

TECHNICAL PROPOSAL AND QUALIFICATIONS

1. SECTION 1 – MANDATORY TECHNICAL REQUIREMENTS

1.1 General

- (a) The mandatory technical requirements set out in Section 4.2 of the City Online Procurement System must be met by the proposed System before rated criteria can be considered.

The Supplier shall select a “Y” or “N” from the pull-down menu for each requirement shown.

“Y” indicates that the proposed solution fully meets the requirement. “N” indicates that the proposed System does not meet the requirement.

The Supplier must meet all mandatory requirements in order for its Proposal to be considered.

Responses that are incomplete or that do not meet all mandatory requirements will be deemed non-compliant and shall not be considered further.

1.2 Accessibility Conformance Report

- (a) Suppliers must upload to the location provided a completed Accessibility Conformance Report using the Voluntary Product Accessibility Template attached to this RFP as Part 4 Form C - Voluntary Product Accessibility Template. Failure to submit any such items shall result in the Bid being rejected as non-compliant.

1.3 Cyber Requirements Screening Questionnaire

- (a) Suppliers must download the Cyber Requirements Screening Questionnaire included as Part 4 - Form D to this RFP, complete and upload it in the format provided (i.e., as an Excel workbook) to the location provided a completed.

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- (b) The Cyber Requirements Screening Questionnaire describes a set of cybersecurity requirements. Suppliers must confirm compliance with at least 75% of the cybersecurity requirements described on Form D in order for its Response to be evaluated further. Responses confirming compliance with less than 75% of the cybersecurity requirements described on Form D, or Responses which do not include a completed Form D, or responses in a format other than an Excel workbook will result in the Response being rejected as non-compliant.

- 1.3.2. Respondents should note that the Successful Supplier may be required to undergo an additional cybersecurity risk assessment performed by the City's Cyber Security Division prior to the execution of an Agreement and that such assessment may be made part of the Successful Supplier's Agreement with the City.

2. SECTION 2 – TECHNICAL PROPOSAL

2.1 General

- (a) Technical Proposals are expected to address the RFP content requirements as outlined herein, and should be well ordered, detailed and comprehensive. Clarity of language, adherence to suggested structuring, and adequate accessible documentation is essential to the City's ability to conduct a thorough evaluation. The City is interested in Proposals that demonstrate efficiency and value for money. General marketing and promotional material will not be reviewed or considered.
- (b) The City prefers that the assumptions used by a Supplier in preparing its Bid are kept at a minimum and to the extent possible, that Suppliers will ask for clarification prior to the deadline for questions rather than make assumptions. Suppliers should also review Section 1.8 of Part 1 – RFP Process with respect to asking questions about the RFP. Where a Supplier's assumptions are inconsistent with information provided in the RFP, or so extensive that the total Bid cost is qualified, such Supplier risks disqualification by the City in the City's sole discretion.

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- (c) No cost information shall be included in the body of the Technical Proposal portion of the Bid or it will be rejected.
- (d) Suppliers should upload the requested Technical Proposal as a PDF attachment (unless otherwise specified in the sections below) where indicated in Part 4 - Form B in the online system.
- (e) The Proposal should contain the following items outlined in Section 2.2 Technical Proposal Content below. All information requested should be contained within the documents submitted. External sources of information such as internet links, emails, messages submitted to the Ariba message board, or through other media or delivery methods will not be reviewed or considered.

2.2 Technical Proposal Content

2.2.1. Letter of Introduction and Executive Summary

- (a) Attach a letter introducing the Supplier and signed (or electronically signed) by the person(s) authorized to sign on behalf of and to bind the Supplier to statements made in response to this RFP. This should be the same authorized signing officer of the Supplier who is indicated in the submission form (Form A of Part 4).
- (b) The Supplier should provide a summary of the key features of the Technical Proposal.

2.2.2. Subsection 2 – Supplier Profile

Suppliers should have staff, organization, culture, financial resources, market share and an installed base adequate to ensure their ongoing ability to deliver and support the proposed System throughout the system's useful lifetime, including the ability to provide timely response and service to the City over the period of the contract.

- (a) To permit the Supplier to be evaluated fully as a viable and sound enterprise, include the following information with respect to the Supplier, and if applicable, for each Joint Venture member.

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- (i) A profile and summary of corporate history including:
 - (ii) date company started;
 - (iii) products and/or services offered;
 - (iv) total number of employees;
 - (v) major clients; and
 - (vi) business partners and the products/services they offer.
 - (vii) a profile and summary of corporate history of any parents or subsidiaries and affiliates and the nature of the Supplier's relationship to them (i.e., research, financing and so on).
 - (viii) a copy of the Supplier's and if applicable for each Joint Venture member, Corporate Profile Report(s) (Ontario), or equivalent official record issued by the appropriate government authority.
 - (ix) If the Supplier is a member of a Joint Venture, provide a description of the relationship(s) between Joint Venture members. Please note Part 1 – Section 3.14 regarding Joint Venture Bids.
- (b) The Supplier should demonstrate its commitment to diversity in its organization by providing:
- (i) a company-approved supplier diversity policy that details the Supplier's commitment to an active supplier diversity program and describes a commitment to providing equitable access to subcontracting opportunities for diverse suppliers and demonstrated results of the policy; and

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- (ii) a company-approved diverse hiring policy describing the Supplier's commitment to a pro-active employment diversity program and demonstrated results of the policy.
 - (iii) Diverse Supplier: If the Supplier is certified by a Supplier Diversity Organization, the Supplier should provide evidence of such certification.
- (c) In alignment with our commitment to supporting Canadian businesses and the Canadian economy, proposals will be evaluated with preference given to Canadian Suppliers (refer to Part 1 Section 2.1.4). Proposals will be evaluated in part based on:
 - (i) Canadian Content: Proposals that include goods, materials, or services sourced or manufactured in Canada will be given preference.
 - (ii) Economic Benefit to Canada: Suppliers that contribute to job creation, investment, and economic development within Canada may receive preference.
 - (iii) Suppliers are encouraged to provide detailed information on their Canadian operations, workforce, and sourcing practices as part of their proposal.

2.2.3. Subsection 3 – Experience and Qualifications of the Supplier

It is important that the work be undertaken by a Supplier who can demonstrate specific knowledge of, and experience in performing similar work for projects of comparable nature, size and scope.

- (a) In particular, the Supplier must demonstrate the following:
 - (i) Experience of the Supplier with other similar projects/services.
 - (ii) Necessary skills including training skills, experience and expertise delivery of the proposed Solution, and, based on these skills, experience and expertise, how they will ensure that the proposed solution and the

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associated services are appropriate for the use to be made of them as set out in this RFP.

- (b) Provide three (3) references for the purpose of evaluating the Supplier's experience and track record of success by completing the online forms in the location provided in the City Online Call Document System. The City prefers references for solutions that are similar to the solution being proposed in response to this RFP, for example, solutions for the municipal/public sector, using the same or similar products proposed, projects of similar size, scale and complexity.

In providing references, Suppliers agree that the City may contact the individuals provided as part of the evaluation process. The City will make its own arrangements in contacting the references. Substitution of references will not be permitted after the close of the RFP.

- (c) References and Past Performance - The City's evaluation may include information provided by the Supplier's references and may also consider the Supplier's past performance on previous contracts with the City or other related Agencies, Boards or Commissions of the City.

2.2.4. Subsection 4 – Proposed Staff Team and Resources

It is important that the work be undertaken by a team who can demonstrate specific knowledge of, and experience in performing similar work for projects of comparable nature, size and scope.

It is important that key project individuals (i.e. major areas of responsibility) be named, with accompanying indication of guaranteed availability. Continuity of key personnel will be required, with a contractual obligation for substitutions only with full written approval of the City.

- (a) In particular, the Supplier should provide the following:
 - (i) Key staff that the Supplier would propose to use for this work together with their professional qualifications, related project experience and an indication of their duties and responsibilities on this particular project. Provision of a project organization chart is encouraged.

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- (ii) Include strategies and individuals that can fulfil the roles and responsibilities for any unforeseen events requiring replacement of team members.
- (iii) Attach resumes for proposed individuals.
- (iv) Provide a statement of any conflict of interest, if applicable. Refer the Supplier Code of Conduct for information relating to conflicts of interest.
- (v) The Supplier should attach signed consent forms authorizing the disclosure of personal information to the City, or its designated agent(s), for any resumes that are submitted; however, the Supplier will accept all liability if signed consent forms and resumes are not disclosed to the City.

2.2.5. Subsection 5.1 – Proposed System: System Overview

- (a) The Supplier should provide the following:
 - (i) Provide a statement of the Supplier's understanding of the scope of work including regulatory compliance requirements.
 - (ii) Provide a description of how the Supplier intends to achieve these goals and objectives, including:
 - a general overview of the how the System works;
 - a general description of the functions, characteristics, and specifications of the System;
 - a summary of the associated or supplementary services provided by the Supplier;
 - A statement confirming that the Supplier has the right to represent, sell, license, deliver, install, train in the use of, service, maintain and support the System and services proposed, including any documentation to be provided in relation thereto; and

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- A statement confirming that the Supplier has the right to provide to the City any required ownership, license rights, pass-through warranties and other ancillary rights for the proposed System and all the services and that the provision of such products and services will not infringe or otherwise violate the rights of any third party.

2.2.6. Subsection 5.2 – Proposed System: Technical Rated Requirements

The technical rated requirements specify that the proposed System must be a secure, web-based solution supporting modern authentication standards, high availability, and integration capabilities through stable, well-documented APIs. It should include robust data management features such as validation, import/export, reporting, and compliance with City standards for information management and security (e.g., OWASP, encrypted data exchange). Additionally, the System must enable audit trails, disposition management, certificate automation, and configurable business rules while ensuring scalability, redundancy, and a seamless user experience across municipal workflows.

- (a) Suppliers must download the Rated Requirements workbook included as Part 4 - Form B Appendix 1 Rated Requirements to this RFP, complete and upload it in the format provided (i.e., as an Excel workbook) to the location provided. One worksheet is provided for Technical Requirements (Subsection 5.2) and one worksheet is provided for Business Requirements (Subsection 5.3).

2.2.7. Subsection 5.3 – Proposed System: Business Rated Requirements

The business rated requirements specify that the proposed system must support comprehensive project tracking, user management, and secure onboarding processes, while providing role-based access control and fraud prevention mechanisms. It should include robust functionality for monitoring soil movement, generating alerts, validating data, and producing configurable reports and dashboards, alongside administrative features such as audit logs, data backup, and incident response. Additionally, the Supplier must provide a detailed training plan that ensures System Administrators and regular users are fully equipped for setup, operations, and project close-out, includes kick-off and refresher sessions, user guides and visual demonstrations, and demonstrates a commitment to ongoing support throughout the contract term.

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- (a) Suppliers must download the Rated Requirements workbook included as Part 4 - Form D to this RFP, complete and upload it in the format provided (i.e., as an Excel workbook) to the location provided. One worksheet is provided for Technical Requirements (Subsection 5.2) and one worksheet is provided for Business Requirements (Subsection 5.3).

2.2.8. Subsection 5.4 – Proposed System: Risks and Mitigation

- (a) The Supplier should provide a summary of potential risks, problems, or issues associated with the work, including implementation, operation, maintenance support, and associated training of the proposed System, along with strategies to mitigate these risks. The response should include:
 - (i) Outlining a minimum of two key risks that could impact project delivery, system performance, data integrity, security, user adoption, or compliance. These risks should be new and unique risks that have not been mentioned and addressed in the technical rated or business rated requirements. Suppliers are encouraged to propose innovative or value-added approaches that go beyond standard practices.
 - (ii) Describing specific actions, processes, or safeguards that will be implemented to minimize or eliminate each identified risk.
 - (iii) The Supplier's response should demonstrate proactive risk management, creativity in mitigation strategies, and alignment with municipal operational environments and regulatory obligations.

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3. SECTION 3 – RATED CRITERIA**3.1 Scoring Criteria**

- 3.1.1.** Each Supplier's response to the rated requirements set out in Subsections 2 through 8 will be evaluated and scored using the Scoring Criteria outlined in the table below. Each requirement will be assigned a raw numerical score (the "Raw Score") ranging from a minimum of zero (0) to a maximum of five (5).

Table 1: Scoring Criteria

Raw Score	Rating	Detailed Description
5	Excellent	Response fully meets City's Requirement, and relevant industry best practices/standards.
4	Good	Response meets most of the City's Requirement. Low risk per relevant industry best practices/standards.
3	Adequate	Response partially meets the City's Requirement or addresses most but not all components of the Requirement. Medium level risks identified per relevant industry best practices/standards.
2	Weak	Response falls short of meeting the City's Requirement or only addresses some components of the Requirement. Major risks identified per relevant industry best practices/standards.
1	Poor	Response is unacceptable or response is minimal (e.g. only statement of compliance with no substantiation).

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Raw Score	Rating	Detailed Description
0	Unsatisfactory	Non-responsive (e.g., a statement and/or substantiation that doesn't address or is not relevant to the requirement). Does not offer an explanation or ability to answer the question and/or meet the Requirement.

3.2 Evaluation Table

- (a) The following sections set out the categories, weightings and descriptions of the rated criteria for the RFP.
- (b) Responses failing to meet the minimum score threshold of 56 points (i.e. 70% of the total 80 points) for the rated criteria, may not be evaluated further and may not advance to Stage 3. If no responses receive 56 points or greater in Stage 2, the City will advance up to the two highest scoring responses exceeding 48 points (i.e. 60% of the total 80 points) to Stage 3.
- (c) The City will not have any knowledge of any information contained in the Part 5-Pricing Form until evaluations for the Technical Proposal portion of the Bid are complete. The City uses an electronic envelope for Part 5 within the City Online Procurement System which is only opened once evaluations for the Technical Proposal portion of the Bid are complete.
- (d) Points for Stage 3 – Pricing will be calculated in accordance with the formula set out in Part 5 – Instructions to Pricing Form.

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Table 2: Evaluation Table

Rated Criteria Category	Weighting (Points)
STAGE 1 – Evaluation of Mandatory Requirements	Pass/Fail
STAGE 2 – Proposal Evaluation – Technical and Business Mandatory Requirements	Pass/Fail
STAGE 2 – Proposal Rated Criteria Evaluation	80
<p>Subsection 1 – Letter of Introduction & Executive Summary</p> <p>Completion of the Letter of Introduction, and all subsections.</p> <p>Response should be clear and follow submission requirements described in the RFP.</p>	Not evaluated
<p>Subsection 2 – Supplier Profile</p> <p>Supplier Profile demonstrates the Supplier has the staff and organization to ensure their ability to deliver and support the proposed project. It provides information all requested such as summary of corporate history and diversity policy. <i>(2 points)</i></p> <p>Company's commitment and related policies to supplier diversity and employee diversity and evidence of being a certified diverse supplier. <i>(1 point)</i></p> <p>Preference given to companies that are well established and can demonstrate flexibility and good customer service, as well as Canada-based.</p>	3
<p>Subsection 3 – Experience and Qualifications of the Supplier</p> <p>Demonstrated recent experience of the Supplier with other similar projects, including references. A minimum of three project references are provided using the template Supplier demonstrates necessary skills, experience and expertise in the implementation, operation, and maintaining of the proposed System, and, based on these skills,</p>	7

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Rated Criteria Category	Weighting (Points)
experience and expertise, how the Supplier will ensure that the proposed System and services are appropriate for the use to be made of them as set out in this RFP. <i>(2.3 points per project reference)</i>	
<p>Subsection 4 – Proposed Staff Team and Resources</p> <p>Key staff proposed for this work including their professional qualifications, related project experience and their duties and responsibilities. <i>(2 points)</i></p> <p>Provision of an organization chart. <i>(1 point)</i></p> <p>Strategies and individuals that can fulfil the roles and responsibilities for any unforeseen events requiring replacement of team members. <i>(1 point)</i></p>	4
<p>Subsection 5.1 – Proposed System: System Overview</p> <p>Supplier's understanding of the goals and objectives, including regulatory compliance requirements. <i>(2 points)</i></p> <p>Supplier's understanding of the services required within a municipal environment. <i>(2 points)</i></p> <p>Proposed approach for achieving the goals and requirements of the project and inclusion of the statements described in the Section 2.2.5. <i>(2 points)</i></p>	6
<p>Subsection 5.2 – Proposed System: Technical Rated Requirements</p> <p>All technical rated requirements in the online system must be fully address as per Appendix B.</p> <p>How well the Supplier's responses demonstrate compliance with the specified requirements, including security, web-based architecture,</p>	15

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Rated Criteria Category	Weighting (Points)
<p>authentication standards, high availability, integration capabilities, and robust data management features.</p> <p>Scoring will be completed based on the total available points associated with each requirement provided in Appendix B, as well as the degree to which each requirement is met and supported by clear, detailed responses.</p> <p>Category A items are worth 56% of the score for this Subsection. Category B, C, and D items are 29%, 14%, and 2%, respectively.</p>	
<p>Subsection 5.3 – Proposed System: Business Rated Requirements</p> <p>All business rated requirements in the online system must be fully address as per Appendix 1.</p> <p>How well the Supplier’s responses demonstrate compliance with the specified business requirements, including project tracking, user management, fraud prevention, reporting, and training commitments.</p> <p>Scoring will be completed based on the total available points associated with each requirement provided in Appendix A, as well as the degree to which each requirement is met and supported by clear, detailed responses.</p> <p>Category A items are worth 68% of the score for this Subsection. Category B, C, and D items are 21%, 9%, and 2%, respectively.</p>	40
<p>Subsection 5.4 – Proposed System: Risks and Mitigation</p> <p>Supplier provide a summary of potential risks, problems, or issues associated with the work. <i>(1 point)</i></p> <p>Supplier identifies at least two key risks that are new and unique (not previously addressed in technical or business rated requirements)</p>	5

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Rated Criteria Category	Weighting (Points)
and relevant to implementation, operation, maintenance, and training of the proposed System. <i>(2 points per risk)</i> The quality, clarity, and practicality of the proposed mitigation strategies, including any innovative or value-added measures that go beyond standard practices to reduce or eliminate identified risks.	
STAGE 3 - Pricing (See Part 5 for details)	20
Total Points	100