



**4181P – Supply, Delivery and Implementation of Event Approvals
Web-based System**

1. Introduction

The City of Richmond (the “City”) requires the services of a company experienced in providing custom web software Applications. This Request for Proposal includes, but is not limited to, the development, customization, implementation, and any ongoing support and maintenance of an Event Approvals Web-based System (the “System”).

The System will provide an online form for Event Organizers to apply for permission to host an event in the City of Richmond, and will facilitate the approval process and the communication between staff and Event Organizers. The approvals process requires a variety of agencies to independently approve each Event Application. Information on the relevant business processes and required specifications of the System are outlined in this document.

The objective of this Request for Proposal is to provide the City with qualified proponents capable of carrying out the work herein defined. The subsequent proponent submissions will form the basis for evaluation, interview and selection.

2. Definitions

2.1 Throughout this Request for Proposal the following definitions apply:

- a) “Acceptance Testing” means system testing to verify that the System meets the specifications and functions accordingly;
- b) “BC Bid” means the electronic tendering service maintained by the Province of British Columbia located online at www.bcbid.ca, or any replacement website;
- c) “City” means the City of Richmond, British Columbia;
- d) “Contract” means the written agreement resulting from this Request for Proposal executed by the City and the Vendor for the Work;
- e) “Event” means an assemblage of people that is required to be approved by REACT. This includes an assemblage taking place on City property, impacting City services, and/or impacting a REACT member group;

- f) “Event Application” or “Application” means the application form that needs to be completed by event organizers applying to hold an event.
- g) “Lead Proponent” is the Proponent whose Proposal, as determined through the evaluation criteria described in this RFP, provides the best overall value in meeting the requirements of the RFP, and with whom a Contract will be considered;
- h) “Proposal” means a proposal submitted by a Proponent in response to this Request For Proposal;
- i) “Proponent” means an individual or a company that submits, or intends to submit, a Proposal in response to this Request for Proposal;
- j) “REACT” or “REACT Agency” means the Richmond Event Application Coordination Team. This team consists of approximately 20 member groups made up of City sections and outside organizations. This team is responsible for coordinating and approving Events in the City;
- k) “RFP” or “Request for Proposals” means this request for proposals, inclusive of all appendices and any addenda that may be issued by the City;
- l) “Shall”, “Will” and “Must” means a requirement that must be met in order for a Proposal to receive consideration;
- m) “Should” or “May” means a requirement having a significant degree of importance to the objectives of the Request for Proposal which will be considered in analysing the Proposals;
- n) “Submission” means a proposal submitted by a Proponent in response to this RFP;
- o) “Successful Proponent” means the same as “Vendor”
- p) “System Testing” means verification that the computer system functionality works multiple portions of the System that must work together, e.g. Event Application edit functionality
- q) “Unit Testing” means verification that the computer system functionality works for each portion of the system, e.g. one screen
- r) “User Type” defines the level of authority of a person accessing the Event Approvals Web-based System

- s) “Vendor” means the Successful Proponent to this Request for Proposal who enters into a written Contract with the City to perform and to oversee the Work
- t) “Work” means the provision of all labour, services, material and equipment, and any action as necessary for the Preferred Proponent to complete and perform its obligations in accordance with the terms and conditions of the Contract.

3. Submission Details

- 3.1 Five (5) copies of proposals marked “**Contract 4181P – Event Approvals Web-based System**” addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until **Wednesday, December 15, 2010** at 12:00 Noon PST. Submissions received after this time will be returned to the sender.

4. Enquiries

- 4.1 Clarification of terms and conditions of the proposal process shall be directed to:

Purchasing

Sumita Dosanjh, Buyer II – Contracting Specialist
E-mail: purchasing@richmond.ca
Purchasing Section
City of Richmond
- 4.2 The City, its agents and employees shall not be responsible for any information given by way of oral or verbal communication.
- 4.3 The City will only respond to questions that are submitted in writing. Any questions that are received and answered by City of Richmond Staff that affect the Proposal Process, any interpretation of, additions to, deletions from, or any other corrections to the Request for Proposal document, may be issued as written addenda by the City of Richmond. It is the sole responsibility of the potential Proponents to check with the following websites to ensure that all available information has been received prior to submitting a proposal:
 - a) City of Richmond: <http://www.richmond.ca/busdev/tenders.htm>
 - b) BC Bid: <http://www.bcbid.gov.bc.ca/open.dll/welcome?language=En>

5. Terms of this Request for Proposal

- 5.1 Proposals shall be open for acceptance for 90 days following the submission closing date.
- 5.2 The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at its own discretion.
- 5.3 Proposals may be withdrawn by written notice only provided such notice is received at the office of the City's Purchasing Section prior to the date/time set as the closing time for receiving proposals.
- 5.4 Except as expressly and specifically permitted in these instructions, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in the RFP, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.
- 5.5 Proponents are advised that the City will not necessarily accept any Proposal and the City reserves the right to reject any or all Proposals at any time without further explanation or to accept any Proposal considered advantageous to the City.
- 5.6 A Proposal which contains an error, omission, or misstatement, which contains qualifying conditions, which does not fully address all the requirements of this RFP, or which otherwise fails to conform to the requirements in this RFP may be rejected in whole or in part by the City at its sole discretion.
- 5.7 The City may waive any non-compliance with the RFP, specifications, or any conditions including the timing of delivery of anything required by the RFP and may, at its sole discretion, elect to retain for consideration Proposals which are non-conforming, which do not contain the content or form required by the RFP or because they have not complied with the process for submission set out herein.
- 5.8 The City may choose, at its sole discretion, to proceed with all of the components of the Work, none of the components or selected components of the Work.
- 5.9 All Proposals will remain confidential, subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

6. Negotiations

- 6.1 The award of the contract is subject to negotiations with the Lead Proponent. Such negotiations include, but are not limited to, the following:

- a) changes or work refinements in the service requirements or scope of work proposed by the Lead Proponent;
 - b) price – if directly related to a change or refinement in the proposed scope of work proposed by the Lead Proponent and
 - c) specific contract details as deemed reasonable for negotiation by the City of Richmond.
- 6.2 If a written contract cannot be negotiated within 60 days of notification to the Lead Proponent, the City may, at its discretion at any time thereafter, terminate negotiations with the Lead Proponent and either enter into negotiations with the next qualified Proponent or cancel the RFP process and not enter into a contract with any Proponent.

7. Project Background

The City of Richmond is a scenic and vibrant city that is evolving and growing. Richmond has the unique position in the lower mainland to have an international airport located within it's boundaries.

Council has adopted a Major Events Plan 2007 – 2012 which contains strategies for enhancing the City's identity and profile regionally, nationally and internationally. By recently being a Venue City for the 2010 Olympic Winter Games, Richmond has raised its visibility on the world stage.

Events in Richmond come in all sizes from small community events (hosting up to 50 guests), to large international events (hosting tens of thousands of guests). Large or small, each Event Organizer must apply to the City to host their specific Event, and an approval process follows.

Applying for Events in Richmond can be lengthy and cumbersome for new and less experienced Event Organizers. The Event Organizers are not aware of the City standards and often leave out key details from their Application. Some Event Organizers need more guidance, information, and direction to plan safe and successful Events.

An integrated, user-friendly, efficient and effective on-line form is required for our customers along with explicit supporting and educational documentation.

8. Project Scope

The City requires a user-friendly comprehensive web-based Event Approvals System that can be used by outside agencies, whether local, national or international. This System will be supported by Event standards, processes and procedures produced by the City. A database will also be created to capture and redisplay specific information about each Event.

9. Event Approvals Web-based System – Design

9.1 System Overview

The System will allow an Event Organizer to maintain a password protected list of one or more proposed Events in the City. They will be able to amend their Application until they are satisfied that their Application is complete. At this point they will be able to submit the Application to the City for review and approval.

The System will allow an Event Coordinator to review the submitted Events and either send them back to the Event Organizer for more information or forward the Event to REACT for review.

The System will allow the REACT Agencies to review the proposed Events. It will display a status code on each Application for each relevant REACT Agency to update after the Application is reviewed. It will provide functionality to record REACT Agency comments that are then emailed directly to the Event Organizer. Likewise, it will allow the Event Organizer to record/email their reply to the REACT Agency.

The proposed Event will also show an overall status for the Event.

The System will allow an Event Organizer to copy a past event and edit the copy to create a new event.

9.2 User Types

The System will define four user types that will have differing authority to use the functionality of the System – Event Organizer, Event Coordinator, REACT Agency and Event System Administrator.

Authority levels are as follows:

- Event Organizers are restricted to Events that they have created/submitted. They can view and update their unsubmitted Events and post comments to

events that are under review. They can also created their profiles through the registration screen.

- Event Coordinators can edit other users profiles. Event Coordinators can access all Events. They can assign reviewing agencies to Events and can change the overall status of Events.
- REACT Agencies can view all Events. They can post comments to Events where they are listed as an approver and can update their agency status for these events. Each REACT Agency has two user accounts, a primary contact and a backup.
- Event System Administrator has all of the above authorities plus can set permissions for the other users.

9.3 List of Screens

Login/Registration Screens – accepts UserID and password and allows password retrieval. Allows existing users to login and new users to create a profile. Uses email address as login. Also allows for forgotten password retrieval.

List of Events – displays all Events available for viewing/updating by the user, depending on their authority level. Shows key information such as Event name, Event status and Event start date. Defaults to a date range of current date onwards and allows it to be changed to any date range.

Event Entry/Edit Screens – Contacts – allows entry of a primary and secondary contact person for the event.

Event Entry/Edit Screens – Event Description – collects Event name, location, dates, etc.

Event Entry/Edit Screens – Event Screening – list of questions about the Event. Logic behind the answers to these questions determines which of the additional information screens are required for this event.

Event Entry/Edit Screens – Additional Information – ten screens (one screen per type of information) This will include links to websites and specific sections of the supporting documentation. Event Organizers will type information into the form and also upload supporting documents.

Event Entry/Edit Screens – Required Information – Asks the Event Organizer for various plans. This will include links to websites and specific sections of the supporting documentation. Event Organizers will type information into the form and also upload supporting documents.

Event Entry/Edit Screens – Terms & Conditions – displays terms & conditions of holding an event in the City when the Event Application is submitted.

Event Review Screens – displays all information about the Event. Allows REACT Agencies and the Event Organizer to have a conversation of threaded comments. Allows each agency to modify their sections status. Allows entry of REACT Agency notes that are not visible to the Event Organizer.

User Authority Maintenance Screens – Allows Event System Administrator to set user permissions. Allows Event Coordinator to maintain and add contact information for REACT Agencies.

9.4 Screen Navigation

During Event Entry/Edit, a list of available screens will be displayed. The screens can then be accessed in any order.

During Event Entry/Edit, the first three screens must be done first. These are Applicant Information, Event Description, Event Screening. Until they are completed, they are the only screens displayed.

Once these three screens are completed, additional screens required are displayed and may be accessed in any order.

9.5 Screen Examples

Screen examples are included to assist in determining the magnitude of the work required. Details of screen content may be subject to change. Explanatory text and help files will be provided by the City and will need to be integrated into the web application.

Login/Registration Screens – no sample provided

List of Events

<u>List of Events</u>				
<u>From</u> x-----x <u>To</u> x-----x				
<u>Event Name</u>	<u>Organization</u>	<u>Application Date</u>	<u>Event Date</u>	<u>Status</u>
x-----x	x-----x	x-----x	x-----x	x-----x
x-----x	x-----x	x-----x	x-----x	x-----x
x-----x	x-----x	x-----x	x-----x	x-----x
x-----x	x-----x	x-----x	x-----x	x-----x
x-----x	x-----x	x-----x	x-----x	x-----x

Event Entry/Edit Screens – Contacts

<u>Event Application - Contacts</u>
<p>*Organization Name:</p> <p>*Organization Type: (dropdown) For Profit Non Profit Commercial Private</p> <p>Organization Website:</p> <p>*Contact First Name:</p> <p>*Contact Last Name:</p> <p>*Address:</p> <p>*City:</p> <p>*Province:</p> <p>*Country:</p> <p>*Postal Code:</p> <p>*Daytime Telephone:</p> <p>Evening Telephone:</p> <p>Cell Phone:</p> <p>*Email:</p> <p><u>Secondary Contact:</u></p> <p>*Contact First Name:</p> <p>*Contact Last Name:</p> <p>*Address:</p> <p>*City:</p> <p>*Province:</p> <p>*Country:</p> <p>*Postal Code:</p> <p>*Daytime Telephone:</p> <p>Evening Telephone:</p> <p>Cell Phone:</p> <p>*Email:</p> <p>Note: * Indicates Required Fields</p>

Event Entry/Edit Screens - Event Description

<u>Event Application - Event Description</u>
<p>*Name of Event:</p> <p>*Type of Event:</p> <p>*Location:</p> <p>*Event Date:</p> <p>*Start Time:</p> <p>*End Time:</p> <p>*Set up will begin at:</p> <p>*Clean up will begin at:</p> <p>*Attendance</p> <p> Number of Participants:</p> <p> Number of Spectators:</p> <p> Number of Staff/Volunteers:</p> <p>*Will this event be open to the general public?</p> <p>*Will admission be charged? Y/N</p> <div><input type="text"/></div> <p>*Have you held this event before? Y/N</p> <div><input type="text"/></div> <p>*Purpose of Event:</p> <p>Promotional Description:</p> <p>Note: * Indicates Required Fields</p>

Event Entry/Edit Screens - Event Screening

The number on each question refers to an extra screen that will need to be displayed when the answer to the question is Y-Yes.

Event Application - Event Screening

1. Will food (including samples) be served at this event? Y/N
2. Will merchandise be sold for profit (non-profit exempt)? Y/N
3. Will any tenting, staging, or temporary structures (e.g. arches, tents, awnings, bleachers, bouncy castles, amusement rides, dunk tanks, etc.) be set up? Y/N
4. Will there be fireworks, pyrotechnics or fire performances? Y/N
5. Will there be amplified sound (p.a., sound system, etc.)? Y/N
6. Will alcohol be served? Y/N
7. Is access to water required for your event? Y/N
8. Will power equipment (e.g. vehicles, electronics, generators, heaters, etc.) be set up or brought on site? Y/N
9. Is this event water-based (eg. on the river or river shore)? Y/N
10. Will the event include City streets & roads? Y/N

Event Entry/Edit Screens - Additional Information (One screen per type of information for a total of 10 screens) Links shown are from one specific example.

Event Application - XXXXXXXXXXXXXXXXXXXX

[CITYHALL-#3050158-Ent Services - Application Form - Structures](#)
[CITYHALL-#2044296-Bulletin Permits-28 Temporary Tents \[Supercedes 31118830\]](#)

Please provide details here:

Or upload your files here:

Event Entry/Edit Screens – Required Information

Event Application – Required Information

Site Plan (ALL structures must listed):

Parking Plan:

Washroom Requirements:

Security/Medical Services/First Aid:

Litter/Recycling:

Public Relations Plan:

Insurance:

Event Entry/Edit Screens – Terms & Conditions – no sample provided

Event Review Screen – Part 1 – Overview Schematic

<u>Event Application – Review</u>
Contact Information
Event Description
Additional Screen 1
More Additional Screens . . .
Required Information
REACT Agency 1 (see layout following)
More REACT Agencies . . . (see layout following)
REACT Notes

Event Review Screen – Part 2 – Agency Portion of Screen

City of Richmond Transportation		Status: x-----x
<div>Post a Comment</div>		
From:	Comment:	
x-----x	x-----x	
	x-----x	
	x-----x	
x-----x	x-----x	
	x-----x	
	x-----x	

User Authority Maintenance Screen – no sample provided

9.6 Proposed Data Model

This information is included as a guideline only to help visualize the complexity of the system.

Table Name	Field / <Group> Name	Field Description
Person	ID	
	UserID	
	Password	
	Name	
	<Contact Information>	
	User Rights Group	1: Event Organizer 2: Event Coordinator

Table Name	Field / <Group> Name	Field Description
		3: REACT Agency 4. Event System Administrator
	Agency ID	
Agency	ID	
	Agency Name	
	Agency Website	
	<Information>	
	Permit Application URL	Either to download PDF document, or else to apply for permit online.
Event Application	ID	
	Event Overall Status	1: Not Submitted – event has been entered, but not submitted 2: Submitted – event has been submitted, but not checked by the administrator 3: Need More Info - checked by the administrator, but not ready to review due to missing information 4: Not Yet Reviewed – event has passed initial checking by the administrator, but has not been reviewed by REACT 5: Declined – REACT has reviewed the Application and rejected it as an unacceptable event

Table Name	Field / <Group> Name	Field Description
		<p>6: Approved with Conditions – Event has been approved subject to all information being completed</p> <p>7: Approved – Event has been approved and all information is complete</p>
	Event organizer ID 1	Person ID from Person Table for primary contact
	Event organizer ID 2	Person ID from Person Table for secondary contact
	<Dates>	
	<Location>	
	<Site Plan>	
	<Communication Plan>	
	<Security Plan>	
	<Medical Plan>	
	<Transportation/Traffic Plan>	
	<Parking Plan>	
	<Sanitation/Recycling Plan>	
	<Liability Insurance>	
	<Event Debriefing>	
Event Agency Status	Event ID	
	Agency ID	

Table Name	Field / <Group> Name	Field Description
	Approval Status	1: Not reviewed 2: More information needed 3: Approved 4: Declined
	Date Status Changed	
	Person ID Last Change	Person who last changed status
Comments	Event ID	
	Agency ID	Indicates which topic
	Person ID	
	Commenter Type	1: Event organizer 2: Approval Agency 3: Administrator
	Comment Timestamp	Date and time of the comment

9.7 List of System Functions by User Type

User	Screen	Function	Function Description
Event Organizer	Login Screen	Log into the system. First-time user can request registration.	Get a login and password. First-time user will be sent a confirmation email.
	Registration Screen	Enter contact information	
	List of Events	Make a copy of an event Application	Used to begin the Application next year for an annual event.
	Event Entry/Edit Screens	Start/Edit an Event	Begin an event Application. The entered data is saved in the database. Event Overall Status is set to 'Not Submitted'. Come back later and edit the event.
	List of Events	Submit an Event and indicate to the Event Administrator that the event is ready for review. Event can no longer be edited by the Event Organizer once submitted.	Event Overall Status is set to Submitted. Answers to the screening questions will define which approving agencies are associated with this event as approvers. Email is sent to Event organizer. Email is sent to all Event Coordinator type users.

User	Screen	Function	Function Description
Event Coordinator	Event Review Screen	Postpone an Event	Turn the Application status to 'Postponed'. If the event organizer comes back to reschedule, then see rescheduling. Otherwise, it remains in the database for history.
	Event Review Screen	Reschedule an Event	Turn the Application status to un-submitted and let the event organizer revise the Application and re-submit.
	Event Review Screen	Make a comment on an approving agency comment on a submitted event	Enter a comment in reply to an approving agency. This will generate an email of the comment to the approving agency.
	Event Review Screen	Upload an additional document to a submitted event	
	Event Review Screen	Accept an Event Application for Review Verify agencies indicated for approval by the Application Add other approving agencies if required	Set the Event Overall Status to Not Yet Reviewed Set the Event Status for each Agency to Not Yet Reviewed

User	Screen	Function	Function Description
	Event Review Screen	Send an Application back for additional information. Since screening questions trigger the requirement for additional information, the event organizer may have missed something	Set the Event Overall Status to Not Submitted Email is sent notifying the event organizer. Event organizer can now make edits again.
	Event Review Screen	Make comments on the event not visible to the Event organizer, but visible to the agencies and the administrator	
REACT Agency	List of Events	View all Applications except those in status Not Submitted	
	Event Review Screen	View one of the event Applications selected from the List of Events.	
	Event Review Screen	Comment on Events where they hold an approver status	Enter a comment. This will generate an email of the comment to both the primary and secondary contacts of the event organizer
	Event Review Screen	Set the Event Status for their approving agency If they set the status to declined, they must enter a comment and an email is generated to the administrator for action	Possible statuses include 'More Information Needed', 'Approved', 'Declined'.

User	Screen	Function	Function Description
	Event Review Screen	Enter agency notes.	Make comments on the event not visible to the Event organizer, but visible to the agencies and event coordinators
Event System Administrator	User Authority Maintenance Screen	Set User permissions.	Edit REACT members contact information. Reset REACT passwords. Activate/deactivate secondary user for REACT agencies.

9.8 Reports

Event Application Status Report

For all events scheduled on or after today's date.

<u>Event Status Report</u>							
Month	Date	Event Name	Organizer	Status	Insurance Confirmed	Date Approval Letter Sent	
x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x
x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x
x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x
x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x
x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x
x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x
x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x
x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x	x-----x

10. Technical Architecture

The solution proposed should be independent of the current City of Richmond website (www.richmond.ca). It must be able to be accessed from an inline frame on the current City website.

The site needs to be branded so that it fits in with the City of Richmond web site look and feel. The look and feel must be easy to update when the City redesigns the website.

The site should be hosted at the City of Richmond. The City's Information Technology Division will need to be able to maintain the System including having access to the source code.

The City may provide Java Script which will need to be embedded on the page.

All screens should be printable in a printer-friendly fashion.

The Application should be able to upload various formats of documents provided by the Event Organizer.

The Application should be able to present pdf documents for the Event Organizer to download or view in a new window.

The Application should be able to present links to specific pages of online documentation or to other websites which open in a new window.

The preferred relational database management system is MS SQL to be compatible with the City's current reporting software. The database may not be MS Access.

11. Project Responsibilities

Consultant Duties

The Consultant shall build the System according to functionality specified. Ideally, the System should be fully cross platform compatible. Minimum requirement is IE 6, 7, and 8, Safari, and Firefox.

The Consultant shall be available through a combination of off-site and on-site work during the project.

The Consultant shall complete all Unit Testing and System Testing.

The Consultant shall ensure the System has the look and feel of the City site using City standards.

City Provided Items

The City's Information Technology Division will create the defined reports plus any additional reporting identified including reports required for testing.

The City project team will be available on-site during the development period to answer questions.

The City will provide all required hardware and software.

The City will provide all content and supporting documentation for the System. Content will be available before construction of the System begins.

The City will provide any required assistance with the look and feel of site.

The City will provide assistance with System Testing as required.

The City will conduct Acceptance Testing.

12. Project Schedule

The project is to be completed by February 27, 2011, with work commencing as soon as possible. We are interested in proposals that can come as close as possible to this date. A project schedule, broken down for each phase is to be submitted with the proposal.

13. Proposal Submissions

All proponents are required to provide the following information with their submissions, and in the order that follows:

1. A Corporate profile of their firm outlining its history, philosophy and target market.
2. A detailed listing of web software development experience.
3. A description of the consultant's understanding of the project objectives/outcomes and vision, and how these will be achieved.
4. A detailed listing of all required hardware and software.
5. A detailed project methodology explaining each project task including what will be expected of both the consultant and the City with respect to each task.
6. Team Composition – a complete listing of all key personnel who will be assigned to this project. This will include their relevant experience, qualifications for this

project, roles and responsibilities, leadership, etc., in addition to their availability for this project.

7. A detailed proposal of what will be delivered, including the expected outcome and benefits to the City of Richmond.
8. A complete definition of the process that will be employed to meet the objectives of this project, e.g., approach to be taken, feasibility and market study, etc.
9. A detailed schedule that is broken down by each phase of the project. Include all activities, including milestones, project meetings, interim reports and progress reports required for this project.
10. Provision of a priced methodology complete with a time allotment for each identified phase, this shall form the basis for payments to the successful proponent. An all inclusive fixed price budget for the delivery of the project and work is to be submitted with the proposal. The pricing submission must be itemized separately, detailing the cost for each phase of the project. Supplement this with a schedule of fees for staff to be assigned to the project. These rates shall be the basis for adjustments to the value of the contract in the event the scope of work varies from that proposed.
11. A detailed proposal for providing ongoing support, bug fixes, and site maintenance.
12. A minimum of three (3) client references from projects of a similar size and scope.

14. Review of Proposals

- 14.1 The City will review the Proposals submitted to determine whether, in the City's opinion, Proponents have demonstrated the required experience and qualifications to fulfill the obligations of the services identified in this RFP.
- 14.2 The City, in its sole discretion and without having any duty or obligation to do so, may conduct any inquiries or investigations, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Proposal and may seek clarification from the Proponent's clients regarding any financial and experience issues.
- 14.3 Proposals shall be evaluated to determine the best value offered to the City against conformance to the following criteria:
 - a) Understanding of project objectives/outcomes and vision.
 - b) Project Methodology.

- c) Team Composition – Experience and Qualifications of those staff to be assigned to the project.
- d) Project Deliverables.
- e) Value for Money.
- f) References.

14.4 Proponents may be scheduled for an interview at the discretion of the City.

15. Non-Conforming Proposals

15.1 Proposals which fail to conform to the Format Requirements or which fail to conform to any other requirement of this RFP may be rejected by the City. Notwithstanding the foregoing or any other provision of this RFP, the City may at its sole discretion elect to retain for consideration Proposals which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of this RFP except the requirement of delivery of the Proposal prior to Closing Time.

16. RFP Process

16.1 The City may unilaterally take the following actions, and shall not be liable for any such actions:

- a) amend the scope and description of the products and services to be procured as described in this RFP, and the qualifications that may be required to meet those requirements;
- b) reject or accept any or all Submissions;
- c) cancel the RFP process at any time and reject all submissions; or
- d) cancel the RFP process and recommence in respect of the same RFP with the same or an amended set of documents, information and requirements.

16.2 The Proponent acknowledges and agrees that any RFP is in no way whatsoever an offer to enter into an agreement and submission of a Request of Proposal by any Proponent does not in any way whatsoever create a binding agreement. The Proponent acknowledges that the City has no contractual obligations whatsoever arising out of the RFP process.

17. Working Agreement

- 17.1 The successful proponent will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful proponents submission and any modifications thereto.
- 17.2 Proponents may include their standard terms of engagement with the Proposals.

18. Information Disclaimer

- 18.1 The City and its directors, officers, employees, agents, consultants and advisors are not liable or responsible for any verbal or written information, or any advice, or any errors or omissions, which may be contained in this RFP or otherwise provided to any Proponent pursuant to this RFP.
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