



# London CANADA

Request for **Proposal** 2025-103

Design and Implement a New Online Public Engagement Platform for  
City of London

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London  
CANADA



## The Corporation of The City of London

Procurement and Supply  
267 Dundas Street, 4<sup>th</sup> Floor  
London, Ontario N6A 1H2  
[City of London](http://www.cityoflondon.ca)

Publish Date: August 26, 2025

**ELECTRONIC SUBMISSIONS ONLY** shall be received by bids&tenders, no later than the closing time and date.

Request for Proposal Number	RFP-2025-103
Project Name	Design and Implementation of a New Online Public Engagement Platform for City of London
Question Period Closing Time and Date	September 9, 2025, 2:00:00 pm, local time
Closing Time and Date	September 16, 2025, 2:00:00 pm, local time
Proposal Evaluation and Meetings	Week of September 16, 2025
Interviews and Presentations	Week of September 29, 2025
Estimated Contract Award	Week of October 14, 2025

### **1.0 Request for Proposal Details**

#### **1.1 Purpose**

The Corporation of the City of London (the City) is seeking proposal submissions (Proposals) from interested, qualified, firms (Proponents) who are capable of undertaking the project for the design and implementation of a new online public engagement platform. The City expects that the proponent will bring a strategic approach to designing the website, incorporating current engagement best practices, accessibility and exceptional user experience as noted in the Request for Proposal (RFP) documents.

#### **1.2 Background**

The City of London, located in Southwestern Ontario, is a vibrant and growing community with nearly 485,000 residents. We offer approximately 100 services to our community and are dedicated to maintaining open and ongoing engagement with our residents on various City projects, programs, and issues that affect them. Our

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Community Engagement Policy principles aim to ensure that everyone has a voice in the decisions that shape our city:

- **Inclusivity** – Engagement processes will be designed to reach and remove barriers for all community members, with a specific focus on ensuring participation from equity-denied groups.
- **Connection** – Engagement opportunities will be designed to leverage connection across areas, projects, processes and organizations, and be delivered in locations and through channels that maximize people's time and availability.
- **Transparency** – Information about engagement opportunities and decision-making processes will be clear, timely, and accessible.
- **Innovation** – The City will actively explore innovative methods and technologies to enhance community engagement, recognizing that different initiatives and diverse populations may require tailored approaches.
- **Responsiveness** – Engagement activities will adapt to community needs and feedback to foster trust and meaningful participation.
- **Meaningfulness** – Engagement will be supported by accurate and timely information and framed within a clear scope.
- **Accountability** – The City will demonstrate how public input informs decision-making and ensure continuous improvement in engagement practices.
- **Continuous Improvement** – The City will actively apply a lens of continuous improvement to community engagement by measuring the outcomes and impact of its engagement practices.
- **Timeliness** – Engagement will be designed to make sure all audiences impacted by the project, process, or service have adequate time to participate in the process.

As well, our Community Engagement Policy notes that the framework under which we engage with our community draws from recognized best practices to design, deliver and evaluate engagement processes, using a wide range of innovative, culturally responsive engagement methods. This includes, but is not limited to, the International Association of Public Participation (IAP2) spectrum of public participation and other frameworks that support consistent, clear and inclusive engagement.

This policy supports data-driven, reciprocal practices that prioritize transparency, community partnership and continuous improvement. It allows for flexibility to adapt to evolving community demographics, trends, and needs, while addressing both hyper-local and city-wide priorities and building trust through meaningful participation.

One of our most valuable tools for fostering inclusive and transparent public engagement is our online platform, [getinvolved.london.ca](https://getinvolved.london.ca). It's crucial that we use the latest best

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practices and a modern, reliable, and accessible system to effectively reach and engage with our community.

Since 2017, [getinvolved.london.ca](https://getinvolved.london.ca) has been providing residents with the opportunity to share their feedback on City projects, programs, and initiatives.

Each year, the platform receives an average of 350,000 visits, with approximately 180 projects currently live. The site boasts over 19,500 registered users making it an essential resource for community engagement.

### 1.3 Scope of Work

The City of London is committed to fostering a vibrant, inclusive, and engaged community. To achieve this, we recognize the importance of leveraging modern technology to facilitate meaningful interactions between the City and its residents.

London residents have diverse needs and preferences when it comes to engaging with City programs, projects, and issues. Therefore, it is essential to provide an online platform that is not only intuitive and easy to navigate but also equipped with a wide range of tools and features to accommodate various forms of participation. By doing so, we aim to enhance the overall user experience and ensure that all residents can actively contribute to the decision-making processes that shape our community.

Furthermore, the selected platform must align with the City's Community Engagement Policy, [click here](#) which emphasizes transparency, inclusivity, and responsiveness. Through this platform, we aspire to build stronger connections with our residents, promote civic engagement, and drive positive change in the City of London.

A summary of our desired state is provided below:

#### **Platform Development and Customization:**

- Design the platform with a focus on user experience, ensuring it is intuitive and easy to navigate.
- Design the platform to be fully compliant with the Accessibility for Ontarians with Disabilities Act (AODA) with translations and personalized accessibility tools seamlessly integrated. Ensure engagement tools used on the site are WCAG AA accessible and that interactive features are keyboard accessible.
- Ensure the platform is accessible on various devices (desktop, mobile, tablet) and compatible with major web browsers.
- Customize the platform to reflect the City's branding, including logos, colors, and fonts.
- Ensure multiple City of London staff can work in the platform and make updates simultaneously.
- Ensure the platform can be customized with various videos (e.g., YouTube), graphics, maps, and hyperlinks as needed to engage users.
- Provide the ability for City staff to update and customize URL paths for specific project webpages.



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- Provide version history and control for project webpages.

### User Registration and Authentication:

- Implement secure user registration and authentication processes.
- Provide options for residents to sign up using email, social media accounts, or other secure methods.
- Provide options for residents to share demographic information, geographic information, and any other information they wish to share about how they identify.
- Provide ability for residents to specify areas of interest based on topics and to subscribe to notifications about existing or future engagements.

### Engagement Tools and Features:

- A variety of robust, modern and engaging feedback tools with moderation of content with the ability to be completed at a time of the respondent's choice, at an in-person event of meeting or as part of a virtual meeting.
- Include tools for surveys, polls, forums, budget building, and interactive maps to gather resident feedback on City programs, projects, and issues.
- Provide the ability to automatically notify City staff by email about feedback being received through the platform and allow staff to respond back to questions from residents directly in an efficient manner.
- Enable residents to submit comments, suggestions, and questions directly through the platform.
- Provide options for potentially hosting private or internal "sub-sites" for employees or other specified audiences where access permissions can be customized for different groups.
- Provide features for live Q&A sessions, virtual town halls, and webinars.
- Provide modern, flexible communication tools to send email newsletters based on customizable templates with potential to integrate mailing lists in MailChimp.

### Content Management:

- Develop a content management system (CMS) that allows City staff to easily create, customize, edit, publish and archive content.
- Ensure that the CMS provides a preview mode for content before publishing live, that includes previewing feedback forms, as well as gating/approval functionality.
- Ensure the CMS supports multimedia content, including text, images, videos, and documents.
- Ensure the homepage can be fully customized to categorize related content with specific sections and themed content
- Provide a participant database management system with the ability to filter search based on projects and resident interest.
- Ensure role-based access capabilities for City staff. CMS must have the ability to have user accounts and groups with differing levels of permission. CMS must have functionality to manage user accounts and web author accounts as well as providing an audit trail, log and reporting of user activity; as well as ability for administrator accounts to suspend a user ID or group of users from future usage and provide user-initiated self-service email-based password recovery.

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- Provide an effective search function for users to find projects and navigate the platform.
- Ensure archived content can be easily exported for potential external storage.

### Data Analytics and Reporting:

- Integrate analytics tools to track user engagement, participation rates, and feedback trends.
- Provide customizable reporting features to generate insights and summaries for City officials.
- Options for real-time reporting and analytics that are easily exported or customizable with the potential for pre-built dashboards and reports with AI data analysis.
- Provide the ability for City staff to export customized reports in different file formats (e.g., Excel and PDF) so that reports can be shared with project teams.
- Provide the ability for City staff to identify repeated or duplicated feedback submissions from individual users, and the ability to customize user permissions for feedback that can limit the number of responses a device or user can make through an individual engagement tool.

### Security and Privacy:

- All proposal submissions must include a completed City of London Corporate Technology Information Security Assessment Questionnaire attached as Appendix B to this document. All vendors must indicate their certification or alignment to common cybersecurity standards such as ISO 27001, CIS, NIST or comparable frameworks. The assessments, audits or certifications must be performed by an independent and reputable security assessor with appropriate accreditation or certification for this service. The successful proponent will provide attestation documentation of the service provider's accreditation or certification.
- Vendors must outline their process for identifying and mitigating vulnerabilities. Regular penetration testing must be completed to ensure the application's security. Vendors must confirm adherence to secure coding practices and conduct regular code reviews to maintain the integrity of the application.
- The solution must ensure robust data protection by encrypting data both in transit and at rest using industry-standard encryption protocols. The solution should implement strong authentication mechanisms, including multi-factor authentication, while clearly defining user roles and permissions.
- Vendors must clarify data ownership and procedures for data handling upon contract termination. Privacy policies should align with the organization's standards, and requirements for regular data backup and recovery processes must be specified.
- Service Level Agreements (SLAs) should define acceptable uptime and availability metrics for the solution. The level of support provided, including response times for security incidents, must be detailed to ensure prompt and effective assistance.

### Integration with Existing Systems:

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- Ensure the platform can integrate with the City's existing IT infrastructure and other relevant systems.
- Provide APIs or other methods for data exchange between the platform and City databases.

### Training and Support:

- Provide training sessions for City staff on how to use and manage the platform effectively.
- Provide opportunities for City staff to learn more about current best practices including connecting with other system users.
- On-demand support via chat/phone/screenshot for ongoing technical support and maintenance services to ensure the platform's smooth operation.
- Provide migration support for information, graphics, data, surveys, and other engagement tools on current system to new system.

### Project Management and Timeline:

- Outline a detailed project plan, including milestones, deliverables, and timelines.
- Develop a road map with predictable upgrades with the ability for the City to have influence into desired enhancements.
- Assign a dedicated project manager to oversee the development and implementation of the platform.

#### 1.4 Contract Period

The term of the contract will be for a period of two (2) years starting from January 1, 2026, with an option for renewal. The vendor must be able to support the transfer of information from the existing platform to the selected platform before January 2026, when the current contract expires.

#### 1.5 Renewal

The City at its absolute sole discretion has the option to renew the contract for an additional four (4) one (1) year periods.

In determining whether to renew the contract, the City will consider the following, but not be limited to performance, pricing, service and value.

#### 1.6 Pricing

- a) The City is seeking firm prices for the contract period.
- b) During the contract term and option year terms, the City will review and consider requests for price adjustments from the contracted vendor. Requests for price adjustments must include supporting documentation justifying a price adjustment and any change requests must be approved by the City of London.

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- c) All prices must be stated in Canadian funds. Prices must also be inclusive of customs, duty, freight, any and all applicable fees, levies, and surcharges (i.e. fuel surcharges, environmental fees, commodity surcharges, disposal fees, paper invoice charges, etc.). The City will not pay any additional fees above and beyond the line-item cost.
- d) HST shall not be included and shown as an extra.

### 2.0 Submission Information

#### 2.1 Submission Instructions

- a) The onus is on the Proponent to show their knowledge, understanding and capacity to conduct the work outlined in the RFP.
- b) All information provided in response to this RFP should contain sufficient detail to support the proposed project.
- c) Proposals will be assessed according to how well they assure the City's success in relation to the RFP requirements. The detail and clarity of the Proposal will be considered indicative of the Proponent's expertise and competence.
- d) Proposals must be received online through [bids&tenders](#) no later than the specified closing time and date.
- e) Proponents may edit or withdraw a submitted Proposal at any time up to the official closing time. Proponents are solely responsible to:
  - make any required adjustments to their Proposal;
  - acknowledge the Addendum/Addenda; and
  - ensure the re-submitted Proposal is **RECEIVED** by bids&tenders no later than the closing time and date.
- f) Proposals are to remain firm for acceptance for a period of **90** days from the closing time and date.
- g) Proponents are to refer to [Standard Terms and Conditions](#). The Proposal and any resulting purchase will be based on these conditions unless otherwise agreed to in writing. In the event of any conflict between the Standard Terms and Conditions and the terms or conditions of this Proposal document, the terms and conditions of this Proposal document shall prevail.
- h) By submitting a Proposal, the Proponent acknowledges and accepts all terms and conditions in this Proposal solicitation document and all policies and procedures in the [Procurement of Goods and Services Policy](#).



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### 2.2 Submission Review Information

- a) The City reserves the right to accept or reject any and all Proposals. The City further reserves the right to award the contract as split-order, lump sum or individual-item basis, or such combination as shall best serve the interests of the City in the opinion of the Senior Manager, Procurement and Supply and the applicable Deputy City Manager/City Manager, unless otherwise stated.
- b) Proposals containing prices which appear to be unbalanced as to likely affect the interests of the City adversely may be rejected.
- c) The acceptance and award of the Proposal and execution of an agreement, contract or purchase order may be subject to approval by London City Council.

### 3.0 Evaluation Details

#### 3.1 Evaluation Categories

	Category	Weighting
<b>Mandatory Requirements</b>	Appendix A - Mandatory Requirements	Pass/Fail
<b>Technical</b>	Proponent profiles, references and team qualifications	5%
	Past experience	10%
	Methodology	15%
	Alignment with scope of work	15%
	Alignment with technical and security requirements	15%
<b>Interview and Presentation</b>	Interview/Demonstration/Presentation	30%
<b>Pricing</b>	Financial Proposal	10%
	<b>Total</b>	<b>100 %</b>

The order of the items listed in this section should not be taken as an indication of the relative importance of any particular criteria in the evaluation process.

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Only submissions that receive a score of 49 points or higher, which is 70% of 70% of technical evaluation will be invited to participate in the second stage of pricing evaluation and Interview process.

### 3.2 Mandatory Evaluation Requirements

Should a Proponent fail to satisfy this requirement, a rectification notice will be issued by the City to the Proponent. Proponents will have 48 hours from the time and date of the issuance to satisfy this requirement. Failure to satisfy this requirement within the 48 hours will result in disqualification.

Proponent will complete Appendix A and is able to meet our schedule. Mandatory requirements – pass/fail

- Details in Appendix A – mandatory requirements

### 3.3 Specific Evaluation Requirements

Technical – 60 points

- Proponent profile: Provide a general overview of your business, background, number of years your firm has been providing services related to online engagement related services.
- References: Include relevant references for similarly scoped projects with municipal governments in Canada from the last five (5) years.
- Team qualifications: Team members' qualifications, including but not limited to resume, education, similar projects scope, project size, years of employment with your organization. Only provide qualifications of employees who will assigned to assist with this project.
- Past experience: Provide your past project experiences and examples of completed projects for the design and implementation of online engagement platforms, including but not limited to the following areas:
  - Municipalities who currently use your engagement platform solution
  - Total number of active users for recently completed projects of similar scope
  - Total number of active customers who currently utilize your engagement platform design, implementation and maintenance solutions
  - Proven track record of effective public engagement
  - Proven ability to create an accessible website meeting WCAG 2.0 AA requirements
  - Provide examples of above projects or the website links completed by the Proponent, which demonstrate the firm is proficient and experience in this area of expertise and that the project team has the necessary skills and to successfully undertake the City's project
  - Describe any risk, challenges and lessons learned experience from the past projects
- Methodology:
  - Project Management:

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- What project management activities should take place during the City's project? Provide breakdown structure, including activities and timeline needed to support the transfer of information from the existing platform.
- What project management milestone, deliverables, migration support, and timelines will be provided to the City?
- What should the Proponent's Role and the City's role be in managing the project?
- Describe the project status reporting process.
- Provide a sample project, reporting, and communication plan your firm has used on past projects.
- What is your firm's methodology for tracking project issues?
- Describe your firm's recommended approach to user acceptance testing?
- What is your firm's recommended approach to user adoption?
- What is your firm's methodology for providing 5 days a week x 8 hours a day Post Live support?
- Describe your proposal for the training plan for functional and technical staff?
- What is your proposal for content management structure? (how many web authors, work flow etc.)?
- What is your proposal for developing a training approach for web authors?
- Project Schedule: Provide a detailed project schedule to complete the deliverables, including but not limited to the following:
  - In a project management tool such as a Gantt chart or other format, identification of the start and completion times of each task, sub-task, milestones, deliverables and critical path for the project.
  - Clear description of the activities and/or tasks proposed to carry out the various aspects of the project and to fulfil the objectives identified within this RFP.
  - Assigned personnel.
  - Your organization role and City's role.
  - Indication of approval required by the City at each deliverable/activities of the assignment.
  - Estimated time for each task, must be **in hours**.
  - Estimated time for entire project component.
  - Information of the firm's availability and commitment to meet milestones and deadlines to complete the project by December 31, 2025.
  - Demonstrated ability to provide all deliverables on time and on budget.
- Alignment with scope of work:
  - List and describe the features of the website which will be delivered that

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will align with meet the business requirements and success criteria detailed above.

- Detail the proposed CMS (platform name, version, any plug-ins, and components, etc.)
- Propose an ongoing support and maintenance model which will meet the City requirements.
- Propose how your firm will safeguard City data/content in the event of your firm going out of business or critical failure of their hosting infrastructure (e.g. either through regular backups sent to the City, or a website Escrowservice or another backup process which will safeguard City data.
- Identify any use of AI in the platform (i.e. in report generation, feedback theme identification, customer service, training for City staff, troubleshooting issues, etc.)
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- Alignment with technical and security requirements: Provide detailed answers to Technical and Security Requirement questions in Appendix B.
  - Complete Appendix B Questionnaire on bids&tender system
  - Provide sufficient explanations for any answers where requirements cannot be met.

### 3.4 Interview and presentation

Shortlisted Proponent(s) will be invited to an interview and presentation. Questions will be provided a few days ahead of the scheduled interview. The Interview and Presentation should be attended by the Proponent's representative who will be servicing the City's account.

- The anticipated interview date as stated on the first page of the RFP.
- Format – virtual. The city uses Microsoft Teams platform a link will be provided, the City is also open to use Proponent's platform to allow proponent' presentation.

Only those proponents ranked the top three (3) from the combination scores of technical and finance proposals will be invited to the next stage of Product Demonstrations. The City reserves the right to identify additional proponents from the submitted proposals for interview/presentation as needed.

### 3.5 Evaluation Team

Submissions will be evaluated by an evaluation team with representation from: Strategic Communications, and Information Technology Services; with the assistance of Procurement and Supply.

By responding to this RFP, Proponents acknowledge that the evaluation team is solely responsible for recommending the Successful Proponent.

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### 3.6 Evaluation Process

Each submission will be evaluated by the City on the basis of the information provided by the Proponent. Each weighted Evaluation Category will be reviewed to assess compliance with the requirements set out in this RFP using the below matrix. Evaluation results will be the property of the City.

Rating	Points	Criteria
Excellent	10	Exceeds all requirements in a very desirable way with distinct value added in all areas.
Very Good	9	Exceeds all requirements, additional value added in some areas.
Good	8	Meets all requirements and exceeds requirements in some areas.
Above Average	7	Meets all the requirements, not lacking in any areas.
Average	6	Meets all requirements, may be lacking in some non-critical areas.
Satisfactory	5	Meets the minimum requirements.
Below Average	4	Meets most, but not all of the minimum requirements; lacking in some areas which are not critical.
Weak	3	Minimally addresses some, but not all, of the requirements of the scope; lacking in critical areas.
Poor	2	Barely meets some requirements, does not meet others. Difficult to implement.
Very Poor	1	Information provided does not meet any requirements; impossible to implement.
Unsatisfactory	0	No information provided, impossible to implement.

Technical proposal submissions which receive a score of forty-two (42) points or greater, 70% of your 60% technical score, will move on to having the Cost Proposal criteria evaluated and factored into the total proposal submission evaluation. Technical proposal submissions that receive a score of forty-two (42) points or less will not be considered further and the Cost Proposal will not be evaluated.

During the Cost Proposal Phase of the evaluation process, the evaluation team will assess and evaluate the Cost Proposal using the following formula:

(Lowest cost ÷ cost being evaluated) x the maximum weighting available.

Example: Three bids of \$200,000; \$225,000 and \$250,000

Bid 1:  $(\$200,000/\$200,000) \times 20 = 20$  points

Bid 2:  $(\$200,000/\$225,000) \times 20 = 17.8$  points

Bid 3:  $(\$200,000/\$250,000) \times 20 = 16$  points

After receipt of the submissions, the City may request clarification to further understand information provided in the submission.



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The City, in its sole discretion, may adjust an evaluation score as an outcome of the clarifications. The City reserves the right to limit clarifications to any number of Proponents as determined by the City.

### **4.0 Terms and Conditions**

#### **4.1 Questions/Addenda**

- a) All questions, inquiries and clarifications regarding this Proposal are to be submitted using the “Submit a Question” button available on bids&tenders. Inquiries must not be directed to City employees or Elected Officials. Submitting inquiries outside of bids&tenders may result in your Proposal being rejected.
- b) The City assumes no responsibility for any verbal (spoken) information from any City staff or from any Consultant firms retained by the City, or from any other person or persons who may have an interest in this Proposal.
- c) Amendments or changes to this RFP prior to the closing date and time stated herein will only be in the form of written addenda issued by the City’s Procurement and Supply Division and distributed through bids&tenders. It is the Proponent's sole responsibility to inform itself of any posted addenda. Proponents will be unable to submit their Proposal until all addenda are acknowledged electronically.
- d) The City makes no promise or guarantee that addenda will be delivered by any means to any Proponent. By submitting a Proposal, the Proponent acknowledges and agrees that addenda shall only be posted on bids&tenders and it is the sole responsibility of the Proponent to check for said addenda.
- e) Where a request results in a change or a clarification to the RFP, the City will prepare and issue an addendum. Addendum will not be issued within the 48 hours prior to closing - not including Saturdays, Sundays and Statutory Holidays observed by the City for regular business hours **with the exception of an addendum postponing the closing or cancelling of this RFP**. Proponents that have submitted Proposals prior to the date and time cut-off for addenda issuance are solely responsible to monitor bids&tenders for further addendum and are therefore also solely responsible for submitting a complete new Proposal acknowledging any said addenda prior to the closing date and time of the RFP solicitation.

#### **4.2 Cancellation**

- a) The City reserves the right, at its absolute sole discretion, to cancel the awarded contract with 30 days written notice, without cause and without penalty.
- b) The City reserves the right, at its absolute sole discretion, to cancel the awarded contract with seven (7) days written notice, with cause and without penalty.

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**4.5 Rights Reserved by the City**

- a) The lowest Proposal will not necessarily be accepted. The City reserves the right to accept/reject any or all Proposals and/or reissue the RFP in its original or revised form.
- b) The City reserves the right to cancel this RFP at any time, without penalty or cost to the City.

**4.3 Non-Disclosure**

Except as the City may otherwise consent in writing, the Successful Proponent shall not use other than for the City and not directly or indirectly publish or otherwise disclose at any time (except as the Proponent's duties for the City require) either during or subsequent to the Proponent's work, any of the City's appendices, attachments or other written material (whether or not conceived, originated, discovered, or developed in whole or in part by the Proponent).

**4.4 Confidentiality**

- a) Except as may be necessary in the performance of an order under a contract, the Consultant shall not at any time or in any manner make or cause to be made any copies, pictures, duplicates, facsimiles or other reproduction or recordings of any type, or any abstracts or summaries of any reports, studies, memoranda, correspondence, manuals, records, plans or other written, printed or otherwise recorded material of the City, or which relate in any manner to the present or prospective business of the City. The Consultant shall have no interest in any of this material and agrees to surrender any of this material which may be in its possession to the City immediately upon the termination of the contract or at any time prior to the termination upon the request of the City.
- b) The Consultant shall not at any time (except under legal process) divulge any matters relating to the business of the City or any customers or agents of the City which may become known to it by reason of its services under an order, orders or otherwise and shall be true to the City in all dealings and transactions relating to the services contemplated by the contract and any order. Furthermore, the Consultant shall not use at any time (whether during the continuance of the contract or after its termination) for its own benefit or purposes or for the benefit or purposes of any other person, firm, corporation, association or other business entity, any trade secrets, business development programs, or plans belonging to or relating to the affairs of the City, including knowledge relating to customers, clients, or employees of the City.

**4.5 Nomination of Sub-Consultants**

- a) Unless otherwise stipulated in this RFP or any Addendum thereto, the Proponent shall indicate the names and addresses of all nominated sub-consultants that it proposes to use in the provision of services and/or work contemplated by this RFP.
- b) The City reserves the right to reject any sub-consultant so nominated, without penalty or liability to the City of any kind whatsoever.

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- c) No change shall be made to the list of nominated sub-consultants after the closing time of the RFP, without the prior written approval of the City and only on such terms and conditions as the City in the exercise of an absolute discretion may require.

### 4.6 Verification of Information

The Proponent shall cooperate in the verification of information and is deemed to consent to the City verifying such information.

The City shall have the right to:

- a) Verify any Proponent statement or claim by whatever means the City deems appropriate, including contacting persons in addition to those offered as references.
- b) Access the Proponent's premises where any part of the work is to be carried out to confirm Proposal information quality of processes and to obtain assurance of viability.

### 4.7 Debriefing

A Proponent may request a debriefing by contacting Procurement and Supply within 30 days of the Notice of Award date. Debriefs will be scheduled after official award, whether through London City Council or through administrative process.

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

Debriefing requests not received within the time limit stated will be rejected in writing. The City will not disclose submission information from other Proponents.

## **5.0 Execution Requirements**

Subject to an award of the contract, the Successful Proponent is required to submit the following documentation in a form satisfactory to the City for execution within 10 working days after being notified to do so in writing:

1. Insurance Documents;
2. Clearance Certificate from the Workplace Safety and Insurance Board;
3. Non-Disclosure Agreement;

If the Successful Proponent for any reason, defaults or fails in any matter or item, the City reserves the right to accept any other Proposal, advertise for new quotations or carry out the work in any way as the City may, at its sole discretion, deem best.

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### 5.1 Insurance

The Successful Proponent shall at its own expense obtain and maintain insurance until the termination of the contract. The City requires evidence of the indicated insurance coverages.

The indicated policies will not be cancelled or permitted to lapse unless the insurer notifies the City, in writing, at least 30 days prior to the effective date of cancellation or expiry. The City reserves the right to request such higher limits of insurance or other types of policies appropriate to the work as the City may reasonably require.

- a) Comprehensive general liability insurance on an occurrence basis for an amount not less than \$5,000,000 and shall include the City as an additional insured with respect to the Successful Proponent operations, acts and omissions relating to its obligations under the contract, such policy to include non-owned automobile liability, personal injury, broad form property damage, contractual liability, owners' and contractors' protective, products and completed operations, contingent employers liability, cross liability and severability of interest clauses.
- b) Automobile liability insurance for an amount not less than \$2,000,000 on forms meeting statutory requirements covering all vehicles used in any manner in connection with the performance of the terms of the contract.
- c) The Successful Proponent shall not commence work until such time satisfactory evidence of insurance has been filed with and approved by the City's Risk Management Division. The Successful Proponent shall further provide that evidence of the continuance of said insurance is filed at each policy renewal date of the duration of the contract.
- d) The Successful Proponent shall indemnify and hold the City harmless from and against any liability, loss, claims, demands, costs and expenses, including reasonable legal fees occasioned wholly or in part by any acts or omissions either in negligence or nuisance whether willful or otherwise by the Successful Proponent, its agents, officers, employees or other persons for whom the Successful Proponent is legally responsible.

#### **Certificates of Insurance:**

The Successful Proponent will be required to provide evidence of insurance at time of execution on the City's standard forms which can be found at [Certificates of Insurance](#)

Certificates of Insurance will only be accepted through the City of London [Certificates Submission Portal](#)

#### **Additional Insurance:**

- e) **Professional Liability:** Professional liability insurance covering any damages caused by an error, omission or any negligent acts related to the services to be provided under this

## Design and Implement a New Online Public Engagement Platform for City of London

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contract by the Successful Proponent and their agents, officers or employees in an amount not less than \$2,000,000 per claim. If coverage is on a claims made basis, then either an extended reporting period of not less than 24 months shall be included in the professional liability insurance coverage.

- f) **Network Security And Privacy Liability:** The Successful Proponent shall provide network security and privacy liability insurance for the duration of the contract and for the period of time in which the Successful Proponent (or its Business Associates or subcontractor(s)) maintains, possesses, stores or has access to City of London/client data, whichever is longer, with a combined single limit of no less than \$1,000,000 per claim or incident. This insurance shall include coverage for third party claims and for losses, thefts, unauthorized disclosures, access or use of City of London/client data (which may include, but is not limited to, Personally Identifiable Information ("PII"), Payment Card Data and Protected Health Information ("PHI")) in any format, including coverage for accidental loss, theft, unauthorized disclosure access or use of City of London/client data.

### 5.2 Workplace Safety & Insurance Board (WSIB)

- a) The Successful Proponent shall furnish a WSIB Clearance Certificate indicating their WSIB firm number, account number and that their account is in good standing. This form must be furnished prior to commencement of work, every 90 days or upon receipt of a Clearance Certificate from WSIB throughout the contract and must be submitted with final invoice before payment is made. The Successful Proponent further agrees to maintain their WSIB account in good standing throughout the contract period.
- b) If the Successful Proponent is a non-construction\*, self-employed individual, partner or executive officer who does not pay WSIB premiums and is recognized by WSIB as an 'independent operator' a letter from WSIB acknowledging independent contractor status and confirming that WSIB coverage is not required must be provided to the City prior to award of the contract and/or commencement of work.

\*Construction refers to Class G – Construction of Schedule 1 (O. Reg. 175/98) and/or business activities included in Class G in the WSIB Employer Classification Manual.

Please review the revised regulation and Class G services at the [WSIB](https://www.wsib.ca/) website.

### 5.3 Non-Disclosure Agreement

The Successful Proponent shall complete and submit to the City a Non-Disclosure Agreement (NDA), Form 1033, refer to Appendix C



## Design and Implement a New Online Public Engagement Platform for City of London

### 5.8 Pricing Table

The Bidders are required to complete this pricing table in Bid&tender form

#### Part A: Project Implementation Deliverables Fees

Item	Deliverables	Unit	Unit Price (exclusive applicable taxes)	Extended Pricing
1	Project Management	Lump Sum	\$	
2	Website Design and Redevelopment	Lump Sum	\$	\$
3	Implementation (User Acceptance Testing and Training)	Lump Sum	\$	\$
4	Post go-live support	Lump Sum	\$	\$
Total				\$

#### Part B: Post Go-live Annual Licensing, Support and Maintenance

The Proponent is required to provide the firm pricing for the initial contract term two (2) years for the annual licensing, Support and Maintenance fee, commencing date is after completion of Part A project implementation and final acceptance and 60 days warranty.

Item	Deliverables	Unit	Unit Price (exclusive applicable taxes)	Extended Pricing
1	Annual Post-Implementation Support (commencing as of final acceptance after 60 days warranty period)	Year	\$	\$
2	Security Assessment (annual re-validation)	Year	\$	\$
3	Hosting (broken down by CMS licensing, web server, storage, backups, etc.)	Year	\$	\$
4	Data safeguard measures (e.g. regular backups or escrow service)	Year	\$	\$
Subtotal (Part B Price)				\$

## Design and Implement a New Online Public Engagement Platform for City of London

The City at its absolute sole discretion has the option to renew the contract for additional four (4) one (1) year periods. Should the City choose to exercise one or more extension terms, the price to be paid by the City during the next one (1) year extension term shall be the then current price, subject to an adjustment (increase or decrease) in accordance with the percentage change in the Consumer Price Index, Ontario (all items) at [statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/econ09g-eng.htm](http://statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/econ09g-eng.htm), for the previous calendar year, as published by Statistics Canada. The City reserves its right to negotiate the reasonable pricing with the Proponent

**Pricing Summary Table**

Item	Description	Unit	Unit Price
1	Subtotal (Part A Price)	each	\$
2	Subtotal (Part B Price)	each	\$
<b>Grand Total (=A + B)</b>			\$

PREVIEW

YOU MUST BE A REGISTERED PLAN TAKER  
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WWW.BIDSANDTENDERS.COM - ORIGINAL DOCUMENT SOURCE

# RFP-2025-103 - Design and Implement a New Online Public Engagement Platform for City of London

Opening Date: August 26, 2025 12:00 PM

Closing Date: September 16, 2025 2:00 PM

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**PREVIEW**

YOU MUST BE A REGISTERED PLAN TAKER  
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[WWW.BIDSANDTENDERS.COM](http://WWW.BIDSANDTENDERS.COM) – ORIGINAL DOCUMENT SOURCE

Schedule of Prices

The Bidder hereby Bids and offers to enter into the Contract referred to and to supply and do all or any part of the Work which is set out or called for in this Bid, at the unit prices, and/or lump sums, hereinafter stated. HST is additional.

\* Denotes a "MANDATORY" field

Do not enter \$0.00 dollars unless you are providing the line item at zero dollars to the Owner; unless otherwise stated in the bid document.

If the line item and/or table is "NON-MANDATORY" and you are not bidding on it, leave the table and/or line item blank. Do not enter a \$0.00 dollar value.

Part A Project Implementation Deliverables Fees

The pricing submitted by Proponents must be in Canadian dollars and shall be ALL INCLUSIVE of all labour, profit, other overhead, materials, equipment, licenses, analysis, travel, accommodations, communication, transportation and delivery costs, staff time, City/Proponent meetings (as deemed required by the City), disbursements and any/all operational costs and fees associated with the Services. The City shall not be responsible for any additional costs. The City does not pay expenses/disbursements separately.

Part A: Project Implementation Deliverables Fees

Proponent shall submit monthly invoices detailing, the Project Manager and each project team member (project members), their total number of hours dedicated to each activity, their actual hours worked and, hourly rates as indicated in Part C: Staff Hours and Hourly Rates. Monthly invoices shall also include updates that outline current status of key activities and identify actual completion/delivery time.

Line Item	Deliverables	Unit	Unit Price(exclusive applicable taxes) *	Total	
1	Project Management	Lump Sum			*
2	Website Design and Redevelopment	Lump Sum			*
3	Implementation (User Acceptance Testing and Training)	Lump Sum			*
4	Post go-live support	Lump Sum			*
Subtotal:					

## Part B: Post Go-live Annual Licensing, Support and Maintenance Fees

The Proponent is required to provide the firm pricing for the initial contract term three (3) years for the annual licensing, Support and Maintenance fee, commencing date is after completion of Part A project implementation and final acceptance and 60 days warranty.

The City at its absolute sole discretion has the option to renew the contract for additional four (4) one (1) year period. Should the City choose to exercise one or more extension terms, the price to be paid by the City during the next one (1) year extension term shall be the then current price, subject to an adjustment (increase or decrease) in accordance with the percentage change in the Consumer Price Index, Ontario (all items) at [statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/econ09g-eng.htm](http://statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/econ09g-eng.htm), for the previous calendar year, as published by Statistics Canada. The City reserves its right to negotiate the reasonable pricing with the Proponent

Line Item	Deliverables	Unit Price (exclusive applicable taxes) *	Unit of Measure	Extended Pricing
1	Annual Post-Implementation Support (commencing as of final acceptance after 60 days warranty period)		Year	
2	Security Assessment (annual re- validation)		Year	
3	Hosting (broken down by CMS licensing, web server, storage, backups, etc.)		Year	
4	Data safeguard measures (e.g. regular backups or escrow service)		Year	
Subtotal:				

### Summary Table

Bid Form	Amount
Part A Project Implementation Deliverables Fees	
Part B: Post Go-live Annual Licensing, Support and Maintenance Fees	
Subtotal Contract Amount:	

### Bid Questions

Provide remittance address:

Provide payment terms:

Provide H.S.T Number

### Documents

It is your responsibility to make sure the uploaded file(s) is/are not defective or corrupted and are able to be opened and viewed by the Owner. If the attached file(s) cannot be opened or viewed, your Bid Call Document may be rejected.

- 3.2 Mandatory Evaluation Requirements (Appendix A) \* (mandatory)
- 3.3 Specific Evaluation Requirements \* (mandatory)



Declarations

I/WE hereby offer to provide the described goods and or services in accordance with the City's terms, conditions and all related documents which will be deemed part of the contract should this submission be accepted, and as follows:

I/WE DECLARE that no person, firm, or Corporation other than the one whose information is listed is or are attached, has any interest in this submission.

I/WE FURTHER DECLARE that this submission is made without any connection, knowledge, comparison of figures or arrangement with any other company, firm, or person making a bid for the same work and is in all respects fair without collusion for fraud.

I/WE FURTHER DECLARE that the several matters stated in the said submission are all in respect true.

Special Economic Measures Act

The Bidder has reviewed the Special Economic Measures Act (S.C. 1992, c. 17), United Nations Act(R.S.C., 1985, c. U-2) and Justice for Victims of Corrupt Foreign Officials Act (S.C. 2017, c. 21) and all related regulations prohibiting prescribed activities and dealings with designated persons as defined in the Acts and associated regulations (the "Federal Sanctions"). The Bidder acknowledges that it is prohibited by federal law for any person in Canada or Canadian outside Canada to take any action in contravention of the Federal Sanctions, including but not limited to dealing in any property that is owned, held or controlled by designated persons subject to the Federal Sanctions. The Bidder shall disclose within their Bid any direct or indirect affiliation between the goods and services proposed to be supplied in the Bid and any designated persons subject to Federal Sanctions. Absent any such disclosure, the Bidder hereby represents and warrants that no such affiliation exists between the goods and services to be supplied under this Tender and any designated persons subject to Federal Sanctions that may directly or indirectly lead to a contravention of federal law. The Bidder acknowledges that in the event that the Bidder's supply of goods and services under this Tender is determined by the City to be subject to Federal Sanctions, the Bid may be rejected as non-compliant.

☒ I/WE agree to be bound by the terms and conditions and have authority to bind the Corporation and submit this Bid on behalf of the Bidder.

Declaration of Conflict of Interest

No elected official, appointed officer or employee of the City shall have any pecuniary or controlling interest, either direct or indirect, in any competitive bid or contract for the supply of goods or services to the City, unless such pecuniary interest is disclosed by the contractor, bidder, or person submitting a quotation, as the case may be, or unless such pecuniary interest would be exempt under the Municipal Conflict of Interest Act. Please disclose any potential conflicts below by clicking "yes", otherwise click "no" if you do not have any conflict of interest. Failure to disclose any conflict of interest shall result in your bid being rejected.

☒ Yes   ☐ No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document

Please check the box in the column "**I have reviewed this addendum**" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
There have not been any addenda issued for this bid.		