents expressly forming part of the RFP for this Project (also collectively referred to as "RFP Documents");
- t) "Services" means a service of any description whether commercial, industrial, trade, or otherwise and includes, without limitation: Professional, technical and artistic services, and the transporting, acquiring, supplying, storing and otherwise dealing in works and goods, as contemplated by this RFP;
  - (i) all consulting services identified in the Contract and those not identified in the Contract but necessary and prudent, in accordance with industry standards for such Projects, to properly and fully complete the Project and perform the undertakings contemplated in the Contract;
  - (ii) all incidentals necessary for proper, diligent and satisfactory execution of the Services and the fulfillment of all other contractual obligations and undertakings of the Consultant under the Contract;
- u) "Subconsultant" is a person or entity having a direct contract with the Consultant to perform a part or parts of the Services or to supply Goods and/or Services with respect to the Project, upon the prior approval of the City;
- v) "Taxes" means applicable taxes, duties, levies and like payables required by any taxing, excise or customs authority and all other charges, including but not limited to Harmonized Tax or other applicable sales or value added taxes, customs or excise taxes or duties, including a levy or duty imposed as a Special Import Measure to which any work or supply of services or materials may be subject;
- w) "Total Contract Price" means the fully inclusive, all-in total contract price, constituting the aggregate sum of all compensation whatsoever quoted by and receivable by a Proponent in its Proposal with respect to the Services contemplated by this RFP and, unless expressly and specifically agreed in writing by the City otherwise, shall be the maximum compensation and consideration receivable by the Consultant under the Contract or otherwise for providing all Services, including incidentals, contemplated under the Contract. The Total Contract Price shall include, without limitation, all professional fees, consulting fees, staff time, sub-consulting fees and other Service fees, all Disbursements, costs, expenses, Taxes other than HST, allowances and charges whatsoever, all items and incidentals to be provided pursuant to the RFP and anything properly included as a best practice.



- x) "Work" means the total performance and related services required to complete the Project and includes all incidentals necessary for proper and satisfactory execution of the Work and the fulfillment of all contractual obligations and undertakings. Where for any reason the City elects to terminate work on the Project (or otherwise discontinue such work for an indefinite period) before final completion, the Work and Project shall be deemed to be limited to that portion of the same as has been completed up to and including the time of termination.

## 1.9 Bid Irregularities

This list of irregularities should not be considered all-inclusive. City staff and/or the City Clerk in consultation with the requisitioning department will review minor irregularities not listed and acting in consensus shall have authority to waive other irregularities or grant two (2) business days to initial such irregularities.

Where, at the request of the City, a Bidder has been given two (2) business days to correct an irregularity and the Bidder fails to make such correction within that time period, the Bidder shall be deemed non-compliant and the Bid rejected without further consideration.

For the purpose of this document, the following shall apply:

- a) Bidder(s) shall also mean Proponent(s)
- b) Bid(s) shall also mean Proposal(s)
- c) Bid Form shall also mean Form of Proposal

Item	Irregularity	Response
1	Late bids	Automatic rejection, returned unopened to bidder
2	Bids received in an unsealed envelope	Automatic rejection
3	Bid submitted in a form other than the original Bid Form provided	Automatic rejection, unless in the opinion of the City the information provided is complete and it is not a financial schedule that has been submitted in a form other than the original Bid Form provided
4	Bid Form not signed or witnessed	Automatic rejection
	Bid Form signed by an authority to bind the company, but not witnessed	Upon notification, two (2) business days to seal or witness or bid shall be rejected
	Bid Form witnessed, but not signed by an authority to bind the company	Upon notification, two (2) business days to sign or bid shall be rejected
5	Incomplete Bid	Automatic rejection, unless:
		a) the competitive bid opportunity state that partial bids are acceptable, and the bid is complete in respect to the portion of the scope of work or deliverable(s) bid on; or
		b) in the opinion of the City, the omission is of a minor nature and is remedied by the bidder within two (2) business days of notification. Incomplete pricing shall not be considered minor in nature and shall result in automatic rejection, with the exception of the irregularities stated in accordance with Item 6 and 7

6	If a unit price has been provided but the corresponding extended total has been omitted	The extended total will be calculated from the unit price and the quantity specified, by the Owner
7	If an extended total has been provided but the corresponding unit price has been omitted.	The unit price will be calculated from the extended total and the quantity specified, by the Owner
8	Mathematical errors which are not consistent with the Unit Price, such as tax calculation errors	Upon notification, two (2) business days to correct or bid shall be rejected
9	Unit Price, which has been changed, not initialled but the corresponding extension is consistent with the amended Unit Price	Upon notification, two (2) business days to initial or bid shall be rejected
10	Unit price, which has been changed, not initialled and the corresponding extension is not consistent with the amended Unit Price	Automatic rejection
11	Transfer of an amount from one part of the submission to another is incorrect or incomplete	Upon notification, two (2) business days to correct or Bid shall be rejected
12	Bid Bond, in the form, amount and irrevocability outlined in the Contract documents, not submitted	Automatic rejection, unless the Bid Bond submitted is in excess of the competitive bid document requirements
13	Bid Bond not signed or sealed, as applicable	Automatic rejection
14	Bids not completed in ink or typed format	Automatic rejection
15	Alterations, additions, deletions or qualifying statements made to or provided with the Bid Form	Automatic rejection, unless in the opinion of the City the statements provided do not qualify any pricing but are included for clarity purposes
16	Strikeouts, erasures, whiteouts or overwrites made to the Bid Form that are not initialled	Automatic rejection, unless in the opinion of the City, the failure to initial is minor in nature and is capable of being remedied; upon notification, bidders shall have two (2) business days to initial or the bid shall be rejected. Un-initialled alterations to pricing shall be dealt with in accordance with Items 8, 9 and 10
17	Failure to have a representative in attendance and registered at a mandatory site visit	Automatic rejection
18	Bidder has not been previously prequalified under a related prequalification process, where applicable	Automatic rejection
19	Addenda have not been acknowledged:	
	a) which have financial implications	Automatic rejection

	b) which have informational content	Two (2) business days to acknowledge or bid shall be rejected
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**1.10 Permits, Licenses, and Approvals**

Proponents shall obtain all permits, licences, and approvals required in connection with the supply of the Services. The costs of obtaining such permits, licences, and approvals shall be the responsibility of, and shall be paid for by, the proponent.

**1.11 Personnel**

The proponent should submit information related to the qualifications and experience of its personnel who will be assigned to provide the service which may include resumes, documentation of accreditation, and/or letters of reference. See Section 4.5.4 before submitting any such personal information.

**1.12 Work Plan and Timelines**

The proponent should provide a detailed work plan of the services it will provide, including all of the tasks, milestones, and timelines, which may include but not be limited to providing a chart, graphic, or other tool. The names of the individuals performing each task should be included.

**1.13 Delivery Lead Times**

Consultation Process:	October 16, 2020
Design Draft 1:	October 30, 2020
Design Approval:	November 13, 2020
Content Migration:	November 20, 2020
Full site design:	December 11, 2020
Launch/Go Live:	Early 2021

**1.14 Payment Terms**

The purchaser’s standard payment terms are net thirty (30) days.

**1.15 Supplier’s Insurance**

Throughout the term of the contract, the consultant covenants and agrees at all times during the term hereof to take out and keep in full force and affect a policy(s) of:

Commercial General Liability Insurance, insuring against damage or injury to persons or property with limits of not less than \$5,000,000.00 per occurrence / annual aggregate or such greater amount as the City may from time to time request or other types of policies appropriate to the work as the City may reasonable require. Such insurance shall include, but is not limited to bodily injury and property damage including loss of use; personal injury; contractual liability; premises, property & operations; non-owned automobile; broad form property damage; owners & contractors protective; occurrence property damage; products; broad form completed operations; employees as Additional Insured(s); contingent employers liability; tenants legal liability; cross liability and severability of interest clause.

Such insurance shall add the Corporation of the City of Clarence-Rockland as Additional Insured. This insurance shall be non-contributing with and apply as primary and not as excess of any insurance available to the City.

Automobile Liability Insurance that complies with all requirements of the current legislation of the Province of Ontario, having an inclusive limit of not less than \$2,000,000.00 Third Party Liability in

respect of the use or operation of licensed vehicles owned or leased by the Consultant for the provisions of services.

### **Technology Errors and Omissions Insurance and Network Security**

Coverage shall be purchased in an amount not less than \$2,000,000. per occurrence and \$2,000,000. in the aggregate and coverage shall be underwritten by an insurer licensed to conduct business in the Province of Ontario. The policy shall include coverage for claims resulting from network risks such as data breaches, unauthorized access, theft of confidential information, invasion of privacy, destruction, alteration or damage to electronic information, intellectual property infringement such as copyright, trademarks, service marks and trade dress. The policy shall be renewed for 3 years after contract termination. Evidence of coverage must be provided to the municipality. If the policy is to be cancelled or non-renewed for any reason, 90-day notice of said cancellation or non-renewal must be provided to the Municipality. The Municipality has the right to request that an Extended Reporting Endorsement be purchased by the contractor at the contractor's sole expense.

### **Primary Coverage**

The proponent's insurance shall be primary coverage and not additional to and shall not seek contribution from any other insurance policies available to the municipality.

The consultant shall also provide evidence of WSIB or its equivalent.

Any and all deductibles applicable to the above noted insurance shall be the sole responsibility of the consultant and the City shall bear no cost towards such deductible.

The consultant is responsible to keep their property / assets insured – failure to do so shall not impose any liability on the City.

It shall be the sole responsibility of the Consultant to determine what additional insurance coverage, if any, are necessary and advisable for its own protection and/or to fulfill its obligation under this agreement. Any such additional insurance shall be maintained and provided at the sole expense of the Consultant.

In addition, any subcontractors have to be approved by the City of Clarence-Rockland before any work is done and the following insurance and indemnification requirements and clauses apply.

### **Certificate of Insurance**

The consultant shall provide the City with a certificate of insurance in compliance with the insurance requirements as stipulated in the agreement. The Policies shown above shall not be cancelled or materially changed unless the Insurer notifies the City in writing at least thirty (30) days prior to the effective date of the cancellation. The insurance policy will be in a form and with a company which are, in all respects, acceptable to the City.

The proponent shall provide a Certificate of Insurance evidencing coverage in force at least 10 days prior to contract commencement.

## **1.16 Indemnification**

The Consultant shall indemnify, save harmless and defend the City and its employees, officers and agents from and against all claims, actions, losses, expenses, costs or damages of every nature and kind whatsoever which the City, its employees, officers or agents may suffer as a result of the negligence or breach of contract of the Consultant, its employees, officers or agents in the performance of this Agreement, subject to the following:

- CITY PROVIDED INFORMATION: The City further acknowledges and agrees that the Consultant will not be held liable for any damages / losses of any kind or nature that may result from the use of inaccurate information or data provided to Consultant by the City. The City agrees to accept full responsibly for the accuracy of all information and data that it provides to the Consultant.
- WORK PRODUCT LIMIT: The City further acknowledges and agrees that the Consultant cannot warrant the fitness of any records, documents or work product that are (I) incomplete due to early termination or suspension of this agreement; or (ii) altered, revised, amended, or modified without the consent or knowledge of the Consultant.

### **1.17 Training Required About Accessibility For Ontarians With Disabilities**

Section 6 of Ontario Regulation 429/07 (Accessibility Standards for Customer Service), made under the Accessibility for Ontarians with Disabilities Act, 2005, requires that the contractor (successful bidder/proponent) shall ensure that its employees, agents, volunteers, or others for whom it is at law responsible, receive training about the provision of the goods and services to persons with disabilities.

The training must be provided in accordance with the Regulation and shall include, without limitation:

- a review of the purposes of the Act and the requirements of the Regulation
- instruction about all matters set out in Section 6 of the Regulation.

This training is available to you on-line at <https://www.accessforward.ca/>. The on-line training takes about twenty minutes.

The contractor (successful bidder/proponent) will be required to provide a signed acknowledgement form to City of Clarence-Rockland Procurement Services (specified in this document) that confirms their compliance with Part 5 of the Regulation.

- a) Accessibility Standards for Customer Service Training Acknowledgement Form (see Appendix G)

### **1.18 Performance Evaluation Process**

At the completion of each roster assignment, the Project Leader and assigned staff will conduct an evaluation of the proponents overall performance with input from other City Staff involved in the project if applicable. This evaluation will be reviewed internally and recommendations will be put forward as to the proponents overall suitability of future City of Clarence-Rockland work. It must also be noted that while overall performance is being evaluated, the City reserves the right to suspend a consultant for extreme or repeated inadequate grades on any issues related to health and safety, if applicable to this roster program.

[End of Part 1]

## **PART 2 - THE DELIVERABLES**

### **2.1 Project Description**

The City of Clarence-Rockland invites prospective proponents to submit proposals that include all necessary professional development services including specialty consultants for the purposes of developing, hosting and supporting a new municipal website design, including all relative tools such as; reporting, analytics and content management.

### **2.2 Introduction**

The City of Clarence-Rockland's website is an essential public communication tool. It is the City's doorstep to not only to residents, but also to the world. Annually, [www.clarence-rockland.com](http://www.clarence-rockland.com) receives over 350,000 visitors. The site offers information regarding City services, programs and initiatives, in both official languages.

Online communications have fundamentally changed the way the public accesses and exchanges information. The Internet and social media have become necessary communication tools for government organizations to provide information to the public in an effective and efficient manner.

The website also serves as an important gateway for business investment and communication purposes by allowing our citizens and visitors to interact with e-communications. The website must have user-friendly and effective tools to publish website content over the internet to increase operational efficiencies across all departments and reduce costs.

The City of Clarence-Rockland desires to provide its citizens and target audiences with a website that is bilingual, customer-centric, relevant to target audiences, promotes the City's brand and enhances citizen engagement.

The Proposal should clearly define the Proponent's approach to the website's redesign and how their solution will maximize visits, interaction from residents, businesses, staff, Council and visitors to the area. It should also clearly define the proposed hosting and support solutions.

The proponent will provide a minimum of (3) mockups or examples of similar sites for the Website Redesign Team to review. Each design should include a homepage and a content page.

### **2.3 Business Environment:**

The City of Clarence-Rockland's website is overseen by the Community Relations sector who is responsible for ensuring that information and images on the website are accessible, current, reflect customer needs and are consistent with other City documents.

The site houses a vast amount of webpages, 5 links to sister sites for the municipality's Online Services (<http://www.clarence-rockland.com/index.php/en/online-services>, as well as <https://commerce.clarence-rockland.com/en/business-directory/>) and is currently hosted by the actual web provider.

A website audit will take place internally for migration purposes.

### **2.4 Objectives-Specifications:**

To provide the City of Clarence-Rockland with a bilingual website that will reflect the vision of improving access, strengthening relationships and stimulating participation/partnerships within the community.

Some of the high-level objectives for the site include:

## **Customer Centric Structure**

- Ensure website architecture is structured to find information easily (e.g. menus)
- Ensure website information can be located within three-click industry standard rule
- Ensure the website homepage and e-communications reflect the City's brand
- Ensure "frequently accessed" information is located in a prominent location
- Ensure the website architecture is easily adaptable to respond to customer desires and demands
- Promote a positive image of Clarence-Rockland

## **Accessible Online Communications**

- Ensure that website design and structure enhancements address the legislated accessibility requirements under the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) developed under the Accessibility for Ontarians with Disabilities Act (AODA) 2005
- Ensure the website meets Web Content Accessibility Guidelines 2.0 A legislated requirements

## **Responsive to Stakeholder Needs**

- Ensure the website has the capacity to provide means to communicate with City staff (ex.: contact us form, issue reporting, e-newsletter subscription, etc.)
- Ensure e-communications is timely, accurate and relevant
- Promote Clarence-Rockland community groups through a self-serve e-directory portal (similar to <https://commerce.clarence-rockland.com/en/business-directory/>)
- Promote Clarence-Rockland tourism and community events (e.g. Community Events Calendar)
- Engage, raise awareness and educate residents on new and existing programs, services and support the City of Clarence-Rockland's Strategic Plan
- Ensure key economic development information is readily available (e.g. demographics, sites, labor force, etc.)
- Promote e-tools/services to enhance investment attraction and business retention/expansion activity
- Provides a mechanism for public input and assists in building community.

## **Enhance Online Customer Service**

- Ensure web and mobile applications support online services
- Ensure technology enables accessible online applications and fillable forms
- Ensure technology enables online service requests through web forms

## **Accessibility**

All content and architecture on the City's website must comply with WCAG 2.0 A criteria; AODA legislation; Ont. Reg. 191/11, to support accessibility features and functions (e.g., for visual and auditory disabilities). The City will use the Siteimprove accessibility checker (<http://siteimprove.com>), but will also validate against the Web Accessibility Evaluation Tool from Web Accessibility in Mind (<http://wave.webaim.org>) and dominant screen reading software (e.g., NVDA, BrowseAloud, Jaws).

## **Mobile Device Support**

Proposed solutions must be mobile friendly and function appropriately on smart phone and tablet devices (Android/IOS). Designs may be responsive or adaptive, but information is only to be updated in one place.

## **Privacy**

The collection, use and disclosure of all personal information by the City of Clarence-Rockland is governed by the Municipal Freedom of Information and Protection of Privacy Act. All proposed solutions must ensure the City is, at all times, compliant with its statutory obligations under the Act.

User rights shall control access to personal information collected and stored by the proposed solution. The proposed solution shall not permit users or the general public to access personal information unless specifically authorized.

## **Social Media**

The City auto-publishes to our social media accounts, including Facebook and Twitter to disseminate information. The City requires that social media content be embedded on the website homepage. Social media needs to be tightly integrated into the proposed solutions.

## **Website Components**

The proposal must outline each expected component and recommend other solutions if the requested component isn't the ideal option.

### **Part 1: Redesign of Website**

The design must be user friendly, conform to legislated accessibility requirements, be mobile & tablet compatible (Android/IOS) and comply with Canadian privacy laws. The website integrates with a number of services on sister sites, which will need to be accounted for in the redesign as well as improving resident engagement, accessibility, search engine optimization, mobile device support and social media.

The redesign needs to incorporate the City's branding and enhance online communications. The proponent will provide a minimum of (3) mockups or examples of similar sites for the Website Redesign Team to review. Each design should include a homepage and an interior page.

### **Part 2: Website Content Management**

The website redesign proposal must include a solution to manage the content internally. The upload of municipal PDF documents to the website is to be controlled through a workflow approval process. The proposed content management system must be easy to use and scalable.

### **Part 3: Search, How Do I? and/or FAQ Section**

The purpose of the Search function, through a Search bar or another solution, is to retrieve information as quickly and as easily as possible.

The purpose of How do I? is to provide information on common questions that citizens have. The questions are to be organized by categories.

### **Part 4: A-Z Listing**

The purpose of the A-Z listing is to provide a list of pages organized alphabetically by keywords. Links may have more than one keyword listed on the page, and may also point to external sites.

### **Part 5: Bid Opportunities**

The purpose of the bid opportunities webpage is to advertise the City's bid opportunities to prospective proponents and to provide electronic bid documents available for download. Bidders use these bid opportunity document to bid on City work. Request for Tenders, Proposals and formal Quotations are available from the website. The RSS allows for potential bidders to be notified of newly posted bid opportunities through e-newsletter, and potential bidders that sign up for this service have commented on the convenience of the RSS feed.



## **Part 6: Photo Carousel**

Should the redesign include a photo carousel, it needs to highlight important information to a customer through cycling images. The carousel needs to be able to pause, prioritize, and link to website content.

## **Part 7: Emergency Section**

The City requires to be able to change its homepage to accommodate for emergency announcements when there is a significant event or when an emergency is declared. The Emergency announcement feature must be easy to implement and use for staff. The emergency content on the homepage needs to be clear and distinguishable from other content. The emergency announcement feature allows for important messages to be the first items viewed when the website loads. The length of time the message is displayed can be adjusted. This is an important feature when dealing with facility closures, event cancellations or in emergency management situations.

## **Part 8: Web Forms**

The purpose of web forms is to allow the City to create forms for capturing data / feedback from the public. The City requires a system that will allow administrators to create forms, and have its information returned to City staff.

## **Part 9: Minutes and Agendas**

The City publishes reports, agendas and minutes for City Council, Committees of Council as well as Advisory and other committees. The website solution must be compatible with the eScribe web public portal and is required to be implemented in the website's redesign in order for residents to be able to view date/time/location of meetings, associated documents and previous meeting minutes.

## **Part 10: News**

The City has a news feed to inform its citizens. The news section has an RSS feed that allows for subscribers notified of newly posted items and automatically allows for online users to be notified of newly posted items via social media. The City wishes to provide modern news feed capable of including images, videos, documents, rich text and other media to make the content more appealing and vibrant.

## **Part 11: Parks & Facilities**

The City requires a searchable listing of the parks and facilities. The search tool also allows the public to search by features such as playground structure or splashpad. The public can click on a neighbourhood map, which will list all of the parks and facilities within that district. On the details page, images, hours of operation and sports fields are displayed to the user.

## **Part 12: Budget Simulator**

The City would like to promote public engagement on annual budgets. The simulator would serve as a tool that will allow the public to provide feedback on the City's budget and the allocation of the tax dollars. The budget feedback system should start with default values allocated to the various programs the City provides, then allow the public to change the values to suit their preferences then store this into the database for reporting. Graphs and charts are needed to display the how much of their property taxes are allocated to each service. Administrative users need access to reports compiling the public's budgets. The tool needs to allow the ability ask open ended questions, yes/no questions, and rating questions (e.g. strongly agree, agree, neutral, disagree, strongly disagree) which residents will have the choice to respond to.

## **Part 13: Property Tax**

The City would like to ensure its Property Tax web pages include a Municipal Property Assessment Corporation link to an assessment value look-up tool, ability to see how individual property tax bills are allocated, register

for preauthorized payment of property taxes and apply online for various tax reduction or rebate programs. The City would like to see the ability of ratepayers to sign up for e post-delivery by link from our site.

#### **Part 14: Economic Development**

The City is committed to assisting business owners, entrepreneurs and investors seeking new opportunities. Economic Development implements Council's commitment to economic growth in the City of Clarence-Rockland through strategic activities that enhance job growth and create investment opportunities.

The Economic Development section is to include:

- Community Profile including readily available key economic development information (e.g. demographics, sites, labor force, etc.);
- Commercial Property Listings;
- Resources/Support Services for Businesses page that promote e-tools/services to enhance investment attraction and business retention/expansion activity;
- Community groups self-serve e-directory portal similar to <https://commerce.clarence-rockland.com/en/business-directory/>
- Link to Clarence-Rockland businesses portal

#### **Part 15: Community Engagement**

The City would like to engage the public to provide feedback and contribute to municipal decision-making using online methods. The City desires a framework to collect feedback in a centralized location, as well as to create more and different ways for citizens to participate in the decision-making process.

#### **Part 16: Web Self Service**

The City would eventually like to provide customers with the ability to use online functionality to submit complaints, report problems and request services. Online service requests will include a wide variety of services; e.g. potholes, debris in a park, property standards complaints, etc. The online system will be available to all customers, regardless of device used to access the website. Customers will have the ability to attach pictures or files, use GIS technology to map their location and to check on the status of their request at a later date.

Please describe if the proposed solution has this functionality.

#### **Part 17: What's Happening in My Neighborhood?**

This section will give citizens greater access to information regarding projects that are planned in their neighbourhood, and should include the following information:

- Roadwork and other capital projects
- New Development Proposals
- Other Planning matters

#### **Consultation and Needs Analysis:**

The successful proponent will oversee a consultation process, including facilitating a focus group of City staff to optimize and organize the website navigation and information. The successful proponent will analyze and make recommendations to increase usability and engagement on the new website.

Existing Systems:

The proposed solution shall work in conjunction with the City's existing sister sites, where necessary, while improving the customer experience as well as provide efficiencies to City staff.

The City would be open to exploring additional functionality of other Municipal Solutions as well as the following external web services.

Daycare Portal: <https://app193.digibotservices.ca/client/index.php?org=4780&lang=EN> (Digibot)

Daycare Waitlist: <https://app193.digibotservices.ca/dynrequest/index.php?com=4780&lang=EN> (Digibot)

Online Payments: <https://ipn.paymentus.com/rotp/clro> (Paymentus)

Online Facility Booking: <https://app.booking.ca/clarencerocklandpub/account/index.asp> (Booking)

Business Registry: <https://commerce.clarence-rockland.com/en/business-directory/>

Waste and Recycling Calendar: <http://www.clarence-rockland.com/index.php/en/waste-and-recycling-mobile> (Recollect)

The purpose of the waste collection lookup is to provide the public with information on waste collection services and collection schedules. The City has a variety of services that it provides based on property use, road access and dwelling units, which may vary.

Sharepoint Integration: The City has a document management solution. Please outline if and how your products may be able to integrate with Sharepoint online and Office 365.

## **2.5 Technical Environment**

The City intends to host the site externally. The following is provided as information only. Additional information can be provided on request.

The technical environment at the City consists of the following technologies:

### **2.5.1 Network Infrastructure**

2.5.1.1 The City of Clarence-Rockland operates a fibre and cable metropolitan area network supporting approximately 26 sites spread out across the City.

2.5.1.2 Remote user access from outside of the City's network is provided using secured access on demand.

### **2.5.2 Server Infrastructure**

2.5.2.1 The network is supported by Windows 2008 Servers, providing DHCP, DNS, user authentication, file and print services, departmental applications and web-based services using IIS.

2.5.2.2 Antivirus protection is provided by Trend Micro Inc. software.

2.5.2.3 The City's infrastructure is a hybrid of both on-site and cloud-based technology.

2.5.2.4 The Infrastructure is Microsoft centric at all levels including servers, databases and desktop.

2.5.2.5 More information can be provided on demand.

## **2.6 Deliverables**

End of December 2020

## **2.7 Target completion dates**

Consultation Process:	October 16, 2020
Design Draft 1:	October 30, 2020
Design Approval:	November 13, 2020



Content Migration:	November 20, 2020
Full site design:	December 11, 2020
Launch/Go Live:	Early 2021

## **2.8 RFP INFORMATION**

- 1) All documentation produced during the course of the will be available to City of Clarence-Rockland both in hard copy and digital formats. Digital copies of written material will be in MS Word and pdf format.

[End of Part 2]



## PART 3 - EVALUATION OF PROPOSALS

### 3.1 Stages of Proposal Evaluation

The Purchaser will conduct the evaluation of proposals in the following five (5) stages:

Stage Number	Title of Evaluation Stage
Stage I	Mandatory Requirements
Stage II	Rated Requirements
Stage III	Pricing
Stage IV	Cumulative Score
Stage V	Tie Break

#### 3.1.1 Stage I – Review of Mandatory Requirements

Stage I will consist of a review to determine which proposals comply with all of the mandatory requirements.

Proposals which do not comply with all mandatory requirements, may be subject to the express and implied rights of the Purchaser, be disqualified and not be evaluated further.

#### 3.1.2 Stage II – Rated Requirements (Appendix "E")

Stage II will consist of a scoring, by the Purchaser, of each qualified Proposal on the basis of rated requirements.

Rated requirements will be evaluated and proponents must achieve the minimum score, as noted in order for the proponent to move into Stage III of the evaluation. Proposals failing to meet the minimum score requirement for a rated requirement will be disqualified and not evaluated further.

Refer to Section 3.1.4 below as it related to reference checks.

#### 3.1.3 Stage III – Pricing

Stage III will consist of an evaluation and scoring of pricing submitted by Proponents as set out in Appendix C. All provisional pricing shall include, without limitation, all professional fees, consulting fees, materials, staff time, sub-consulting fees and other Service fees, all disbursements, costs, expenses, Taxes other than HST, allowances and charges whatsoever, all items and incidentals to be provided pursuant to the RFP and anything properly included as a best practice

#### 3.1.4 Stage IV – Cumulative Score

At the conclusion of Stage III, all scores will be added and, subject to satisfactory reference checks and the expressed and implied rights of the purchaser, the highest scoring Proponent will become the preferred proponent.

Reference checks will be performed to confirm or clarify information provided within the proponent's Proposal. The reference checks themselves will not be scored, however the purchaser may adjust rated requirements scoring related to the information obtained during the reference check.

### 3.1.5 Stage V - Tie Break

At this stage, where two (2) or more Proposals achieve a tie score on completion of the evaluation process, the purchaser shall break the tie by “flip of a coin”. This action shall be taken in the presence of both Bidders.

### 3.2 Stage I – Review of Mandatory Requirements (Pass/Fail)

A Proposal must include the following two (2) mandatory forms:

Appendix	Title of Appendix
Appendix B	Form of Offer
Appendix C	Rate Bid Form

Other than inserting the information requested on the mandatory submission forms set out in this RFP, a proponent may not make any changes to any of the forms. Any proposal containing any such changes, whether on the face of the form or elsewhere in its proposal, may be disqualified.

#### 3.2.1 Form of Offer - Appendix B (Mandatory Form)

Each Proposal must include a Form of Offer (Appendix B) completed and signed by the Proponent.

##### (a) Conflict of Interest

In addition to the other information and representations made by each Proponent in the Form of Offer, each Proponent must declare whether it has an actual or potential Conflict of Interest. If, at the sole and absolute discretion of the Purchaser, the Proponent is found to be in a Conflict of Interest, the Purchaser may, in addition to any other remedies available at law or in equity, disqualify the Proposal submitted by the Proponent.

The Proponent, by submitting the Proposal, warrants that to its best knowledge and belief no actual or potential Conflict of Interest exists with respect to the submission of the Proposal or performance of the contemplated Agreement other than those disclosed in the Form of Offer. Where the Purchaser discovers a Proponent’s failure to disclose all actual or potential Conflicts of Interest, the Purchaser may disqualify the Proponent or terminate any Agreement awarded to that Proponent pursuant to this Proposal process.

##### (b) General

The Purchaser, in addition to any other remedies it may have in law or in equity, shall have the right to rescind any Agreement awarded to a Proponent in the event that the Purchaser determines that the Proponent made a misrepresentation or submitted any inaccurate or incomplete information in the Form of Offer.

Other than inserting the information requested and signing the Form of Offer, a Proponent may not make any changes to or qualify the Form of Offer in its Proposal. A Proposal that includes conditions, options, variations or contingent statements that are contrary to or inconsistent with the terms set out in the RFP may be disqualified. If a Proposal is not disqualified despite such changes or Proposals, the provisions of the Form of Offer as set out in this RFP will prevail over any such changes or Proposals in or to the Form of Offer provided in the Proposal.

### 3.2.2 Rate Bid Form – Appendix C (Mandatory Form)

The Rate Bid Form, completed by the Proponent in accordance with the instructions contained below and in Appendix C, provided that the following shall apply:

- All prices shall be provided in Canadian funds and shall include all applicable customs duties, tariffs, overhead, materials, fuel, office support, profit, permits, licenses, labour, carriage, insurance, Workplace Safety Insurance Board costs, and warranties, and further shall not be subject to adjustment for fluctuation in foreign exchange rates.
- All prices shall be quoted exclusive of the harmonized sales tax (HST) or other similar taxes, each of which, if applicable, should be stated separately
- All prices quoted, unless otherwise instructed in this RFP, shall remain firm for the Term of the Agreement as set out in the RFP
- Travel, accommodation, and other costs shall be at the Proponent's expense.
- In the event of any discrepancy in the pricing, the lowest unit price submitted shall prevail
- The Proponent is deemed to confirm that it has prepared its Proposal with reference to all of the provisions of the RFP, that it has factored all of the provisions of the Agreement into its pricing assumptions, calculations and into its proposed Pricing.

A Proposal that includes conditional, optional, contingent or variable rates that are not expressly requested in the Rate Bid Form may be disqualified.

### 3.3 Stage II – Evaluation of Rated Requirements

Proposals that are deemed compliant in Stage I Mandatory Requirements will qualify to be evaluated further.

Rated requirements will be evaluated and, where applicable, Proponents must achieve the minimum score of 60% or (45 marks out of 75 mark), as noted in order for a Proponent to move into Stage III.

Proposals failing to meet the minimum score requirement for a rated requirement, where applicable, will be disqualified and not evaluated further.

It is important that Proposals clearly provide all the necessary information so that a thorough assessment of the Proponents' experience, qualifications and capabilities can be made. Responses and substantiating documentation should be direct and grouped together with an index provided to ensure the Evaluation Team is able to locate particular information.

In the case that contradictory information or information that contains conditional or qualifying statements is provided with respect to a requirement, the Purchaser will, in its sole and absolute discretion, determine whether the response complies with the requirements, and may seek clarification from the Proponent. The contradictory or qualifying information may result in the Proponent receiving a low score for that particular rated requirement.

#### **Rated Requirements- Refer to Appendix "E"**

The response to each rated requirement should:

- Be submitted in a complete and clear manner.
- Demonstrate the Proponents understanding of the Purchaser's business needs and should provide a detailed answer to the information requested.

- Be provided in the same sequential order as set out.

A minimum score 45 points for rated requirements, as noted must be achieved for any Proponent to move into Stage III – Pricing.

### 3.4 Step 2 – Evaluation of Cost Proposals (25% of final score)

All Proposals succeeding through step 1 and receiving an evaluation score, as adjusted after the interview (if at all), at or greater than the Benchmark, will have their Form of Proposal – Costing – Stage III envelope opened and evaluated during step 2.

Provisional Pricing will be evaluated by using the following calculation. The Purchaser will not accept pricing assumptions.

The below illustrates how points will be calculated - using a relative formula (i.e. by dividing that Proponent’s price into the lowest bid price) for proposed pricing on the Rate Bid Form:

<b>EXAMPLE –PRICING EVALUATION</b>		
<b>Proposed Prices</b>	<b>Calculation</b>	<b>Resulting Points</b>
If Proponent 1 proposes on Appendix C the lowest bid price, that Proponent will receive 100% of the possible points.	$\$12.00 \div \$12.00 \times 25$	25
If Proponent 3 bids \$15, it will receive 80% of the possible points.	$\$12.00 \div \$15.00 \times 25$	20
If Proponent 2 bids \$24.00, it will receive 50% of the possible points.	$\$12.00 \div \$24.00 \times 25$	12.5

The above evaluation will occur for all pricing components for each Eligible Proponent.

### 3.5 Potential Negotiations

Notwithstanding any other provision contained in this RFP or a Proponent’s Proposal, the City reserves the right to negotiate with the recommended Proponent in the following circumstances:

- 3.5.1. Where the lowest cost per point and compliant Proposal exceeds the City’s budgeted or estimated costs, the City in its sole and absolute discretion may, but is not obligated to
- 3.5.2. cancel the RFP;
- 3.5.3. re-issue the RFP and accept new proposals based on revised specifications, terms and/or conditions;
- 3.5.4. provide all Proponents, who submitted compliant Proposals to the RFP by the Closing Time, the opportunity to re-submit Proposals;



### **3.6 Discussions with Preferred Proponent**

Subject to the requirements, the Purchaser expects that the Agreement will be executed substantially in the form in which it appears in this RFP.

The Preferred Proponent will have up to ten (10) days after being notified of the award to sign the Agreement.

After identifying the Preferred Proponent, if any, the Purchaser may attempt to finalize the terms and conditions of the Agreement with the Preferred Proponent, or it may, in its sole discretion, prior to making the award, issue a purchase order to the Preferred Proponent, on terms satisfactory to the Purchaser, as an interim measure.

The Purchaser shall at all times be entitled to exercise its rights under Section 4.6.

For certainty, the Purchaser makes no commitment to the Preferred Proponent that the Agreement will be executed. The Preferred Proponent acknowledges that the commencement of any discussions does not obligate the Purchaser to execute the Agreement.

[End of Part 3]

## PART 4 - TERMS AND CONDITIONS OF THE RFP PROCESS

### 4.1 General Information and Instructions

#### 4.1.1 RFP Timetable

The following is a summary of the key dates for this RFP process:

RFP Timetable	
Event	Date
Issue Date of RFP:	August 14, 2020
Proponent Deadline for Questions:	August 28, 2020
Deadline for Issuing Addenda:	September 1, 2020
Proposal Submission Deadline:	<b>10:00 AM September 4, 2020</b>
Anticipated Agreement start date:	September 30, 2020

Note – all times specified in this RFP timetable are local times in Rockland, Ontario, Canada.

Purchaser may change the RFP timetable in its sole and absolute discretion at any time prior to the Proposal Submission Deadline.

In the event a change is made to any of the above dates, the Purchaser will post any such change on MERX™ and the City Web Site.

The Purchaser may amend any timeline, including the Proposal Submission Deadline, without liability, cost, or penalty, and within its sole discretion.

In the event of any change in the Proposal Submission Deadline, the Proponents may thereafter be subject to the extended timeline.

#### 4.1.2 Proposals in English

All submissions of Proposal are to be in **English only**. Any Proposals received by the Purchaser that are not entirely in the English language **shall** be disqualified.

#### 4.1.3 Purchasers Information in RFP Only an Estimate

The Purchaser makes no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to Proponents the general size of the work.

It is the Proponent's responsibility to avail itself of all the necessary information to prepare a Proposal in response to this RFP.

#### **4.1.4 Proponent's Costs**

Every Proponent shall bear all costs and expenses incurred by the Proponent relating to any aspect of its participation in this RFP process, including all costs and expenses relating to the Proponent's participation in:

- The preparation, presentation and submission of its Proposal
- The Proponent's attendance at any meeting in relation to the RFP process, including any oral presentation and/or demonstration
- The conduct of any due diligence on its part, including any information gathering activity
- The preparation of the Proponent's own questions prior to the Proposal Submission Deadline
- Any discussion and/or negotiation, if any, in respect of the Agreement

#### **4.2 Communication after RFP Issuance**

##### **4.2.1 Contracting Authority Contact Information**

All communications regarding any aspect of this RFP must be directed to the following Contracting Authority:

Yves Rousselle C.E.T.  
Manager of Supply and Processes  
Cit /City Clarence-Rockland  
1560 Laurier Street  
Rockland, Ontario  
K4K1P7  
**yrousselle@clarence-rockland.com**

Proponents that fail to comply with the requirement to direct all communications to the Contracting Authority may be disqualified from RFP process. Without limiting the generality of this provision, Proponents shall not communicate with or attempt to communicate with the following:

- any employee or agent of the Purchaser (other than the Contracting Authority);
- any member of the Evaluation Team;
- any expert or advisor assisting the Evaluation Team;
- any member of the Purchaser's governing body (such as Members of Administration or Members of the Board of Trustees); and
- any elected official of any level of government, including any advisor to any elected official.

##### **4.2.2 Proponents to Review RFP**

Proponents shall promptly examine this RFP and:

- Shall report any errors, omissions or ambiguities
- May direct questions or seek additional information in writing, by email, on or before the Proponent's Deadline for Questions to the Contracting Authority

All questions submitted by Proponents by email to the Contracting Authority shall be deemed to be received once the email has entered into the Contracting Authority's email inbox.

In answering a Proponent's questions, the Purchaser will set out the question(s), but without identifying the Proponent that submitted the question(s) and the Purchaser may, in its sole discretion:

- Edit the question(s) for clarity
- Exclude questions that are either unclear or inappropriate
- Answer similar questions from various Proponents only once

Where an answer results in any change to the RFP, such answer will be formally evidenced through the issue of a separate Addendum for this purpose.

No such communications are to be directed to anyone other than Contracting Authority. The Purchaser is under no obligation to provide additional information but may do so at its sole discretion.

It is the responsibility of the Proponent to seek clarification from the Contracting Authority on any matter it considers to be unclear. The Purchaser shall not be responsible for any misunderstanding on the part of the Proponent concerning this RFP or its process.

#### **4.2.3 Proponent to Notify**

In the event a Proponent has any reason to believe that any of the circumstances listed in Section 4.2.2 exist, the Proponent must notify the Contracting Authority in writing prior to submitting a Proposal. If appropriate, the Contracting Authority will then clarify the matter for the benefit of all Proponents.

Proponents shall not:

- After submission of a Proposal, claim that there was any misunderstanding or that any of the circumstances set out in Section 4.2.2 were present with respect to the RFP
- Claim that the Purchaser is responsible for any of the circumstances listed in Section 4.2.2 of the this RFP

#### **4.2.4 All New Information to Proponents by way of Addenda**

This RFP may only be amended by an addendum in accordance with this section.

If the Purchaser, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all Proponents by addenda by way of, MERX™ and the City Web page. Each addendum shall form an integral part of this RFP.

Any amendment or supplement to this RFP made in any other manner will not be binding on the Purchaser.

Such addenda may contain important information including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the Purchaser. In the space provided in the Form of Offer, Proponents shall confirm its receipt of all addenda by setting out the number of addenda in the space provided in the Form of Offer.

Proponents who intend to respond to this RFP are requested not to cancel the receipt of addenda or amendments option provided by MERX™, or the city web site, since they must obtain them through MERX™ or the city web site.

In the event that a Proponent chooses to cancel the receipt of addenda or amendments, its Proposal may be rejected.

### 4.3 Proposal Submission Requirements

#### 4.3.1 General

To be considered in the RFP process, a Proponent's Proposal must be received **on or before** the Proposal Submission Deadline as set out in Section 4.1.1, in a sealed package and **should** bear the **Proponent's name, return address, and RFP number, and the Contracting Authority's name.**

Proposals received after the Proposal Submission Deadline shall not be considered and shall be returned to the Proponent unopened. Regardless of the method of delivery-chosen by Proponent (such as courier, delivery service, Canada Post), each Proponent is responsible for the actual delivery of its Proposal to the address set out below:

**City Clarence-Rockland**  
**1560 Laurier Street**  
**Client Services**  
**Rockland, Ontario**  
**K4K1P7**  
**(Attn : Yves Rousselle C.E.T.)**

Proposals transmitted by facsimile or sent by any other electronic means shall not be considered. Notwithstanding anything to the contrary contained in any applicable statute relating to electronic documents transactions, including the *Electronic Commerce Act, 2000*, S.O. 2000, c. 17, any notice, submission, statement, or other instrument provided in respect of the RFP may not be validly delivered by way of electronic communication, unless otherwise provided for in this RFP.

The Proponent should identify and mark any trade secret or proprietary intellectual property in its Proposal.

#### 4.3.2 Proposal Submission Requirements

Proposals should be submitted in accordance with the instructions set out in this RFP. The Consultant will provide a final report in hard copy bound, with tabbed sections. One (1) unbound copy of the report to be provided as described as well as one (1) Electronic Copy on one (1) reproducible USB.

Proposals should be completed without delineations, alterations, or erasures. In the event of a discrepancy between the original paper copy of a Proposal and any of the copies, the original shall prevail.

Please **do not** include any financial information in envelope 1 – Proposal.

Proposals should be submitted in **two (2) separate sealed envelopes**, clearly marked as follows:

#### **Envelope 1 – Proposal, to include:**

- One (1) bound original (prominently marked "original") of the Proposal. **(Excluding Appendix C)**
- One (1) unbound photocopy of the Proposal including all Appendices. **(Excluding Appendix C)**

- One (1) searchable and not locked soft copy (i.e. USB ) of the Proposal including all Appendices. **(Excluding Appendix C)**

**Envelope 2 – Financial Information, to include:**

- One (1) original (prominently marked "original") of Appendix C.
- One (1) photocopy of Appendix C.
- One (1) searchable and not locked soft copy (i.e. USB) of Appendix C in Microsoft Excel format.

Proposals submitted in any other manner may be subject to disqualification.

In the event of a conflict or inconsistency between the hard copy and the soft copy of the Proposal (including Appendix C), the "**original**" version of the Proposal shall prevail.

Changes to the content or format of the Declaration may disqualify the submission.

Proposal should be clearly marked with RFP title and number, closing date and time, the Purchaser’s address, Proponent name and contact person.

Proposals should be prepared simply and provide a straightforward concise description of the Proponent’s capabilities for satisfying the requirements of the Owner’s Proposal call. Emphasis should be on completeness and clarity of content. Proposals should be no more than fifteen (15) pages;. Appendices, CVs, resumes are not to be considered in the number of pages.

**4.3.3 Other Proposal Considerations**

In preparing its Proposal, the Proponent should adhere to the following:

- All pages should be numbered
- Any embedded literature links within a Proposal should be a direct link to the Services page rather than the Proponent’s main website. Where literature links are not possible, a PDF document may also be incorporated within the Proposal. Information contained in any embedded link will not be considered part of a Proposal, and will not be evaluated or scored.
- The Appendices provided, as appropriate, should be used for completing the Proposal.
- Completely address, on a point-by-point basis, each requirement identified in Appendix E and the Proposal should be complete in all respects.
- Adhere to the Proposal format requirements described above.
- Respond to the requirements in the applicable appendices, or as may be directed in this RFP.

**4.3.4 Proposal Receipt by Purchaser**

Every Proposal received will be date/time stamped at the location referred to in Section 4.3.1 and a receipt will be provided upon request.

A Proponent should allow sufficient time in the preparation of its Proposal to ensure its Proposal is received by **on or before** the Proposal Submission Deadline.



#### **4.3.5 Withdrawal of Proposal**

A Proponent may withdraw its Proposal only by providing written notice to the Contracting Authority before the Proposal Submission Deadline. A Proposal may not be withdrawn after the Proposal Submission Deadline. The Purchaser has no obligation to return withdrawn Proposals.

#### **4.3.6 Amendment of Proposal**

A Proponent may amend its Proposal after submission, but only if the Proposal is amended and resubmitted before the Proposal Submission Deadline.

The Proponent must provide notice to the Contracting Authority in writing and replace its Proposal with a revised Proposal, in accordance with the requirements of this RFP.

The Purchaser has no obligation to return amended Proposals.

#### **4.3.7 Completeness of Proposal**

By submitting a Proposal, the Proponent confirms that all of the components required to use and/or manage the Services have been identified in its Proposal or will be provided to the Purchaser at no additional charge. Any requirement that may be identified by the Proponent after the Proposal Submission Deadline or subsequent to signing the Agreement shall be provided at the Proponent's expense.

#### **4.3.8 Proponent's Proposals Retained by Purchaser**

All Proposals submitted by the Proposal Submission Deadline shall become the property of the Purchaser and will not be returned to the Proponents.

#### **4.3.9 Proposal Irrevocability**

Subject to a Proponent's right to withdraw a Proposal in accordance with the procedure described in Section 4.3.5, a Proposal shall be irrevocable by the Proponent for ninety (90) Days from the Proposal Submission Deadline.

#### **4.3.10 Acceptance of RFP**

By submitting a Proposal, a Proponent agrees to accept and to be bound by all of the terms and conditions contained in this RFP, and by all of the representations, terms, and conditions contained in its Proposal.

#### **4.3.11 Amendments to Proposals**

Subject to Section 4.1.1 and Section 4.2.4, the Purchaser shall have the right to amend or supplement this RFP in writing prior to the Proposal Submission Deadline. No other statement, whether written or oral, shall amend this RFP. The Proponent is responsible to ensure it has received all Addenda.

#### **4.3.12 Proposals will not be Opened Publicly**

Proponents are advised that there will not be a public opening of this RFP. The Purchaser will open Proposals at a time subsequent to the Proposal Submission Deadline.

#### **4.3.13 Clarification of Proponent's Proposals**

The Purchaser shall have the right at any time after the RFP Proposal Submission Deadline to seek clarification from any Proponent in respect of the Proponent's Proposal, without contacting any other Proponent.

The Purchaser shall not be obliged to seek clarification of any aspect of any Proposal.

Any clarification sought shall not be an opportunity for the Proponent to either correct errors or to change its Proposal in any substantive manner. Subject to the qualification in this provision, any written information received by the Purchaser from a Proponent in response to a request for clarification from the Purchaser may be considered to form an integral part of the Proponent's Proposal, in the Purchaser's sole discretion.

#### **4.3.14 Verification of Information**

The Purchaser shall have the right, in its sole discretion, to:

- Verify any Proponent's statement or claim made in the Proponent's Proposal or made subsequently in an interview, site visit, oral presentation, demonstration, or discussion by whatever means the Purchaser may deem appropriate, including contacting persons in addition to those offered as references, and to reject any Proponent statement or claim, if such statement or claim or its Proposal is patently unwarranted or is questionable.
- Access the Proponent's premises where any part of the work is to be carried out to confirm Proposal information, quality of processes, and to obtain assurances of viability, provided that, prior to providing such access, the Proponent and the Purchaser shall have agreed on access terms including pre-notification, extent of access, security and confidentiality. The Purchaser and the Proponent shall each bear its own costs in a connection with access to the Purchaser's premises.

The Proponent shall co-operate in the verification of information and is deemed to consent to the Purchaser verifying such information, including references.

#### **4.3.15 Proposal Acceptance**

The lowest price Proposal or any Proposal shall not necessarily be accepted. While price is an evaluation criterion, other evaluation criteria, as set out in Section 3.3 will form a part of the evaluation process.

#### **4.3.16 RFP Incorporated into Proposal**

All provisions of this RFP are deemed to be accepted by each Proponent and incorporated into each Proponent's Proposal.

#### **4.3.17 Exclusivity of Contract**

The Agreement, if any, executed with the Preferred Proponent will not be an exclusive agreement for the provision of the described Deliverables.

#### **4.3.18 Substantial Compliance**

The Purchaser shall be required to reject Proposals, which are not substantially compliant with this RFP.

#### **4.3.19 No Publicity or Promotion**

No Proponent, including the Preferred Proponent, shall make any public announcement or distribute any literature regarding this RFP or otherwise promote itself in connection with this RFP or any arrangement entered into under this RFP without the prior written approval of the Purchaser.

In the event that a Proponent, including the Preferred Proponent, makes a public statement either in the media or otherwise in breach of this requirement, in addition to any other legal remedy it may have in law, in equity or within the context of this RFP, the Purchaser shall be entitled to take all reasonable steps as may be deemed necessary by the Purchaser, including disclosing any information



about a Proponent's Proposal, to provide accurate information and/or to rectify any false impression which may have been created.

#### **4.4 Execution of Agreement, Notification and Debriefing**

##### **4.4.1 Selection of Proponent**

Purchaser anticipates that Proponents will be selected within five (15) days of the Proposal Submission Deadline. Notice of selection by the Purchaser to the Preferred Proponent will be in writing by email from the Contracting Authority.

##### **4.4.2 Failure to Enter Into Agreement**

In addition to all of Purchaser's other remedies, if the Preferred Proponent fails to execute the Agreement or satisfy any other applicable conditions within fifteen (15) Days of notice of selection, the Purchaser may, in its sole and absolute discretion and without incurring any liability, rescind the selection of that Proponent.

##### **4.4.3 Notification to Other Proponents of Outcome of RFP Process**

Once the Suppliers(s) and Purchaser execute the Agreement, the other Proponents will be notified in writing by email of the outcome of the RFP process, including the name of the Suppliers(s), and the award of the Agreement.

##### **4.4.4 Debriefing**

Not later than sixty (60) Days following the date of posting of a contract award notification in respect of the RFP, a Proponent may contact the Contracting Authority requesting a debriefing from the Purchaser.

Any request that is not timely received will not be considered and the Proponent will be notified in writing.

The Purchaser will not disclose submission information from other Proponents.

The intent of the debriefing information session is to aid the Proponent in presenting a better Proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

##### **4.4.5 Bid Dispute Resolution**

In the event that a Proponent wishes to review the decision of the Purchaser in respect of any material aspect of the RFP process, and subject to having attended a debriefing, the Proponent shall submit a protest in writing to the Purchaser within ten (10) Days from such a debriefing.

Any protest in writing that is not timely received will not be considered and the Proponent will be notified in writing.

A protest in writing shall include the following:

- A specific identification of the provision and/or procurement procedure that is alleged to have been breached.
- A specific description of each act alleged to have breached the procurement process.
- A precise statement of the relevant facts.
- An identification of the issues to be resolved.

- The Proponent's arguments and supporting documentation.
- The Proponent's requested remedy.

## **4.5 Prohibited Communications, Confidential Information and FIPPA**

### **4.5.1 Confidential Information of the Purchaser**

All correspondence, documentation, and information of any kind provided to any Proponent in connection with or arising out of this RFP or the acceptance of any Proposal:

- Remains the property of the Purchaser and shall be removed from the Purchaser's premises only with the prior written consent of the Purchaser.
- Must be treated as confidential and shall not be disclosed except with the prior written consent of the Purchaser.
- Must not be used for any purpose other than for replying to this RFP and for the fulfillment of any related subsequent agreement.
- Must be returned to the Purchaser upon request.

### **4.5.2 Confidential Information of the Proponent**

Except as provided otherwise in this RFP, or as may be required by Applicable Laws, the Purchaser shall treat the Proponents' Proposals and any information gathered in any related process as confidential, provided that such obligation shall not include any information that is or becomes generally available to the public other than as a result of disclosure by the Purchaser.

During any part of this RFP process, the Purchaser or any of its representatives or agents shall be under no obligation to execute a confidentiality agreement.

In the event that a Proponent refuses to participate in any required stage of the RFP (such as an oral presentation) because the Purchaser has refused to execute any such confidentiality agreement, the Proponent shall receive no points for that particular stage of the evaluation process.

### **4.5.3 Proponent's Submission**

All correspondence, documentation, and information provided in response to or because of this RFP may be reproduced for the purposes of evaluating the Proponent's Proposal.

If a portion of a Proponent's Proposal is to be held confidential, such provisions must be clearly identified in the Proposal.

### **4.5.4 Personal Information**

Personal Information shall be treated as follows:

- Submission of Information – The Proponent should not submit as part of its Proposal any information related to the qualifications or experience of persons who will be assigned to provide services unless specifically requested. The Purchaser shall maintain the information for a period of seven (7) years from the time of collection. Should the Purchaser request such information, the Purchaser will treat this information in accordance with the provisions of this section.
- Use – Any personal information as defined in the Personal Information Protection and Electronic Documents Act, S.C. 2005, c.5 that is requested from each Proponent by the Purchaser shall only

be used to select the qualified individuals to undertake the project/services and to confirm that the work performed is consistent with these qualifications.

- Consent – It is the responsibility of each Proponent to obtain the consent of such individuals prior to providing the information to the Purchaser. The Purchaser will consider that the appropriate consents have been obtained for the disclosure to and use by the Purchaser of the requested information for the purposes described.

#### **4.5.5 Non-Disclosure Agreement**

The Purchaser reserves the right to require any Proponent to enter into a non-disclosure agreement satisfactory to the Purchaser.

#### **4.5.6 Municipal Freedom of Information and Protection of Privacy Act**

The *Municipal Freedom of Information and Protection of Privacy Act* (Ontario) applies to information provided by Proponents. A Proponent should identify any information in its Proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Purchaser. The confidentiality of such information will be maintained by the Purchaser, except as otherwise required by law or by order of a court, tribunal, or the Ontario Privacy Commissioner.

By submitting a Proposal, including any Personal Information requested in this RFP, Proponents agree to the use of such information for the evaluation process, for any audit of this procurement process, and for contract management purposes.

#### **4.5.7 Competition Act**

Under Canadian law, a Proponent's Proposal must be prepared without conspiracy, collusion, or fraud. For more information on this topic, visit the Competition Bureau website at <http://www.cb-bc.gc.ca/eic/site/cb-bc.nsf/eng/01240.html>, and in particular, part VI of the *Competition Act*, R.S.C. 1985, c. C-34.

#### **4.5.8 Trade Agreements**

Proponents should note that procurements coming within the scope of either Chapter 5 of the Agreement on Internal Trade or within the scope of the Trade and Cooperation Agreement between Quebec and Ontario are subject to such agreements, although the rights and obligations of the parties shall be governed by the specific terms of this RFP.

For more information, please refer to the Internal Trade Secretariat website at [www.ait-aci.ca/](http://www.ait-aci.ca/) or to the Trade and Cooperation Agreement between Quebec and Ontario at <https://www.ontario.ca/document/trade-and-cooperation-agreement-between-ontario-and-quebec-0>

#### **4.5.9 Intellectual Property**

The Proponent shall not use any intellectual property of the Purchaser, including but not limited to, logos, registered trademarks, or trade names of the Purchaser, at any time without the prior written approval of the Purchaser.

### **4.6 Reserved Rights and Governing Law of the Purchaser**

#### **4.6.1 General**

In addition to any other express rights or any other rights, which may be, implied in the circumstances, the Purchaser reserves the right to:

- Make public the names of any or all Proponents
- Request written clarification or the submission of supplementary written information from any Proponent and incorporate such clarification or supplementary written information into the Proponent's Proposal, at the Purchaser's discretion, provided that any clarification or submission of supplementary written information shall not be an opportunity for the Proponent to correct errors in its Proposal or to change or enhance the Proponent's Proposal in any material manner.
- Waive formalities and accept Proposals that substantially comply with the requirements of this RFP, in the Purchaser's sole discretion.
- Verify with any Proponent or with a third party any information set out in a Proposal, as described in Section 4.3.14.
- Check references other than those provided by Proponents.
- Disqualify any Proponent whose Proposal contains misrepresentations or any other inaccurate or misleading information, or any Proponent whose reasonable failure to cooperate with the Purchaser impedes the evaluation process, or whose Proposal is determined to be non-compliant with the requirements of this RFP.
- Disqualify a Proposal where the Proponent has or the principals of a Proponent have previously breached a contract with the Purchaser, or has otherwise failed to perform such contract to the reasonable satisfaction of the Purchaser, the Proponent has been charged or convicted of an offence in respect of a contract with the Purchaser, or the Proponent reveals a Conflict of Interest or Unfair Advantage in its Proposal or a Conflict of Interest or evidence of any Unfair Advantage is brought to the attention of the Purchaser.
- Disqualify any Proposal of any Proponent who has breached any Applicable Laws or who has engaged in conduct prohibited by this RFP, including where there is any evidence that the Proponent or any of its employees or agents colluded with any other Proponent, its employees or agents in the preparation of the Proposal.
- Make changes, including substantial changes, to this RFP provided that those changes are issued by way of addenda in the manner set out in this RFP.
- Accept or reject a Proposal if only one (1) Proposal is submitted.
- Reject a subcontractor proposed by a Proponent within a consortium.
- Select any Proponent other than the Proponent whose Proposal reflects the lowest cost to the Purchaser.
- Cancel this RFP process at any stage and issue a new RFP for the same or similar requirements, including where
  - The Purchaser determines it would be in the best interest of the Purchaser not to award an Agreement
  - The Proposal prices exceed the bid prices received by the Purchaser for services acquired of a similar nature and previously done work
  - The Proposal prices exceed the costs the Purchaser would incur by doing the work, or most of the work, with its own resources
  - The Proposal prices exceed the funds available for the Services, or

- The funding for the acquisition of the proposed Services have been revoked, modified, or has not been approved

and where the Purchaser cancels this RFP, the Purchaser may do so without providing reasons, and the Purchaser may thereafter issue a new request for proposals, request for qualifications, sole source, or do nothing.

- Discuss with any Proponent different or additional terms to those contained in this RFP or in any Proponent's Proposal, and
- Reject any or all Proposals in its absolute discretion, including where a Proponent has launched legal proceedings against the Purchaser or is otherwise engaged in a dispute with the Purchaser.
- By submitting a Proposal, the Proponent authorizes the collection by the Purchaser of the information identified in this RFP, which the Purchaser may request from any third party.

#### **4.6.2 Rights of the Purchaser – Preferred Proponent**

In the event that the Preferred Proponent fails or refuses to execute the Agreement within 15 Days from being notified of its position as the Preferred Proponent, the Purchaser may, in its sole discretion:

- Extend the period for concluding the Agreement, provided that if substantial progress towards executing the Agreement is not achieved within a reasonable period of time from such extension, the Purchaser may, in its sole discretion, terminate the discussions.
- Exclude the Preferred Proponent's Proposal from further consideration and begin discussions with the next highest-ranked Proponent without becoming obligated to offer to negotiate with all Proponents.
- Exercise any other applicable right set out in this RFP, including but not limited to, cancelling the RFP and issuing a new RFP for the same or similar Services.

The Purchaser may also cancel this RFP in the event the Preferred Proponent fails to obtain any of the permits, licences, and approvals required pursuant to this RFP.

#### **4.6.3 No Liability**

The Proponent agrees that:

- Any action or proceeding relating to this RFP process shall be brought in any court of competent jurisdiction in the Province of Ontario and for that purpose the Proponent irrevocably and unconditionally attorns and submits to the jurisdiction of that Ontario court.
- It irrevocably waives any right to and shall not oppose any Ontario action or proceeding relating to this RFP process on any jurisdictional basis.
- It shall not oppose the enforcement against it, in any other jurisdiction, of any judgement or order duly obtained from an Ontario court as contemplated by this RFP.

The Proponent further agrees that if the Purchaser commits a material breach of the Purchaser's obligations pursuant to this RFP, the Purchaser's liability to the Proponent, and the aggregate amount of damages recoverable against the Purchaser for any matter relating to or arising from that material breach, whether based upon an action or claim in contract, warranty, equity, negligence, intended conduct, or otherwise, including any action or claim arising from the acts or omissions, negligent or

otherwise, of the Purchaser, shall be no greater than the Proposal preparation costs that the Proponent seeking damages from the Purchaser can demonstrate. In no event shall the Purchaser be liable to the Proponent for any breach of the Purchaser's obligations pursuant to this RFP which does not constitute a material breach thereof. The Proponent acknowledges and agrees that the provisions of the *Broader Public Sector Accountability Act, 2010* shall apply notwithstanding anything contained herein.

#### **4.6.4 Assignment**

The Proponent shall not assign any of its rights or obligations hereunder during the RFP process without the prior written consent of the Purchaser. Any act in derogation of the foregoing shall be null and void.

#### **4.6.5 Entire RFP**

This RFP and all Appendices form an integral part of this RFP.

#### **4.6.6 Priority of Documents**

In the event of any inconsistencies between the terms, conditions, and provisions of the main part of the RFP and the Appendices, the RFP shall prevail over the Appendices during the RFP process.

#### **4.6.7 Governing Law**

The laws of Ontario and the federal laws of Canada applicable shall govern the RFP, the Proponent's Proposal, and any resulting Agreement therein.

#### **4.6.8 Indemnification**

The Consultant shall indemnify and save harmless the City and its employees, officers and agents from and against all claims, actions, losses, expenses, costs or damages of every nature and kind whatsoever which the City, its employees, officers or agents may suffer as a result of the negligence or breach of contract of the Consultant, its employees, officers or agents in the performance of this Agreement, subject to the following:

- CITY PROVIDED INFORMATION: The City further acknowledges and agrees that the Consultant will not be held liable for any damages / losses of any kind or nature that may result from the use of inaccurate information or data provided to Consultant by the City. The City agrees to accept full responsibility for the accuracy of all information and data that it provides to the Consultant.
- WORK PRODUCT LIMIT: The City further acknowledges and agrees that the Consultant cannot warrant the fitness of any records, documents or work product that are (I) incomplete due to early termination or suspension of this agreement; or (ii) altered, revised, amended, or modified without the consent or knowledge of the Consultant.

#### **4.6.9 Force Majeure**

A party hereto shall not be responsible for failures in performance due to Force Majeure. "Force Majeure" means any circumstance or act beyond the reasonable control of a party to this Agreement claiming Force Majeure, including an intervening act of God or public enemy, war, blockade, civil commotion, fire, flood, tidal wave, earthquake, epidemic, pandemic, quarantine restriction, a stop-work order or injunction, issued by a court or public authority having jurisdiction, or governmental embargo, which delays the performance of any obligation created by this Agreement beyond its scheduled time, provided such circumstance or act is not expressly dealt with under this Agreement or does not arise by reason of:

- the negligence or wilful misconduct of the party claiming Force Majeure or those for whom it is responsible at law;
- any act or omission by the party claiming Force Majeure (or those for whom it is responsible at law) in breach of the provisions of this Agreement;
- lack or insufficiency of funds or failure to make payment of monies or provide required security; provided further that, in the case of an event of Force Majeure affecting the Consultant, the Consultant notifies the City as soon as possible and in any event within five (5) Business Days following the date upon which the Consultant first becomes aware (or should have been aware, using all reasonable due diligence) of such event so that the City may verify same.

In any such event, Consultants agreement and the price and schedule referred to herein shall be equitably adjusted based on the actual work authorized and performed satisfactorily, and the rates agreed to in the Agreement.

[End of Part 4]

## PART 5 - APPENDIXES

### APPENDIX B – FORM OF OFFER

Each Proposal **must** include this form **completed** and **signed** by the Proponent.

To: City of Clarence-Rockland

#### 1. Proponent Information

The full legal name of the Proponent is:	
Any other relevant name under which the Proponent carries on business is:	
The jurisdiction under which the Proponent is governed is:	
The name, address, telephone and fax numbers, and email address of the contact person for the Proponent is:	
Whether the Proponent is an individual, a sole proprietorship, a corporation, a partnership, a joint venture, an incorporated consortium or a consortium that is a partnership or other legally recognized entity:	
If the Proponent is an incorporated consortium or a consortium that is a partnership or other legally recognize entity, the Proponent must: <ul style="list-style-type: none"><li>• Identify the single legal entity, which is solely liable and responsible to the Purchaser for the provision of the Deliverables (as required by Section 1.6 of this RFP).</li><li>• Describe the consortium members.</li><li>• Describe the contingency plan if a consortium member is no longer part of the consortium.</li></ul>	

#### 2. Offer

The Bidder declares that:

(a) No persons, other than the Bidder, have any interest in this RFP or in the Contract proposed to be entered into.



(b) This Submission is made without any connection, knowledge, comparison of figures, or arrangement with any other person or persons making a Submission for the same work, and is in all respects fair and without collusion or fraud.

(c) The several matters stated in the said Submission are in all respects true.

(d) The Bidder has carefully examined the locality and site of the proposed works, as well as all the RFP Documents, and hereby accepts the same as part and parcel of this Submission, and does as hereby tender and offer to enter into a Contract to do all the work, provide the labour and to provide, furnish, deliver, place and erect all materials mentioned and described or implied therein, including in every case freight, duty, exchange, and all other charges on the terms and conditions, and under the provisions therein set forth, and to accept in full payment therefore in accordance with the schedule of prices hereto annexed, and the Bidder also agrees that this offer is to remain open for acceptance until the formal Contract is executed by the successful Bidder for said work, and that the Owner may at any time without notice accept this Submission whether any other Submission has been previously accepted or not.

(e) The prices offered in this schedule take into account in all respects the cost of execution of the work under all weather conditions and any water level.

(f) The work is to commence a maximum of 10 days after notice of Award has been issued.

(g) In making this Submission for the work and in entering into the Contract, if awarded to this Bidder, the Bidder has investigated for himself the character of the work to be done and all local conditions that might affect this Submission and his acceptance of the work.

(h) The Bidder also declares that in making this Submission, he/she did not and does not rely upon verbal information furnished by the Owner or Engineer.

The Bidder acknowledges that the Owner shall have the right to reject any, or all, Tenders for any reason, or to accept any Tender which the Owner in its sole unfettered discretion deems most advantageous to itself.

The Bidder does hereby acknowledge that no damages or liability flow from the inability for a contract to be reached and does hereby release and hold completely harmless the Owner for any costs or damages incurred by the Bidder in preparing a Proposal or discussing/negotiating with the Owner. By submitting a Tender, the Bidder acknowledges the Owner's rights under this section and absolutely waives any right, or cause of action against the Owner and its consultants, by reason of the Owner's failure to accept the Tender submitted by the Bidder, whether such right or cause of action arises in contract, negligence, or otherwise.

The lowest, or any, Tender will not necessarily be accepted and the Owner shall have the unfettered right to:

- (i) Accept a non-compliant Tender;
- (ii) Accept a Tender which is not the lowest Tender; and
- (iii) Reject a Tender that is the lowest Tender even if it is the only Tender received.

The Owner reserves the right to consider, during the evaluation of Tenders;

- (i) information provided in the Tender document itself;
- (ii) information provided in response to enquiries of credit and industry references set out in the Tender;
- (iii) information received in response to enquiries made by the Owner of third parties apart from those disclosed in the Tender in relation to the reputation, reliability, experience and capabilities of the Bidder;
- (iv) the manner in which the Bidder provides services to others;
- (v) the experience and qualification of the Bidder's senior management, and project management;

- (vi) the compliance of the Bidder with the Owner’s requirements and specifications; and
- (vii) innovative approaches proposed by the Bidder in the Tender;
- (viii) whether the Bidder has been involved in litigation with the Owner during the last sixty (60) months before the date of this RFP.

The Bidder acknowledges that the Owner may rely upon the criteria which the Owner deems relevant, even though such criteria may not have been disclosed to the Bidder.

The Proponent has submitted its estimated hourly timetable for the specified project in accordance with the instructions in the RFP and in the form set out in Appendix C.

**3. Prices**

The Proponent has submitted its Pricing in accordance with the instructions in the RFP and in the form set out in Appendix C.

**4. Mandatory Forms**

The Proponent encloses herewith as part of the Proposal, the mandatory forms as set out below:

Mandatory Forms	Include in Proposal as set out in Section 4.3.2	Yes, Enclosed
Appendix B – Form of Offer	Envelope 1	
Appendix C – Rate Bid Form	Envelope 2	

**5. Addenda and Questions/Answers**

The Proponent is deemed to have read and accepted all addenda and question/answer documents issued by the Purchaser prior to the Deadline for Issuing Final Addenda.

The onus remains on Proponents to make any necessary amendments to its Proposals based on this information.

The Proponent is requested to confirm that it has received all addenda and question/answer documents, if any, by completing the applicable column in the below table:

Addenda and Question/Answers	Complete this column by inserting the number/quantity received:
The number of addenda received =	

**6. Proposal Irrevocable**

The Proponent agrees that its Proposal shall be irrevocable for ninety (90), Days following the Proposal Submission Deadline.



## 7. Disclosure of Information

The Proponent hereby agrees that any information provided in this Proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The Proponent hereby consents to the disclosure, on a confidential basis, of its Proposal to the Purchaser's advisors retained for the purpose of evaluating or participating in the evaluation of this Proposal.

## 8. Proof of Insurance and Good Standing under the Workplace Safety and Insurance Act (Ontario)

By signing this Form of Offer, the Proponent agrees, if selected, that it has verified its capability to do so and will provide proof of insurance coverage and a Certificate of Good Standing under the Workplace Safety and Insurance Act (Ontario) as set out in the RFP.

## 9. Criminal Background Checks

If its Proposal is selected by the Purchaser, the Proponent specifically acknowledges and agrees to comply with Criminal Background Checks if applicable.

## 10. Unfair Advantage and Conflict of Interest Statement

Prior to completing this Form of Offer, the Proponent is advised to review the definitions of Unfair Advantage and Conflict of Interest set out in Section 1.8 of this RFP.

Conflict of Interest	Conflict of Interest (Yes or no)	If yes, please set out the details of the actual or potential Conflict of Interest below:
Is there an actual or potential Unfair Advantage or Conflict of Interest, relating to the preparation of its Proposal, or if the Proponent foresees an actual or potential Unfair Advantage or Conflict of Interest in performing the contractual obligations contemplated in the RFP?		

The Proponent agrees to provide any additional information, which may be requested by the Contracting Authority, in the form prescribed by the Contracting Authority.

Where, in its sole discretion, the Purchaser concludes that an Unfair Advantage and/or Conflict of Interest arises, it may, in addition to any other remedy available to it at law or in equity, disqualify the Proponent's Proposal, or terminate any Agreement awarded to the Proponent under the RFP.

## 11. Execution of Agreement

If its Proposal is selected by the Purchaser, the Proponent agrees to finalize and execute the Agreement substantially in the form set out in accordance with the terms of the RFP.

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Signature of Proponent Representative

\_\_\_\_\_  
Name of Witness

\_\_\_\_\_  
Name and Title

Date:

I have authority to bind the Proponent



## APPENDIX C - RATE BID FORM

The Proponent should use Appendix C to respond to Section 3.2.2 – Rate Bid Form. Where a Deliverable is not available, insert N/A (denoting not applicable) in the space provided. The information listed below is not a complete description. All Proponents should refer to and review the applicable sections in the RFP before responding.

The Consultant is required to provide a detailed price breakdown by major tasks with the Proposal. The breakdown should include the specific activities planned, the timing and associated level of effort by individual or classification, and the associated hourly or per diem rates for which the Consultant will seek payment. Failure to provide a price breakdown may result in disqualification of the proponent's proposal. An example Fee Breakdown table is provided below:

Item	Description	Unit	Unit	Total
1	<b>Implementation Plan/Schedule:</b>	1	L.S.	
2	<b>Training</b>	1	L.S.	
3	<b>Maintenance, Warranty and Support</b>	1	L.S.	
			<b>Sub Total</b>	<b>\$</b>
			HST 13%	\$
			<b>TOTAL</b>	<b>\$</b>

## APPENDIX D – REFERENCE FORM

Each Proponent is required to provide two (2) references from organizations similar in size and scope to the Purchaser's for which the Proponent has provided the same or similar Deliverables within the past three (3) years.

The Purchaser, in its sole discretion, will confirm the Proponent's experience and or ability to provide the services required and described in its Proposal by checking the Proponent's references and the provision of the references by the Proponent is deemed to be consent to such confirmation/contact with the references.

The Purchaser reserves the right to revisit the Proponent's scores in the rated requirements based on information learned during reference checks, should they reveal that there is inconsistency between the Proponent's answers to the rated requirements and the results of the reference check.

### Reference #1

<b>Company name:</b>	
<b>Company address:</b>	
<b>Contact name:</b>	
<b>Contact telephone number:</b>	
<b>Contact email address:</b>	
<b>Date work undertaken:</b>	From: _____ To: _____
<b>Nature of services:</b>	

### Reference #2

<b>Company name:</b>	
<b>Company address:</b>	
<b>Contact name:</b>	
<b>Contact telephone number:</b>	
<b>Contact email address:</b>	
<b>Date work undertaken:</b>	From: _____ To: _____
<b>Nature of services:</b>	

## APPENDIX E – RATED REQUIREMENTS

### 1.0. Evaluation Criteria

1.0.1. The criteria in Table 1 will be used in the Step 1 evaluation. Proposal submissions must address these criteria in the identification and order protocol shown below. Not following this identification and order creates the risk to the Proponent that, even if the information has been provided, it may be overlooked and consequently not considered in evaluation of the Proponent’s score.

1.0.2. The following is a table listing the evaluation categories, indicating:  
 i) the maximum score attainable in each category; and  
 ii) the overall minimum score that must be attained (“Benchmark”) in order to proceed to step 2 of the evaluation.

**TABLE 1**  
**Criteria for the Evaluation of Proposals**

Evaluation Criteria	Points
<p><b>A. Company Profile:</b>                      (maximum 2 pages). Include the following information:                      Identify the name, title, address, phone and fax numbers, and e-mail address of the primary contact person for this project.                      Provide a brief overview of your company including number of years in business, number of employees, nature of business, and description of clients.                      Identify any parent corporation and/or subsidiaries, if appropriate.</p> <ul style="list-style-type: none"> <li>○ <b>Indicate the total number of installations in the last 3 years by the year of installation and the total number of current users for the proposed system.</b></li> </ul>	<b>5</b>
<p><b>B. Meets the technical / software features required:</b></p> <ul style="list-style-type: none"> <li>○ Software Features Required: Address and complete each point outlined in the Component section, identifying briefly how the product complies with the requirements as detailed.</li> <li>○ Technical Environment Proposed: Describe the technical environment of the application by identifying server and client workstation requirements for the proposed application. Include any associated white papers.</li> <li>○ Technical Features: Identifying any technical specifications relating to the hardware and software.</li> </ul>	<b>30</b>

<p><b>C. Implementation Plan/Schedule:</b></p> <p><b>Implementation Plan/Schedule: Provide an implementation plan based on the requirements. Include approval for system acceptance stages. Describe or attach a typical implementation plan or schedule.</b></p>	<b>10</b>
<p><b>D. Training:</b></p> <p>Describe the user and administrator training to be provided. Describe or attach samples of user manuals.</p>	<b>10</b>
<p><b>E. Maintenance, Warranty and Support:</b></p> <p>Describe the ongoing system support provided as detailed in Maintenance, Warranty and Support Requirements. Include all applicable License and Maintenance agreements.</p>	<b>10</b>
<p><b>F. Licensing:</b></p> <ul style="list-style-type: none"> <li>○ Describe software licensing metric. Describe and price per server, concurrent user, enterprise license structure, etc. Include cost of additional license purchases. Also include any additional modules available.</li> </ul>	<b>5</b>
<p><b>G. Customizations:</b></p> <p>Based upon a comparison between the functionality of the base software package and our functional requirements, provide an analysis of the extent of the modifications/customizations and the associated costs and timeframes.</p>	<b>5</b>
<b>Weighted Pricing</b>	<b>25</b>
<b>Maximum Attainable Score for Stage 1 - Technical Proposals</b>	<b>75 points</b>
<b>Minimum Score to proceed to Stage 2 ("Benchmark") (60%)</b>	<b>45 points</b>

Where required in Table 1 or where any project example is given in a Proposal, Proponents shall include:

- the name and description of the project;
- the contact information including the individual's name, title, organization name, telephone number and e-mail address if available;
- the cost of the project; and
- the start and completion date of the project.

The City reserves the right, at its sole discretion to contact references and/or use references in the Proponent selection process.

In addition, any information received in response to enquiries made by the City of third parties apart from those disclosed in the Proposal in relation to the reputation, reliability, experience and capabilities of the Proponent may also be considered.

## 1.2 Point Rating - Evaluation Rating Description

The following rating table shall be used to ensure that the review committee will evaluate each proposal on an equal basis.

POINT RATING		EVALUATION RATING DESCRIPTION
10	Excellent	Proposal exceeds the requirements of the criteria in superlative ways / very desirable.
9	Very Good	Exceeds the requirements of the criteria in ways that are beneficial to the Town's needs.
8	Good	Exceeds the requirements of the criteria but in a manner which is not particularly beneficial to the Town's needs.
7	Fully Meets	Fully meets all requirements of the criteria.
6	Some Reservation	Adequately meets most of the requirements of the criteria. May be lacking in some areas that are not critical.
5	Reservations	Addresses most, but not all, of the requirements of the criteria to the minimum acceptable level. May be lacking in some areas that are not critical.
4	Major Reservations	Addresses most of the requirements of the criteria to the minimum acceptable level. Lacking in critical areas.
3	Poor	Minimally addresses some, but not all of the requirement of the criteria. Lacking in critical areas
2	Very Poor	Very Poor to Unsatisfactory
1	Unsatisfactory	Does not satisfy the requirements of the criteria in any manner
0	No Information	Did not submit information

## 1.3 Optional Interviews

Prior to step 2, the City, at its sole discretion, reserves the right to conduct interviews with any number of the top scoring Proponents. The interviews will be held for clarification purposes and to verify the scores which the Evaluation Team has applied to those Proponents being interviewed.

After the interviews, the Evaluation Team will consider its prior scoring of the Proposals and adjust any, all, or none of the criteria up or down as the Evaluation Team agrees in consensus.

The Proponent's project manager and key members of the project team, as named in the Proposal submission must be in attendance at the interview. Unless otherwise instructed by the City, Proponents shall keep the number of presenters to the interview to no more than three (3) people.

Any interviewed Proponent falling below the Benchmark will not move on to step 2. All interviewed Proponents whose scores remain at or greater than the Benchmark will move on to step 2.



**APPENDIX F – NOTICE OF “NO BID”**

It is important that the City of Clarence-Rockland receive a reply from all bidders. Although there is no obligation to submit a Bid, should you choose not to, your completion of this form will assist us in continually improving our Bid Process. Please complete the following by checking off the appropriate statement(s) including your additional comments and email to Procurement Services at **yrousselle@clarence-rockland.com** prior to the closing time and date indicated in the bid package.

- 1. We do not supply this product(s) or service. \_\_\_\_\_
- 2. We cannot supply to the specification \_\_\_\_\_
- 3. Unable to quote competitively \_\_\_\_\_
- 4. Cannot bid due to present work load \_\_\_\_\_
- 5. Quantity is                    too large \_\_\_\_\_ too small \_\_\_\_\_
- 6. Unable to meet delivery/completion requirements \_\_\_\_\_
- 7. Patent or licensing restrictions \_\_\_\_\_

Other reasons/additional comments:

\_\_\_\_\_

\_\_\_\_\_

Do you wish to bid on these goods/services in the future?    Yes \_\_\_\_\_    No \_\_\_\_\_

Company \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

(Print)

**APPENDIX G– ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE  
TRAINING ACKNOWLEDGEMENT FORM**

***Ontario Regulation 429/07:  
for Contractors and Third Party Providers to  
The Corporation of the City of Clarence-Rockland***

Section 6 of Ontario Regulation 429/07 made under the *Accessibility for Ontarians with Disabilities Act, 2005* states that:

6. (1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.
  2. Every person who participates in developing the provider's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

We acknowledge and confirm that we are in full compliance with Section 6 of Ontario Regulation 429/07 (Accessibility Standards for Customer Service) made under the *Accessibility for Ontarians with Disabilities Act, 2005*. We confirm that all employees, agents, volunteers, or others for whom we are at law responsible who are required to receive training under the Act have completed the training available at <https://www.accessforward.ca/> We will provide to the City any further documentation that confirms this training upon the request of the City.

We will indemnify the City from and against any costs, expenses, fines, penalties, damages or losses that the City incurs or suffers as a result of our failure to comply with the Act.

\_\_\_\_\_  
Name of Contractor or Third Party Provider

\_\_\_\_\_  
Signature of Authorized Signing Officer

\_\_\_\_\_  
Printed Name of Person Above

\_\_\_\_\_  
Date

**APPENDIX H – COURTESY LABEL**

From:

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**BID SUBMISSION**

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**F18-COM-2020-007**

**WEB SITE REDESIGN & HOSTING**

**(TECHNICAL SUBMISSION ENVELOPE #1)**

**TO: THE CORPORATION OF THE CITY OF CLARENCE-ROCKLAND**

**1560 Laurier**

**Client Service Center**

**Rockland, ON**

**K4K1P7**

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**CLOSING DEADLINE – no later than 10:00:00 A.M., September 4, 2020**



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From:

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**BID SUBMISSION**

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**F18-COM-2020-007**

**WEB SITE REDESIGN & HOSTING**

**(FINANCIAL SUBMISSION ENVELOPE #2)**

**TO: THE CORPORATION OF THE CITY OF CLARENCE-ROCKLAND**

**1560 Laurier**

**Client Service Center**

**Rockland, ON**

**K4K1P7**

**CLOSING DEADLINE – no later than 10:00:00 A.M., September 4, 2020**