



Council Chambers Refurbishment

Request for Proposal (RFP)

FOR Hardware, Setup, and Support

SUMMARY: The Town's council chambers space is in need of upgrades to its audio/visual components. The Town is seeking a supplier to retrofit the space with new equipment and to provide support moving forward for the space. The space will require new projectors, microphones and controls, Zoom/Teams meeting integration, speakers, and all other equipment required for the above noted equipment's operation.	
REFERENCE NUMBER:	7276
CLOSING DATE:	March 1, 2024
CLOSING TIME:	14:00:00 Mountain Time Zone
DATE ISSUED:	January 31, 2024
NOTE:	RESPONSES WILL NOT BE OPENED PUBLICLY

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1.0 INSTRUCTIONS FOR RESPONDING TO THIS REQUEST FOR PROPOSALS

Proponents shall submit their proposal to the Town of Canmore by email to the attention of Shravan Popuri, Manager of IT at shared.IT@canmore.ca.

Closing Date and Time: Proposals must be received not later than 14:00:00 hours Mountain Time Zone (Canmore local time) on March 1, 2024

Electronic RFP responses are to be in PDF (.pdf) format only and all components shall be formatted and combined into one file that is inserted into the email submission.

1.1.1 RFP Contact Person:

For clarification or additional information, Proponents shall **only** contact the person listed below.

Brennan Piper

Email – shared.IT@canmore.ca

- 1.1.2 See Section 2.0, item 2.6 below for additional information for Questions and Clarifications. The Town of Canmore may in its sole discretion disqualify responses that do not meet the formatting and other criteria set out in Section 4.0 of this RFP.
- 1.1.3 Responses must be in English.
- 1.1.4 Pricing submissions shall be stated in Canadian dollars with Goods and Services Tax (GST) extra.
- 1.1.5 Each Proponent is solely responsible for ensuring that its response is received at the specified address (physical address or email address) by the specified closing date and time. Strict adherence to the closing date and time will be maintained, and unless the deadline date is extended by issue of Addendum, all responses received after this time and date will be returned unopened.
- 1.1.6 This Request for Proposals is not a tender, and the Town of Canmore does not intend for the laws of competitive bidding to apply.

END OF SECTION 1.0

2.0 GENERAL CONDITIONS OF RESPONSE

2.1 PURPOSE OF THE REQUEST FOR PROPOSAL (RFP)

The Town of Canmore is issuing this Request for Proposal (RFP) to select a Provider to support the implementation, configuration, and ongoing support for Audio/visual equipment for the Council Chambers Refurbishment Project

The Town of Canmore reserves the right to modify the terms or cancel the RFP process at any time.

2.2 SUBMISSION OF RESPONSE TO THE RFP

2.2.1 By submitting a response to this RFP, each Proponent accepts its terms and conditions. In addition, by submitting its response each Proponent waives all claims, rights, demands and the benefit of any provisions of any statute, rule of law or regulation that might adversely affect the rights of the Town of Canmore under this RFP.

2.2.2 Each Proponent shall make full disclosure of any actual or potential conflict of interest arising from any existing business or personal relationships with any of the following (each, a “Conflicted Person”): (i) any employee of the Town of Canmore; (ii) any member of the Town of Canmore Town Council (councillor); (iii) any board or committee member; (iv) any family member of any such employee, councillor or board/committee member; or (v) any business entity controlled by or otherwise not at arm’s length to any one or more of any such employee, councillor, board/committee member or family member.

Without limiting the foregoing, details should be provided of any direct or indirect pecuniary interest of any Conflicted Person in the supply of the services contemplated by this RFP.

Disclosure of any such actual or potential conflict of interest shall be made in writing with the Proponent’s response.

2.2.3 This RFP and any contracts subsequently entered into as a result hereof shall be governed by the laws of the Province of Alberta and the laws of Canada applicable therein. The courts of the Province of Alberta shall have exclusive jurisdiction over this RFP and any contracts entered into as a result hereof.

2.2.4 Proposal documents must be completed in accordance with the requirements of the Request for Proposal documents and no amendment or change to proposals will be accepted after the closing date and time.

2.2.5 All documents submitted by Proponents in response to this RFP are to remain the property of the Town of Canmore.

2.2.6 Proposals shall be irrevocable for sixty (60) days following the closing of the RFP and the proposals shall be retained by the Town of Canmore.

2.2.7 Proposals shall be signed by an authorized signatory of the Proponent using the Signature and Waiver Sheet in Section 5.0. If the Proponent is an incorporated company, the corporate seal of the Proponent shall be affixed or a certified true copy of a resolution of the corporation naming the person(s) in question as authorized to sign agreements on behalf of the corporation shall be attached to the proposal.

Proponents who are sole proprietorships or partners shall sign their RFP response in such a way as to irrevocably bind the Proponent in an authorized manner.

2.3 NO COMMITMENT

- 2.3.1** No commitment on the part of the Town of Canmore shall exist under this RFP unless and until the Proponent receives official written confirmation from the Town of Canmore that it has been selected to complete the work.

2.4 LIMITATION OF LIABILITY

- 2.4.1** The Town of Canmore will have no liability to any person or entity for any damages, including, without limitation, direct, indirect, special or punitive damages, arising out of or otherwise relating to this RFP, the Proponent's participation in this RFP process or the Town of Canmore's acts or omissions in connection with the conduct of this RFP process. This limitation applies to all possible claims by a Proponent, whether arising in contract, tort, equity, or otherwise, including, without limitation, any claim for a breach by the Town of Canmore of a duty of fairness or relating to a failure by the Town of Canmore to comply with the terms set forth in this RFP.

2.5 ACCEPTANCE OR REJECTION

- 2.5.1** The Town of Canmore reserves the right to reject any or all responses. Without limiting the generality of the foregoing, the Town of Canmore may reject any response which it deems:

- a) is incomplete, obscure, irregular, unrealistic or noncompliant;
- b) has erasures, ambiguities, inconsistency or corrections; or
- c) fails to complete, or provide any information required by, any provision of this RFP.

Further, a response may be rejected on the basis of the Town of Canmore's understanding of the Proponent's past record of work, its general reputation, its financial capabilities, the completion schedule or a failure to comply with any applicable law.

The purpose of the Town of Canmore is to obtain the most suitable responses to the Project and to further the interests of the Town of Canmore and what it wishes to accomplish in carrying out the Project. Therefore, the Town of Canmore has the right to waive any irregularity or insufficiency or noncompliance in any response submitted and to accept the response or responses which it deems most favourable to its interests or to reject all responses and cancel the RFP.

In addition to any rights identified elsewhere in this RFP, the Town of Canmore reserves the right to:

- a) reject any and all responses;
- b) add, delete or change the terms of this RFP at any time prior to the specified closing date and time;
- c) during the evaluation period, seek clarification of any Proponent's response, including consequential amendments, or any additional information from any Proponent;
- d) accept or reject, in whole or in part, any response without giving any reason;
- e) have any documents submitted by the Proponent reviewed and evaluated by any party, including independent Consultants;
- f) cancel the RFP process without penalty at any time for any reason; and
- g) negotiate and enter into an agreement with any Proponent notwithstanding any noncompliance by the Proponent's response with any requirement of this RFP.

The Town of Canmore is the sole and final judge with respect to the selection of any Successful Proponent as a result of this RFP process.

All Proponents submitting a response to this RFP will be advised of the results of the RFP process by email or regular mail. Please allow at least six weeks for responses to be evaluated by the Town of Canmore.

2.6 QUESTIONS AND CLARIFICATIONS

- 2.6.1** Procedural or technical questions shall be submitted in writing and should include references to a specific section and item number.
- 2.6.2** Dependent upon their nature, comments or answers will be returned via email or through an addendum should the information be applicable to all Proponents.
- 2.6.3** Amendments to this RFP will be valid and effective only if confirmed by written addenda. Addenda may be issued during the proposal response period. All addenda become part of the agreement and receipt must be confirmed in the Proponents proposal submission.
- 2.6.4** Any addenda documents will be issued by the same method that this RFP was issued.
- 2.6.5** It is the Proponent's responsibility to clarify the interpretation of any item of this RFP a minimum of 72 hours prior to the stated closing date and time by contacting the Town of Canmore's designate (as above).

2.7 DISCREPANCIES IN NUMBERS

- 2.7.1** In the event of a numerical discrepancy or error in a Proposal, the written number will prevail.
- 2.7.2** In the event of pricing extension errors, the unit price will apply.

2.8 CONFIDENTIALITY AND FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

- 2.8.1** All information including, without limitation, any technology of a proprietary or novel nature which is disclosed to a Proponent by the Town of Canmore or a third party as a representative of the Town of Canmore (which information, in addition to the confidentiality requirements hereunder, will be kept confidential by the Proponent in accordance with the terms of its disclosure by such third party) or which is otherwise obtained by the Proponent in connection with this RFP process, other than that which is common knowledge or within the public domain, is the confidential property of the Town of Canmore and must not be disclosed by the Proponent, except to duly authorized representatives of the Town of Canmore. Such confidential information or property is not to be employed other than in connection with responding to this RFP unless otherwise duly authorized by the Town of Canmore in writing. These confidentiality provisions will remain binding obligations on each Proponent following the conclusion of this RFP process until the Town of Canmore reasonably determines that such confidential information referred to herein has become part of the public domain (other than by disclosure or use prohibited herein) and releases the Proponent from its confidentiality obligation. This requirement does not prohibit any Proponent from complying with an order to provide information or data issued by a court or other authority with proper jurisdiction or to act to correct or report a situation which the Proponent may reasonably believe to endanger the safety or welfare of the public.
- 2.8.2** The Proponent acknowledges that any information or documents provided by it to the Town of Canmore may be released pursuant to the provisions of the *Freedom of Information and Protection of Privacy Act*. This acknowledgement shall not be construed as a waiver of any right to object to the release of any information or documents.
- 2.8.3** The Town of Canmore acknowledges that a Proponent's response may contain information in the

nature of a Proponent's trade secrets or commercial, financial, labour relations, scientific or technical information of or about a Proponent. The Town of Canmore agrees that portions of responses to this RFP which are provided in confidence will be protected from disclosure to the extent permitted by law. The Town of Canmore is bound by the *Freedom of Information and Protection of Privacy Act* (Alberta), as amended from time to time, and all documents submitted to the Town of Canmore will be subject thereto. Each Proponent must identify appropriate parts of its response or other documents submitted to the Town of Canmore as confidential and specify what harm could reasonably be expected from its disclosure; however, the Town of Canmore may not be able to ensure that such parts will not be protected from access.

- 2.8.4** Proponents are advised that the Town of Canmore will, as necessary, be disclosing the responses on a confidential basis to its employees and advisors who have a need to know in connection with this RFP process for, among other things, the purpose of evaluating and participating in the evaluation of the responses. It is the responsibility of each Proponent to ensure that all personal information provided to the Town of Canmore with respect to the Proponent's personnel and their experience is supplied with the informed consent of such individuals and in accordance with applicable law. By submitting any personal information each Proponent represents and warrants that it has obtained the informed consent of the individuals who are the subject of such information to its collection, use and disclosure for purposes of this RFP response. Also, such individuals are agreeing to the use of such information as part of the RFP evaluation process, for any audit of the procurement process and for contract management and performance purposes.
- 2.8.5** Proponents in custody or control of records provided to the Proponent by the Town of Canmore records shall abide by the privacy and non-disclosure provisions of the *Freedom of Information and Protection of Privacy Act* respecting these records as if this act applied directly to the Proponent, and shall generally assist the Town in its own compliance with the *Freedom of Information and Protection of Privacy Act* respecting records provided to the Proponent.

2.9 COST OF PREPARATION

- 2.9.1** Any cost incurred by the Proponent in the preparation of its response to this RFP shall be borne solely by the Proponent.
- 2.9.2** Shortlisted candidates may be invited to participate in an interview. The Town of Canmore will not pay for the time required or travel expenses incurred to participate in the interview.

2.10 OWNERSHIP OF SUBMISSIONS

- 2.10.1** All responses submitted to the Town of Canmore become the property of the Town of Canmore and shall not be returned. They will be received and held in confidence by the Town of Canmore, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. Unsuccessful Proponent submissions will be kept as record for the procurement process until two years after the date of decision for the RFP award.

2.11 CLARIFICATION FROM PROPONENTS

- 2.11.1** The Town of Canmore reserves the right to seek from any/all Proponents any further clarification it may require on responses submitted pursuant to this RFP.

2.12 PROPONENT PERFORMANCE

- 2.12.1** The selected Proponent may be evaluated throughout the course of service delivery in connection with any specific work or projects undertaken as a result of any agreement entered into between any Proponent and the Town of Canmore. The Town of Canmore may also conduct

periodic reviews/assessments of any selected Proponent, taking into consideration, in addition to specific work related to the project undertaken by the Proponent, ongoing Proponent staff qualifications, experience, training, and staff changes. Any evaluation/assessment will be shared with the Proponent, with the goal of immediate and permanent resolution where concerns have been raised. The Town of Canmore reserves the right to remove from the roster any selected Proponent who has been qualified by this RFP process by way of written notice if, in the sole discretion of the Town of Canmore, based on any on-going or specific evaluation or assessment of the Proponent or its performance of any work, it is deemed to be in the Town of Canmore's best interests.

2.13 LENGTH OF AGREEMENT

2.13.1 This project consists of two (2) phases. The first phase is to implement, and configure a new audio/visual system as per requirements. The first phase is expected to be completed by July 2024. The second phase is to maintain the above system initially for a five-year term.

2.13.2 The Town reserves the right to extend the above-noted timelines to complete any work in progress.

2.13.3 Additional award periods will generally be based on mutual agreement between The Town and the Successful Proponent. The Town reserves the right to negotiate changes to existing agreements for the work to reflect current conditions at the time of extension or renewal.

2.14 FORM OF CONTRACT

2.14.1 The Town of Canmore will be issuing a letter of award to the Successful Proponent to deliver the work described within this RFP

2.15 SERVICES TERMS AND CONDITIONS

2.15.1 Final agreements with the successful Proponent may consist of any number of the following documents, including all amendments thereto:

- Request for Proposal – Council Chambers Refurbishment - #7276
- Signed Addenda
- Letter of Award to Successful Proponent
- Technical & Fee Proposal
- Service Agreement

2.15.2 Any inconsistent or conflicting provisions contained within the documents forming the Agreement shall be resolved in the following order:

- Service Agreement
- Technical & Fee Proposal
- Letter of Award to Successful Proponent

- Signed Addenda
- Request for Proposal – Council Chambers Refurbishment - #7276

2.16 STAFF CHANGES

2.16.1 Staff changes by the successful Proponents will require written approval from The Town prior to any such change, which approval The Town may withhold in its sole discretion. The qualifications and experience of the proposed staff change must be equivalent to or better than the staff proposed in the proposal received. The Town reserves the right, in addition, and without prejudice to any other right or remedy, to immediately terminate the Agreement as a result of the failure by the Successful Proponent to provide the staff proposed.

2.17 NON-ASSIGNMENT

2.17.1 The Successful Proponent will be expected to deliver the work. Neither the contract nor any rights or obligations to perform the work under the contract will be assignable by the Successful Proponent without the prior written consent of the Town of Canmore. The granting of such consent shall be within the sole and unfettered discretion of the Town of Canmore, and based on the terms of this consent may not relieve the Successful Proponent of liability to perform the work. Proponents who anticipate requesting to assign some or all of the contract must notify the Town as part of their responses to this RFP.

2.18 DEPOSITS

2.18.1 The Town of Canmore will consider the payment of a deposit to the Successful Proponent for the scope of work in this RFP. Maximum percentage for a deposit that the Town of Canmore will consider is 25%. Please include a payment schedule indicating the percentages and milestones as an attachment to the price proposal if applicable.

2.19 TERMS OF PAYMENT

2.19.1 Invoices will be paid within 28 days from the approval date of the invoice.

2.20 INSURANCE AND WORKERS' COMPENSATION BOARD REQUIREMENTS

2.20.1 Mandatory Eligibility Requirements

As a mandatory eligibility requirement for response to this RFP:

- (a) The Successful Proponent shall carry at all times during the performance of the work General Liability/ Umbrella Liability Insurance with a limit of not less than 2 MILLION DOLLARS (\$2,000,000) inclusive per occurrence for bodily injury (including death) and damage to property including loss of use thereof. Such insurance shall at a minimum include coverage of broad form property damage, contractual liability, cross liability, completed operations and product liability, and such other types of insurance as would be carried by a prudent person performing such contract work and as the Town of Canmore may from time to time require.
- (b) The Successful Proponent shall at all relevant times carry Workers Compensation Board coverage of either of Alberta or of another AWCBC board that will extend the required amount of coverage to cover the employee outside of their home province. Proponents shall submit their WCB number together with a letter from the appropriate department indicating there are no outstanding fees, fines, claims or debts due on the Successful Proponent's account to the Town of Canmore prior to the commencement of the work.

2.20.2 Responsibilities of Successful Proponent

- (a) The Successful Proponent shall supply insurance coverage and pay all costs and expenses, including premiums relating to the insurance coverage requirements as set out herein, and shall supply the Town of Canmore with a certificate of insurance for all policies on an annual basis. Such policies will include a statement that the coverage shall not be terminated without a prior 30-day written notice to the Town of Canmore.
- (b) The Successful Proponent or their insurer will notify the Town of Canmore at least thirty (30) days prior to any change in insurer, any cancellation of the insurance policy, or any substantial change in the policy or coverage that would materially alter the coverage provided by the Successful Proponent to the Town of Canmore.
- (c) The Successful Proponent shall provide a certificate of such insurance to the Town of Canmore within five (5) days of notification of award or prior to commencing the work, whichever is sooner.

2.20.3 Responsibilities of Successful Proponent

- (d) The Successful Proponent shall supply insurance coverage and pay all costs and expenses, including premiums relating to the insurance coverage requirements as set out herein, and shall supply the Town of Canmore with a certificate of insurance for all policies on an annual basis. Such policies will include a statement that the coverage shall not be terminated without a prior 30-day written notice to the Town of Canmore.
- (e) The Successful Proponent or their insurer will notify the Town of Canmore at least thirty (30) days prior to any change in insurer, any cancellation of the insurance policy, or any substantial change in the policy or coverage that would materially alter the coverage provided by the Successful Proponent to the Town of Canmore.
- (f) The Successful Proponent shall provide a certificate of insurance for the above-required insurance to the Town of Canmore within five (5) days of notification of award or prior to commencing the work, whichever is sooner.

2.21 INDEMNIFICATION

- 2.21.1** The Successful Proponent agrees to indemnify and save harmless the Town of Canmore, its councillors, officers, agents, representatives, and employees, against all suits or claims, requests, legal action and liability regardless of the nature and expenses sustained from injuries or death or any damages or loss to property as a result of the usage of premises or in the execution of the Successful Proponent functions arising from this contract except to the extent of the Town of Canmore's gross negligence.
- 2.21.2** At no time will the Town of Canmore be responsible for any injury sustained by the Successful Proponent, their employees or any person on the Town of Canmore's premises, nor will the Town of Canmore be responsible for any loss, including loss of profits or damage caused to the goods of the Successful Proponent, their employees or any other person, including damage to vehicles and their contents, while these goods are on the Town of Canmore's premises or site.
- 2.21.3** The Town of Canmore shall not be liable for any incidental, indirect, special or consequential damages or any loss of use, revenue or profit of the Successful Proponent arising out of or in any way related to this RFP or subsequent contract.

2.22 INFORMATION SECURITY STANDARDS

2.22.1 Successful Proponents that provide information technology or web-related services to the Town of Canmore as part of their work on the Project shall be required to comply with the Town of Canmore's Information Security Standards as updated from time to time. These standards may overlap with and are additional to the functional and requirements of the specific Project. The Town of Canmore may require Proponents to demonstrate compliance with these standards as part of the Town's review and evaluation of proposals, quotations and qualifications. If not appended hereto, it is the Proponent's responsibility to request the Information Security Standards and access their ability to comply as part of responding to this request.

END OF SECTION 2.0

3.0 PROJECT OVERVIEW AND SCOPE

3.1 RFP DEFINITIONS

Owner	The Town of Canmore
Project	Council Chambers Refurbishment Project
Proponent	a firm, individual or company who or which intends to submit or submits a Proposal pursuant to this RFP.
Proposal	a submission to the Town of Canmore in response to this Request for Proposal – Council Chambers Refurbishment Project - #7276
Successful Proponent	a firm, individual or company with whom the Town of Canmore may decide to initially discuss contract arrangements based upon acceptance of the Proponent's Proposal.
Service Provider	the Successful Proponent to whom the Town of Canmore issues a Service Agreement for the Hardware, Setup and support of Council Chambers Audio and Visual systems

3.2 PROJECT DESCRIPTION/DESCRIPTION OF NEED

3.2.1

3.3 PROJECT SITE

3.3.1 Canmore Civic Center – 902 7 Avenue, Canmore, AB T1W 3K1

3.4 SCOPE OVERVIEW/SCOPE OF SERVICES

3.4.1 GENERAL SCOPE OF WORK

3.4.1.1 *Projector*

Two presentation screens currently exist on the north and south walls of Council Chambers. Existing projectors are to be replaced with new units capable of at least 1080 HD resolution. Images must be bright enough to be visible during peak daylight conditions in the room.

Content sources for these projectors is to be selectable on the Municipal Clerk's control panel and include the presenter PC, Presenter's laptop, Zoom/Teams meeting, and laptop at the clerk's desk.

3.4.1.2 *Microphone system*

Provide a conferencing microphone system with:

- 7 microphones for the Mayor and Councillors
- 4 microphones for the Administration desk
- 1 microphone for the presenter's podium
- 1 handheld microphone

All microphones are to be controllable from control panels at the Mayor's desk and the Municipal Clerk's desk. Microphones are to operate in both request to speak mode and open mode.

All microphones are to be moveable and reconfigurable.

3.4.1.3 Presenter's Podium

The presenter's podium is a currently existing podium that will need to be connected to the audio/visual system at either of two locations in the room. These locations are already networked and power enabled. The presenter's podium is to have:

- The presenter's microphone
- An input for HDMI for a presenter's laptop computer
- An input for HDMI or Display port and a sound input for a PC computer that is mounted to the podium

3.4.1.4 Sound System

The sound system will need to amplify the sound from the microphone system, presentation computers (presenter's podium, Municipal Clerk's desk) as well as at least two additional inputs for possible future expansion. Inputs will be selectable from the Municipal Clerk's control panel. The sound system will contain two zones, one for the council chambers and an expanded one for the lobby area. Each zone will be independently controllable from the Municipal Clerk's control panel.

The sound system shall be implemented so that it can provide sufficient volume levels to present to a fully occupied space without audio feedback. Changes to the mixer equipment in the sound system should be able to be made through software and the software provided to the Town.

Ideally, the sound system would include directional speakers and noise cancellation to reduce echo in the space.

3.4.1.5 Lobby Area

The system will need to connect to the already installed hardware in the lobby area. This includes speakers and a TV. The TV will be able to duplicate the displays seen in the Council Chambers.

The Municipal Clerk will have full control of the lobby area's picture and sound including enabling it, muting, and adjusting the volume.

3.4.1.6 Webcasting System

Council chambers is currently equipped with a single camera setup. We will require a new configuration requiring multiple cameras. We will require a full view of all councillors and the Mayor in one frame, the ability to see the manager's desk and all manager's seated there, the ability to see each councillor as they are speaking, See the presenter as they are speaking at the presenter's podium.

These cameras should have the option to be selectable from the Municipal Clerk's desk or with the option to be automatically selected based on which microphone is active.

When presentations are made on the screens in Council Chambers, the presentation should be displayed both live and recorded next to the video feed.

The system will be able to stream live to Youtube, controlled from the Municipal Clerk's desk. The Municipal Clerk's panel should provide controls for starting, stopping, pausing, and muting the web stream.

The Municipal Clerk will have the ability to pause the video feed with pre-defined messages displayed indicating the meeting is in recess and will resume soon or has entered a private session.

The camera system from the webcasting will integrate with the Zoom/Team's connection.

3.4.1.7 Team's/Zoom Integration

The ability to connect to a Zoom or Teams meeting as preferred will be available. This will allow the Zoom meeting to be shown on the projector screens in the council chambers. It will allow for those in the council space to hear speakers from the zoom meeting over the council chambers sound system. It will allow for members joining via zoom to see the council chambers with the same cameras as described in section 2.3.1.6.

3.4.1.8 Control System

Mayor's Desk

- Control of microphones in request to speak mode. Each microphone should be represented on the screen, labeled with either a name or location and provide indication for active speaker and speaker waiting with the order in which they made their request.
- Control of the microphone system down to individual microphones.
- Ability to switch between request to speak and open modes.

Municipal Clerk's Desk

- All functionality of the Mayor's control panel.
- Control of Teams/Zoom integration as indicated in section 3.4.1.7
- Control of Web streaming as indicated in section 3.4.1.6
- Control of sound system in council chambers including volume and muting.

3.4.2 DUTIES, RESPONSIBILITIES AND DELIVERABLES OF SERVICE PROVIDER

3.4.2.1 Software and Hardware

- Procure all software and hardware as described in section 3.4.1
- Install and setup all software and hardware in the space.
- Provide regular updates on status of the project to the IT representative.

3.4.2.2 Training

- Provide comprehensive training on the equipment's features, functionality, and user interface for technical and administrative users.
 - Training to be provided to the client's specific needs and requirements and provided in a format that is easily understood and applicable.
- Provide training materials and documentation for reference.
- Provide additional appropriate training at no cost to the Client if the Vendor makes updates to platforms or equipment.

3.4.2.3 Technical Support

- Address any functional or technical issues with the equipment.
 - Technical support team should be available and responsive during the agreed upon business hours.
 - Clear and defined escalation process for more complex issues, logging, and tracking issues and their resolution
- Provide prompt and efficient assistance with any issues or questions.
 - Defined and agreed upon Service Level Agreement (SLA) for response and resolution times.

3.4.3 OPTIONS OR EXTENSIONS

3.4.3.1 Displays

Displays will be setup for each councillor and the mayor and each member of the Administration desk. These displays will allow them to see the same information displayed on the projector screens on the north and south walls. They will be low profile such that the councillors can still be seen by members of the gallery of the council chambers.

3.5 ANTICIPATED PROJECT SCHEDULE

During the project, scheduling and other issues may arise that will require flexibility in the timeline. Revisions in the timeline will normally occur at the commencement of each phase in consultation with the Project Manager. We are operating on a tight timeline to develop and implement this solution; the milestones below are our anticipated target dates. To balance product quality, budget, and schedule demands, we may adjust these anticipated dates as the project progresses in consultation with the Vendor.

Jan 31, 2024	Request for Proposals published
March 1, 2024	Proposal deadline
March 15, 2024	Vendor selection
March 30, 2024	Kick off meeting
July 31, 2024	Implementation and Training complete

END OF SECTION 3.0

4.0 RESPONSE REQUIREMENTS AND EVALUATION CRITERIA

4.1 FORMAT AND OUTLINE OF RESPONSES

Electronic RFP responses are to be on 8.5" x 11" size pages in PDF (.pdf) format only and all components shall be formatted and combined into one file that is inserted into the email submission.

Responses to each section shall be marked with the corresponding letter and number (e.g. A1, A2, etc.).

4.2 PROPOSAL SUBMISSION REQUIREMENTS

Proponents are requested to submit a proposal containing the following:

A. Mandatory Requirements:

- A1 Signed signature and waiver sheet:
- A2 Insurance Requirements: Provide evidence from your insurance company confirming your ability to secure insurance as described in Section 2.20.
- A3 WCB Requirements: Provide evidence of WCB coverage as described in Section 2.20.
- A4 Submit a completed Security Evaluation

B. Solution Overview

- B1 Hardware – Provide details on the solution you are offering and how it meets the requirements as stated in section 3.4.1.
- B2 Functionality - Provide details on the solution you are offering and how it meets the requirements as stated in section 3.4.1.
- B3 Project Team - Provide brief backgrounds of your proposed client team that includes 1) a specific client liaison assigned to this project 2) who will be responsible for providing staff training, and 3) a designated contact for staff support. Maximum three (3) pages.
- B4 Technical Support - Details on your technical support and processes (including availability and escalation procedures). Maximum of four (4) pages.
- B5 Training - Details on your training materials and processes. Maximum of two (2) pages.

C. Portfolio

- C1 **Portfolio** - Portfolio of work that includes two (2) to three (3) use cases of similar systems implemented by the provider. Preferably at a municipality or government entity
- C2 **Knowledge** - An outline of the Vendor's knowledge and experience on successfully completing projects of similar scope. Maximum two (2) pages.
- C3 **References** - Provide two (2) municipal client references with a description of work provided with contact information (phone and email).

D. Schedule

- D1 A schedule for the anticipated completion of the project.

E. Price Proposal

- E1 A breakdown of anticipated pricing for the project.

4.3 EVALUATION PROCESS

4.3.1 Selection of the Successful Proponent pursuant to this RFP will be made on the basis of the

Proponent's written response and other factors germane to the Town of Canmore. The responses shall be evaluated based on the matrix shown below.

Evaluation Criteria	Evaluation
A. Mandatory Requirements	Pass / Fail
B. Solution Overview	35%
C. Portfolio	15%
D. Schedule	30%
E. Price Proposal	20%

4.3.2 A submission will first be reviewed for compliance with the mandatory requirements of this RFP as listed above. A submission not complying with the criteria may be considered non-compliant and not receive further consideration.

4.4 PROPONENT SHORTLIST

4.4.1 It is expected that Two (2) Proponents will be shortlisted based on the evaluation of submissions for the criteria outlined in section 4.3 above. The Town of Canmore reserves the right to shortlist any number of Proponents.

4.4.2 Proponents are not guaranteed any paid assignment as a result of being shortlisted via this RFP. Shortlisted Proponents may be required to undergo an interview prior to final selection of the Successful Proponent.

4.5 CONFIDENTIALITY OF EVALUATION

4.5.1 Evaluation scores and rankings are confidential, and apart from identifying the top-ranked Proponent, no details of the submission, score or ranking of any Proponent will be released to any Proponent.

4.5.2 [Note: If the estimated value of the RFP is \$75,000 or greater for goods and services or \$200,000 or greater for construction, include the following clause:] As required by the Canadian Free Trade Agreement, the name of the Successful Proponent and the value of the award will be posted on the Alberta Purchasing Connection.

4.6 RFP SCHEDULE

The following schedule has been established for this RFP:

- RFP issued on Town of Canmore website/Alberta Purchasing Connection January 31, 2024
- Last day for Town of Canmore to issue final addendum February 16, 2024
- Last day to submit questions to Town of Canmore designate February 23, 2024
- RFP closing date March 1, 2024
- RFP evaluation period March 1, 2024 to March 15, 2024
- Letter of award to be issued to Successful Proponent March 15, 2024
- Issue contract/purchase order to Successful Proponent March 22, 2024

END OF SECTION 4.0

5.0 SIGNATURE AND WAIVER SHEET

1. The Proponent hereby acknowledges that prior to submitting a Proposal for this project, the Proponent has obtained from The Town and thoroughly reviewed in order to be familiar with and certain as to all of the terms and conditions set out in the Request for Proposal documents and all amendments thereto which are incorporated by reference into the above-cited Proposal as follows:
 - a) Town of Canmore Master Consulting Agreement;
 - b) Affidavit Verifying Corporate Signing Authority (if a corporation); and
 - c) Affidavit of Execution Individual or Sole Proprietorship (if not a corporation).

The referenced documents may be viewed at The Town's website (<https://canmore.ca/business/find-a-form>).

- a) The Proponent acknowledges the documents incorporated by reference as indicated in paragraph 1 above.
 - b) The Proponent further acknowledges that unless otherwise agreed by both parties and confirmed in writing it is subject to and bound by each provision included in each document incorporated by reference to the same extent that it would be if each such provision were set out and included with the hard copy of the Contract Documents.
 - c) The Proponent further acknowledges and confirms that either:
 - i. It has read and understood each provision included in each document incorporated by reference; or
 - ii. By signing this Signature and Waiver Sheet it waives any and all rights to claim or argue that it was not aware of any provision of any document incorporated by reference.
2. The terms of this document are severable from one another, and the invalidity of any one or more paragraphs in this document, will not affect the validity of the other paragraphs.
 3. The Proponent hereby acknowledges it has thoroughly reviewed and understood all the terms and conditions of the Request for Proposal ("RFP") which include those contained in the Instructions for Responding to this Request for Proposals, General Conditions of Response, all documents included by reference as set out in Paragraph 1, all drawings and specifications as may be listed in the Table of Contents and included in the Appendices (together the "Terms and Conditions").
 4. By signing this sheet, I confirm I have the full authority to represent the Proponent in all matters relating to the Proposal, and I confirm that the Proponent agrees to be bound by all the Terms and Conditions.

Name of Business Entity	
Complete Address:	
Phone	Mobile Phone
Fax	Email
Website	
Proponent Signature	Affix Corporate Seal:
Title	
Printed Name	
Date	

Note: A seal is a preferred element of the signing of a submission. However, if the corporation or other legal entity making the submission does not have a seal or if it is not available, the corporation or entity should provide reasonable documentation to confirm the printed name and position of the person or persons signing, as well as to confirm that such person or persons signing on behalf of the entity has or have authority to bind the entity. Affidavits of authority and execution will normally constitute reasonable confirming documentation. Forms for each of these affidavits can be found at (<http://canmore.ca/business/find-a-form>). Without limiting the preceding paragraph but for further clarity, if the corporation or other legal entity does not have a seal or if it is not available:

- For a corporation or other business association, the printed name and position of the person or persons signing together with an affidavit of execution and an affidavit of authority should be completed and submitted,
- For an individual or sole proprietorship, the printed name and position of the person signing together with an affidavit of execution should be completed and submitted.

6.0 APPENDIX A – PROPOSED FIXED PRICE FORM

Request for Proposal - Council Chambers Refurbishment
Reference Number: 7276



Date: _____

I/we, _____

(Company Name)

of _____

(Business Address)

I/we have carefully examined all documents prepared for this contract; and hereby offer to furnish all labour, materials, and services for the proper execution and completion of the entire scope of work for **Council Chambers Refurbishment Project** including all addenda thereto which are acknowledged hereinafter for the above project for the fixed price indicated as follows:

Total proposed fixed price **excluding GST:**

_____ CAD Dollars (\$ _____)

I/we acknowledge receipt of the following Addenda and have included for the requirements thereof in my/our RFP response: Addendum # _____ to _____.

(Signature)

7.0 APPENDIX B – HOURLY RATES

Date: _____

I/we, _____

(Company Name)

of _____

(Business Address)

Provide proposed hourly rates **excluding GST**:

Position Title	Rate Per Hour (in CAD \$)

I/we acknowledge receipt of the following Addenda and have included for the requirements thereof in my/our RFP response: Addendum # _____ to _____.

(Signature)