



THE CITY OF WINNIPEG

REQUEST FOR QUALIFICATION

RFQ NO. 1003-2016

**DEVELOPMENT AND IMPLEMENTATION OF A CITY OF WINNIPEG LANE
CLOSURES APPLICATION**

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PART B - REQUEST FOR QUALIFICATION INFORMATION

B1. DEFINITIONS

B1.1 When used in this Request for Qualification:

- (a) "**Business Day**" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
- (b) "**Calendar Day**" means the period from one midnight to the following midnight;
- (c) "**City**" means the City of Winnipeg as continued under The City of Winnipeg Charter, Statutes of Manitoba 2002, c. 39, and any subsequent amendments thereto;
- (d) "**City Council**" means the Council of the City of Winnipeg;
- (e) "**Class 3 cost estimate**" means preliminary estimates (expected level of accuracy of +30% to -20%). This Class 3 cost estimate will form the basis for budget authorization and set initial control estimate against which project deliverables will be measured (i.e. on budget).
- (f) "**Contract**" means the combined documents consisting of the Request for Qualification package, Request for Proposal package and any documents and drawings referred to and incorporated therein together with any submissions required to be made by the Contractor after award, and all amendments to the foregoing;
- (g) "**Contract Administrator**" means the person authorized to represent the City in respect of the Request for Qualifications unless otherwise specified hereinafter;
- (h) "**Contractor**" means the person undertaking the performance of the work under the terms of the Contract;
- (i) "**COW**" means City of Winnipeg;
- (j) "**LCR**" means Lane Closure Request;
- (k) "**may**" indicates an allowable action or feature which will not be evaluated;
- (l) "**must**" or "**shall**" indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (m) "**Organizational Structure**" means organization and its departments, divisions, and branches;
- (n) "**Person**" means an individual, firm, partnership, association or corporation, or any combination thereof, and includes heirs, administrators, executors or legal representatives of a person;
- (o) "**Proponent**" means any Person or consortium submitting a Qualification Submission in response to this Request for Qualifications;
- (p) "**RLC**" means Reported Lane Closure;
- (q) "**RR**" means reported restriction;
- (r) "**Segment**" means a line of road from 1 intersection to another, as defined by the COW;
- (s) "**should**" indicates a desirable action or feature which will be evaluated on a relative scale;
- (t) "**Site**" means the lands and other places on, under, in or through which the work is to be performed;
- (u) "**Submission or Qualification Submission**" means that portion of the Request for Qualification which must be completed or provided and submitted by the Submission Deadline;
- (v) "**Submission Deadline**" means the time and date for final receipt of Submissions;
- (w) "**TD**" means Transportation Division;
- (x) "**TMB**" means Traffic Management Branch;
- (y) "**TMC**" means Traffic Management Centre;

- (z) **“Work” or “Works”** means the carrying out and the doing of all things, whether of a temporary or permanent nature, that are to be done pursuant to the Contract and, without limiting the generality of the foregoing, includes the furnishing of all Plant, Material, labour and services necessary for or incidental to the fulfilment of the requirements of the Contract, including all Changes in Work which may be ordered as herein provided.

B2. EXECUTIVE SUMMARY

- B2.1 The City requires a lane closures software application for desktop and mobile environments, with supporting admin modules that will allow City of Winnipeg employees and contractors to request, report, manage and communicate with City of Winnipeg Lane Closures on any street in the City. The application will include prompts for the completion of permits as needed for designated streets to ensure compliance with City approval processes as well as an export to the application Waze (www.waze.com), a community-based traffic and navigation app to allow the public to see real-time lane closures. The implementation of a process model with guiding principles and policies to process requests efficiently, consistently and of high quality to meet the needs of the Transportation Division and the City of Winnipeg.
- B2.2 The application consists of
- (a) Section A – Mandatory Requirements in Form N
 - (b) Section B - Standard Requirements in Form N:
 - (i) Lane Closure Management - web/mobile app
 - (ii) Login/Registration
 - (iii) Tools
 - (iv) Settings
 - (v) Public Website Design
 - (c) Section C – Additional Requirements in Form N
- B2.3 The City of Winnipeg Public Service has not received Council approval to proceed with procurement of the lane closures software application.
- B2.3.1 The Lane Closures Application Project is being presented to Council for consideration in the 2017 Budget meeting.

B3. BACKGROUND

- B3.1 Currently, the Traffic Management Branch is the main user of Lane Closures Application. The application is currently only used for regional (major) street lane closure requests. Requests are currently made through a Google Docs form and once approved are posted in list and map format on the City’s website for public and media use. Users have found that the application has shortcomings and improvements are desired to increase the functionality, usability and expandability of the application.
- B3.2 The City’s first Traffic Management Centre, operated by the Traffic Signal Branch, is scheduled to be in service in 2017. A new Lane Closure application is required to provide greater and timelier information regarding lane closures to enhance the Centre’s functional capabilities.
- B3.3 For details on Business Requirements, refer to Appendix A LCA-Business Requirements R0.
- B3.4 For details on Data Requirements, refer to Appendix B LCA-Data Requirements R0.
- B3.5 For details on Process Activities, refer to Appendix C LCA-Process Activities R0.
- B3.6 For details on Software Requirements, refer to Appendix D LCA-Software Requirements R0.
- B3.7 For details on Web Map, refer to Appendix E LCA-Web Map R0.

B4. WINNIPEG

- B4.1 Winnipeg is an important Canadian city, and the capital of the Province of Manitoba. Located in Western Canada, Winnipeg plays a prominent role in transportation, finance, manufacturing, agriculture and education. It is known as the Gateway to the West. The City is located near the geographic centre of North America. It lies in a flood plain at the confluence of the Red and Assiniboine rivers and started around the point now commonly known as The Forks. It is protected from flooding by the Red River Floodway. Winnipeg covers an area of 663 square kilometers.
- B4.2 The City of Winnipeg is the Capital city of the Province of Manitoba with a population of over 650,000. Composed of a broad range of diverse neighbourhoods and communities with numerous attractions (from arts and culture to sports and entertainment), Winnipeg is recognized as one of Canada's finest places to live, work and play. The City employs over 8,000 people and provides a full range of municipal services to the citizens of Winnipeg.
- B4.3 The political representation for the City is a Mayor and 15 Councillors, each representing a city ward. The current Mayor and Council were elected in October 2014. Their term of office ends in 2018.
- B4.4 The administrative structure for the City is a Chief Administrative Officer (CAO) providing overall supervision for City departments.
- B4.5 The City provides many services to its citizens. By service, the representation is distributed as follows: Public Safety (25%), Transportation (23%), Environmental (23%), Planning and Development (4%), Leisure and Wellness (15%), Internal Support (10%). For additional information on City services, refer to the City of Winnipeg web site at: <http://winnipeg.ca/interhom/Departments/>

B5. PURPOSE OF THE REQUEST FOR QUALIFICATIONS DOCUMENT

- B5.1 The purpose of this Request for Qualifications (RFQ) is to identify qualified and capable Proponents with experience in the development and implementation of GIS (map driven) enabled complex mobile apps (iOS and Android), and maps plus data driven websites complete with administrative tools.
- B5.2 The City invites qualified individuals to submit a Qualification Submission in response to this RFQ, in accordance with B22.
- B5.3 After receiving the Submissions to this RFQ, the City will review and evaluate all Submissions received based on the Evaluation Criteria outlined in B33. A short-list of up to three (3) of the most qualified Proponents based on evaluation scores will then be developed. Only those Proponents placed on this short-list will then be invited to submit a preliminary Class 3 cost estimate (expected level of accuracy of +30% to -20%) to support their proposed Implementation and Support plans in response to B28 and B29.
- B5.4 The short-listed Proponents from the RFQ will be invited to participate in a future RFP leading to an award of Contract, subject to both City Council approval of the proposed Project budget and RFQ evaluation team review of the additional information outlined in B5.3.

B6. SCOPE OF WORK

- B6.1 The Work to be done under the proposed contract shall consist of software development, implementation, training, support, and maintenance.
- B6.2 The major components of the Work are as follows:
- (a) Provide the City with the software specified in Form N;
 - (b) Provide assistance in system installation and configuration;

- (c) Provide assistance in data conversion from the old application to the new application;
- (d) Provide relational database structure design and optimization for in-house hosting;
- (e) Provide system testing and user acceptance testing;
- (f) Provide training for both internal IT system support staff and/or end users;
- (g) Provide all design and implementation documents; and
- (h) Provide ongoing software support and two (2) years maintenance & support with the option of five (5) mutually agreed upon one (1) year extensions.

B7. GENERAL CONDITIONS

B7.1 The *General Conditions for Supply of Services* (Revision 2007 04 12) are applicable to the Work of the Contract.

B7.1.1 The *General Conditions for Supply of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at http://www.winnipeg.ca/matmgt/gen_cond.stm

B8. PROJECT SCHEDULE

B8.1 The City intends to complete the evaluation of the Qualification Submissions by January 2017 and proceed with the issuance of an RFP by May 2017. All dates are subject to change.

B8.2 Details on the RFP schedule will be provided in the RFP. The City intends to complete the RFP stage by Q3 2017.

B8.3 Estimated Preliminary Schedule (subject to City Council budget approval by Q1 2017):

Phase	Approximate Date(s)
1. RFQ Process	December 2016
2. Evaluation/Shortlist of Proponents	January 2017 – February 2017
3. RFP Process	May – June 2017
4. Evaluation/Selection of Proponent	June – August 2017
5. Development	September 2017 – March 2018
6. Implementation	April – May 2018
7. Post Implementation Support	May – June 2018

B9. RISK MATRIX

B9.1 Refer to Appendix F LCA-Risk Register R0 for details.

B10. PROCUREMENT PROCESS

B10.1 The first stage of the procurement process for the Project is this RFQ. The City intends to invite no more than three (3) Proponents to participate in the second stage of the procurement process, the RFP.

B10.2 An assessment will be made of the Proponent's experience in the public sector environment with implementation of their proposed software, including an evaluation of the Proponent's proposed Project team for the City.

B10.3 Following completion of the RFQ stage, short-listed Proponents will be invited to provide detailed proposals in response to an RFP. The City will evaluate the detailed proposals received

from the Proponents and select the preferred Proponent for the purposes of awarding a Contract.

B10.4 Further details on the RFP process will be provided to the short-listed Proponents after both completion of the RFQ stage and City Council approval of the Project's budget.

B11. DISCLOSURE

B11.1 Various Persons provided information or services with respect to this Work. In the City's opinion, this relationship or association does not create a conflict of interest because of this full disclosure. Where applicable, additional material available as a result of contact with these Persons is listed below.

B11.2 The Persons are:

(a) N/A

B12. ENQUIRIES

B12.1 All enquiries shall be directed to the Contract Administrator identified in B13.

B12.2 Any Proponent who has questions as to the meaning or intent of any part of this document or who believes this document contains any error, inconsistency or omission should make an enquiry prior to the Submission Deadline requesting clarification, interpretation or explanation in writing to the Contract Administrator.

B12.3 If the Proponent finds errors, discrepancies or omissions in the document, or is unsure of the meaning or intent of any provision therein, the Proponent shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.

B12.4 If the Proponent is unsure of the meaning or intent of any provision therein, the Proponent should request clarification as to the meaning or intent prior to the Submission Deadline.

B12.5 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the RFQ will be provided by the Contract Administrator to all Proponents by issuing an addendum.

B12.6 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the RFQ will be provided by the Contract Administrator only to the Proponent who made the enquiry.

B12.7 The Proponent shall not be entitled to rely on any response or interpretation received pursuant to B12 unless that response or interpretation is provided by the Contract Administrator in writing.

B13. CONTRACT ADMINISTRATOR

B13.1 The Contract Administrator is:

Donny Chiu
Information Systems Specialist
Telephone No. 204-986-5457
Email Address: dchiu@winnipeg.ca

B14. ADDENDA

B14.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the RFQ, or clarifying the meaning or intent of any provision therein.

- B14.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.
- (a) The Addenda will be available on the Bid Opportunities page at the Materials Management Division's website at <http://www.winnipeg.ca/matmgt/bidopp.asp>
- B14.2.1 The Proponent is responsible for ensuring that he/she has received all addenda and is advised to check the Materials Management Division's website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.
- B14.3 The Proponent should acknowledge receipt of each addendum on Form A: Request for Qualification Application.

B15. CONFLICT OF INTEREST AND GOOD FAITH

- B15.1 Proponents must not include among their team, any business entity or individual who is, or is associated with, in any way, any consultant retained by the City in relation to the Project, including but not limited to consultants providing engineering, architectural, legal, process, finance or financial capacity advice or any Person likely to create a conflict of interest or a perception of conflict of interest.
- B15.2 If a Proponent considers that a particular relationship or association does not create a conflict of interest and will not create a perception of conflict of interest, but is concerned that the City could arrive at a different conclusion, the Proponent should fully disclose the circumstances to the City at the earliest possible date, and request that the City provide an advance interpretation as to whether the relationship or association will be likely to create a conflict of interest or a perception of conflict of interest.
- B15.3 The Proponent declares that in submitting its response to this RFQ, it does so in good faith and will disclose to the best of its knowledge, whether there are any circumstances whereby any member of Council or any officer or employee of the City would gain any pecuniary interest, direct or indirect, as a result of the Proponents participation in this Project.
- B15.4 Failure to comply with this provision may result in disqualification of your Submission from the RFQ process or, if the City becomes aware of your breach of this provision after the RFP has been issued, disqualification from the RFP process.

B16. CONFIDENTIALITY AND PRIVACY

- B16.1 Information provided to a Proponent by the City or acquired by a Proponent by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the City. The Proponent shall not make any statement of fact or opinion regarding any aspect of the RFQ and any subsequent proposal to the media or any member of the public without the prior written authorization of the City.
- B16.2 The protection of personal information and privacy will be fundamental aspects of the Project. Proponents shall comply with all applicable privacy legislation, including but not limited to the Personal Information Protection and Electronic Documents Act (Canada) ("PIPEDA"). In addition, Proponents are advised that the City is subject to The Freedom of Information and Protection of Privacy Act (Manitoba) ("FIPPA") and that the Contractor will be expected to comply with the obligations imposed upon the City pursuant to FIPPA.
- B16.3 To the extent permitted, the City shall treat all Submissions as confidential. However, the Proponent is advised that any information contained in any Submission may be released if required by City policy or procedures, by FIPPA, by other authorities having jurisdiction, or by law.

- B16.4 All Qualification Submissions submitted to the City will be kept in confidence with the City for the sole purposes of evaluating and developing the best possible strategic option for the City. Qualification Submissions will become the property of the City. The City will have the right to make copies of all Submissions for its internal review process and to provide such copies to its staff and/or external advisors and representatives.
- B16.5 All information will become and remain the property of the City; none will be returned. If the application contains any proprietary or trade secret information, said information must be indicated as such.
- B16.6 The City reserves the right to post the names of the shortlisted Proponents on its website, or otherwise make this information public at the end of the RFQ selection process.

B17. NON-DISCLOSURE

- B17.1 Proponents must not disclose any details pertaining to their RFQ and the selection process in whole or in part to anyone not specifically involved in their Submission, without the prior written approval of the City. Proponents shall not issue a news release or other public announcement pertaining to details of their Qualification Submission or the selection process without the prior written approval of the City.
- B17.2 Proponents are advised that an attempt on the part of any Proponent or any of its employees, agents, contractors or representatives to contact any members of City Council or their staff or any member of City Administration other than the Contract Administrator with respect to this RFQ solicitation, may lead to disqualification.

B18. NO COLLUSION

- B18.1 Upon making a Submission to this RFQ, each Proponent shall declare that they have not participated in any collusive scheme or combine.
- B18.2 Proponents must ensure that their participation in this RFQ is conducted without collusion or fraud on their part or any of their team. Proponents and their team members shall not engage in discussions or other communications with any other Proponents or their team members regarding the preparation or submission of their responses to this RFQ. Breach of this provision may result in disqualification from the RFQ process or, if the City becomes aware of your breach of this provision after the RFP has been issued, from the RFP process.

B19. NO LOBBYING

- B19.1 Any form of political or other lobbying whatsoever in relation to the Project or with a view to influencing the outcome of this RFQ process is strictly prohibited. Failure to comply with this provision may result in disqualification from the RFQ process or, if the City becomes aware of your breach of this provision after the RFP has been issued, disqualification from the RFP process.

B20. ELIGIBILITY

- B20.1 No Persons involved with the City, or acting as a consultant or sub-consultant to the City with respect to this Project, are eligible to submit a Qualification Submission for this RFQ or participate in any manner whatsoever as a participant or advisor to any Proponent participating in this RFQ or subsequent RFP.

SUBMISSION INSTRUCTIONS

B21. SUBMISSION DEADLINE

- B21.1 The Submission Deadline is 4:00 p.m. Winnipeg time, **January 23, 2017**.

- B21.2 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B21.1.
- B21.3 Qualification Submissions will not be opened publicly.
- B21.4 Qualification Submissions determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned unopened.
- B21.5 The Qualification Submission should be submitted enclosed and sealed in an envelope clearly marked with the RFQ number and the Proponent's name and address.
- B21.6 Qualification Submissions submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.
- B21.7 Qualification Submissions shall be submitted to:
The City of Winnipeg
Corporate Finance Department
Materials Management Division
185 King Street, Main Floor
Winnipeg MB R3B 1J1
- B21.7.1 Samples or other components of the Qualification Submission which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the RFQ number, the Proponent's name and address, and an indication that the contents are part of the Proponent's Qualification Submission.

B22. QUALIFICATION SUBMISSION

- B22.1 The Qualification Submission should consist of the following components:
- (a) Form A: Request for Qualification Application (Section B23);
 - (b) Form N: Proponent Proposal Requirements (Section B24);
 - (c) Software Development Profile of Proponent (Section B25);
 - (d) Project Understanding of Proponent (Section B26);
 - (e) Value-Added or Innovative Services of Proponent (Section B27);
 - (f) Application Implementation Approach (Section B28);
 - (g) Technical Support and Maintenance (Section B29)
- B22.2 All requirements of the RFQ should be fully completed or provided, and submitted by the Proponent no later than the Submission Deadline, with all required entries made clearly and completely to constitute a responsive RFQ.
- B22.3 Proponents are advised that inclusion of terms and conditions inconsistent with the RFQ document will be evaluated in accordance with B33.1(c).
- B22.4 All Submissions received in response to this RFQ will be kept in confidence with the sole purposes of evaluating and developing the best possible strategic option for the City.
- B22.5 Submissions and the information they contain will be the property of the City upon receipt. No Submissions will be returned.

Format

B22.6 Proponents should submit one (1) unbound original (marked "original") copy and six (6) copies.

- (a) Each requirement should be addressed in a separate section clearly marked with the corresponding letter;
- (b) Each section should be written on a standard 8.5x11", using a printing font with a 12 pitch. Any graphics included should be contained within the specified amount of pages.

B22.7 The City reserves the right to make additional copies of all Submissions for its internal review process and to provide such copies to its staff and external advisors.

B23. FORM A: REQUEST FOR QUALIFICATION APPLICATION

B23.1 Further to B22.1(a), the Proponent shall complete Form A: Request for Qualifications Application, making all required entries.

B23.2 Paragraph 2 of Form A: Request for Qualifications Application shall be completed in accordance with the following requirements:

- (a) if the Proponent is a sole proprietor carrying on business in his/her own name, his/her name shall be inserted;
- (b) if the Proponent is a partnership, the full name of the partnership shall be inserted;
- (c) if the Proponent is a corporation, the full name of the corporation shall be inserted;
- (d) if the Proponent is carrying on business under a name other than his/her own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.

B23.2.1 If the Submission is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B23.2.

B23.3 In Paragraph 3 of Form A: Request for Qualifications Application, the Proponent shall identify a contact person who is authorized to represent the Proponent for purposes of this RFQ.

B23.4 Paragraph 7 of Form A: Request for Qualification Application should be signed in accordance with the following requirements:

- (a) if the Proponent is sole proprietor carrying of business in his/her own name, it shall be signed by the Proponent;
- (b) if the Proponent is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
- (c) if the Proponent is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
- (d) if the Proponent is carrying on business under a name other than his/her own, it shall be signed by the registered owner of the business name or by the registered owner's authorized officials if the owner is a partnership or a corporation.

B23.5 The name and official capacity of all individuals signing Form A: Request for Qualification Application should be printed below such signatures.

B23.6 All signatures should be original.

B23.7 If a Submission is submitted jointly by two or more persons, the word "Proponent" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Proponents in the Submission, shall be both jointly and several.

B24. FORM N: PROPONENT PROPOSAL REQUIREMENTS

- B24.1 Further to B22.1(b), the Proponent shall complete Form N: Proponent Proposal Requirements, making all required entries, including:
- (a) Mandatory Requirements (Requirement References: R1 to R19); and
 - (b) Standard Requirements (Requirement References: R20 to R278); and
 - (c) Additional Requirements (Requirement References: R279 to R364).
 - (d) The Proponent should submit information in sufficient detail within Form N: for the City to evaluate the Proponent's Submission in terms of all the Requirements.

B25. SOFTWARE DEVELOPMENT PROFILE OF PROPONENT

- B25.1 Further to B22.1(c), the Proponent should submit information in sufficient detail for the City to evaluate the Proponent's current software development profile by providing:
- (a) details of the Proponent's development team, tools used, and developmental methodologies;
 - (b) A list of similar scaled software developments successfully completed within the last three (3) year period. The list should include mobile apps for both iOS and Android, and map plus data driven websites;
 - (c) three (3) references for recent projects similar in size and scope. Each reference should consist of an organization name, contact name, email address, phone number and a brief description of the project including:
 - (i) project scope;
 - (ii) role of the Proponent;
 - (iii) project's original contracted cost and final cost, and
 - (iv) project schedule (anticipated project schedule and actual project delivery schedule).
 - (d) details of the Proponent's proposed key personnel for the Lane Closure Application Project. The resumes are approximately (2) pages in length, using the format according to B22.6;
 - (e) details of the Proponent's IT Architecture proposed for the Lane Closure Application;
- B25.2 The Proposal should include general firm profile information, including years in business, average volume of public sector work, number of employees and other pertinent information for the Proponent;
- B25.3 Key personnel will be subject to the City's Substitutions rules, in accordance with B30.
- B25.4 Current Software Product Roadmap and customer base to determine the Proponent's product development profile in the future.

B26. PROJECT UNDERSTANDING OF PROPONENT

- B26.1 Further to B22.1(d), the Proponent should submit information in sufficient detail for the City to evaluate the Proponent's understanding of the current project by providing:
- (a) details on the future process and procedures based on Business Requirements and Business Impact;
 - (b) details of the differences on current and future process; and
 - (c) details of variances on current and futures procedures with mandatory requirements applied.

B27. VALUE-ADDED OR INNOVATIVE SERVICES OF PROPONENT

- B27.1 Further to B22.1(e), the Proponent should submit information in sufficient detail for the City to evaluate the Proponent's ability to offer additional Value-Added or Innovative Services for the City by providing:

- (a) for Value-Added Services: a description of any Proponent services or products that are offered currently to other clients of the Proponent, if available, that may provide the City with additional business benefits;
- (b) for Innovative Services: a description of any Proponent services or products that are offered currently to other clients of the Proponent, if available, that may provide the City with additional business capabilities; and
- (c) brief details of other Proponent software products that integrate with the Proponent's proposed software, if available.
- (d) Proponents should identify any additional value-added or innovative services that they may offer the City in conjunction with the proposed software.

B28. APPLICATION IMPLEMENTATION APPROACH

B28.1 Further to B22.1(f), the Proponent should submit information in sufficient detail for the City to evaluate the Proponent's proposed implementation approach for the City by providing:

- (a) details of the Proponent's proposed project management approach for the Project, including:
 - (i) proposed Project team organization chart;
 - (ii) the Project management methodology;
 - (iii) proposed Project delivery timescale and scope;
 - (iv) proposed resource effort (hours) per Project phase;
 - (v) proposed quality management model for the Project, and
 - (vi) anticipated Project support effort (total hours) required by City staff.
- (b) details of the Proponent's proposed approach to Organizational Change Management, including:
 - (i) proposed training strategy for City end users;
 - (ii) proposed training strategy for IT support staff; and
 - (iii) proposed Project communication activities.
- (c) details of the Proponent's proposed approach to ensuring successful implementation of the software across City departments and agencies, including user training & support.

B29. TECHNICAL SUPPORT AND MAINTENANCE

B29.1 Further to B22.1(g), the Proponent should submit information in sufficient detail for the City to evaluate the Proponent's proposed support and maintenance of the software for the City by providing:

- (a) details of the Proponent's proposed application support and maintenance, including:
 - (i) proposed the service level agreement of the deliverables;
 - (ii) proposed the turnaround time of the resolutions;
 - (iii) proposed the communication plan between the City and technical support group; and
 - (iv) proposed the application fixes or updates, if necessary

B30. SUBSTITUTIONS

B30.1 If, following your Submission, you become aware that any Persons identified to participate in this Project will be unable or is likely to be unable to participate on this Project, you must immediately advise the Contract Administrator and indicate your proposed substitute Person. Failure to do so may result in disqualification of your Submission from the RFQ process or, if the City becomes aware of your breach of this provision after the RFP has been issued, from the RFP process.

B31. NON-CONFORMING SUBMISSIONS

B31.1 Notwithstanding B22.1, with the exception of B21.4, if a Proponent's Submission is not strictly in accordance with any provision of this RFQ, the City may, at its option:

- (a) waive the non-conformance if, in the City's opinion, the non-conformance is immaterial; or
- (b) reject the Submission as non-responsive if, in the City's opinion, the non-conformance is material.

B31.1.1 If the non-conformance is an omission, the City may, at its discretion, give the Proponent up to five (5) Business Days to supply the omitted material.

B31.2 If the requested information is not submitted by the time specified in B31.1.1, the Submission will be determined to be non-responsive.

B32. PROPONENT'S COSTS AND EXPENSES

B32.1 Proponents are solely responsible for their own costs and expenses in preparing and submitting a Qualification Submission and participating in the RFQ, including the provision of any additional information or attendance at meetings.

EVALUATION

B33. EVALUATION CRITERIA

B33.1 Proponents will have their Submissions evaluated in accordance with the criteria and weight factors indicated below:

Evaluation Category	Weighting (%)
(a) Form A: Request For Qualification Application	Pass/Fail
(b) Form N: Proponent Proposal Requirements, Mandatory Requirements	Pass/Fail
(c) Form N: Proponent Proposal Requirements, Standard Requirements Conformance to Standard Requirements or acceptable deviation therefrom	65
(d) Form N: Proponent Proposal Requirements, Additional Requirements Conformance to future considerations or acceptable deviation therefrom	5
(e) Software Development Profile of Proponent (Section B25)	5
(f) Project Understanding of Proponent (Section B26)	5
(g) Value-Added or Innovative Services of Proponent (Section B27)	5
(h) Application Implementation Approach (Section B28)	10
(i) Technical Support and Maintenance (Section B29)	5
Total Score	100

B33.2 Further to B33.1(a), B33.1(b), and B31, the City may reject a Submission as being non-responsive if the Submission is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The City may reject all or any part of any Submission, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.

- B33.3 Further to B33.1(d) and B33.1(d), the Proponent's response to Form N shall be evaluated considering the degree to which the Proponent can satisfy the requirements for the solution requested and submitted in response to B24.
- B33.4 Further to B33.1(e), Software Product Development Profile shall be evaluated considering the Proponent's response to the information requested and submitted in response to B25.
- B33.5 Further to B33.1(f), Project Understanding shall be evaluated considering the Proponent's response to the information requested and submitted in response to B26.
- B33.6 Further to B33.1(g), Value Added or Innovative Services shall be evaluated considering the Proponent's understanding of the City's Project, proposed project management approach as well as other information requested and submitted in response to B27.
- B33.7 Further to B33.1(h), Application Implementation Approach shall be evaluated considering the Proponent's understanding of the City's Project, proposed project management approach as well as other information requested and submitted in response to B28.
- B33.8 Further to B33.1(i), Technical Support and Maintenance shall be evaluated considering the Proponent's understanding of the City's Project, proposed project management approach as well as other information requested and submitted in response to B29.
- B33.9 Reference checks to confirm information provided may not be restricted to only those submitted by the Proponent, and may include organizations representing Persons, known to have done business with the Proponent.
- B33.10 The City has full power to conduct an independent verification of information in any Submission received and generally pertaining to the qualifications and experience of the Proponent and any proposed members of its team.
- B33.11 The City may, in its sole discretion, interview any or all Proponents during the evaluation process, to provide clarification or additional information in relation to its Submission.
- B33.12 Further to B33.3 to B33.8, a Submission may be determined to be not qualified if the Submission does not obtain a minimum of 70% of the points in total.

B34. NO CONTRACT

- B34.1 By submitting a Qualification Submission and participating in the process as outlined in this document, Proponents expressly agree that no contract of any kind is formed under, or arises from this RFQ, and that no legal obligations will arise.
- B34.2 Although it is the intention of the City to establish a shortlist of Proponents to participate in the RFP stage of the procurement process, the City reserves the right and the full power to give notice in writing of any change to its Contract Administrator, amend any dates, schedules, limits and Scope of Work and any contract awarded, or to reject any and all Submissions, to launch a new or amended procurement process, or to decide that it will not issue the RFP, without incurring any liability in respect of costs or damages incurred by any Proponent or any member of a private sector team.
- B34.3 Without limiting the generality of the foregoing, the City reserves the right and the full power to amend or cancel this RFQ, the procurement process or the Project at any time.
- B34.4 If the City proceeds to request a more detailed proposal, only to Proponents determined to be qualified under the RFQ process, the City will have no obligation to award a Contract where:
- (a) only one Submission is received; or
 - (b) in the judgment of the City, the interests of the City would best be served by not entering into a Contract.

- B34.5 The City reserves the right to disqualify any Proponent whose Submission, in the opinion of the City, contains false or misleading information.
- B34.6 Following the conclusion of the RFQ process, Proponents will be provided with information related to the evaluation of their Submission upon written request to the Contract Administrator.