

The Corporation of the Township of Southgate



2026

Municipal Elections Internet and Telephone Voting Services

REQUEST FOR PROPOSALS

Proposals marked "2026 Municipal Elections Internet and Telephone Voting Services" will be received via email to Lindsey Green, Clerk, lgreen@southgate.ca or tenders@southgate.ca until 2:00 pm, local time, on Tuesday, February 11, 2025

Inquiries regarding this project should be directed to Lindsey Green, Clerk, at lgreen@southgate.ca or 519-923-2110 ext. 230.

Lowest or any proposal not necessarily accepted.

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Section 1 – General Provisions

1.1 – Proposal Opening

Submissions received, by the date and time of closing, will be opened by respective members of the Township of Southgate following the closing date and time during a public opening process.

The public opening will be held electronically ONLY via Zoom. Electronic credentials to access the public opening can be found on the Township of Southgate website under “Current Opportunities – Tender’s and RFP’s”

1.2 – Submissions

Proposals marked “2026 Municipal Elections Internet and Telephone Voting Services” must be submitted via email to:

Lindsey Green, Clerk
lgreen@southgate.ca OR tenders@southgate.ca

Closing Date and Time: **2:00 p.m.** local time on **Tuesday, February 11, 2025**

1.3 – Right to Accept or Reject Proposals

The Township of Southgate (the Township), at its sole discretion, reserves the right to accept or reject any or all proposals. The Township reserves the right to waive any irregularities in any proposal, and to request clarification and additional information on any proposal. The lowest or any proposal will not necessarily be accepted. The RFP shall not be construed as an agreement to purchase goods or services.

1.4 – Clarification or Interpretation

Proponents submitting a proposal shall satisfy themselves by personal examination and, by such means as they prefer, as to the actual conditions, requirements and extent of the work required to complete the assignment.

It is understood and acknowledged that while this RFP outlines a scope of work and includes specific requirements, Proponents shall satisfy themselves fully as to the extent of the work required and shall provide all services required to complete the intent of the project. Items not herein specified, but required to complete the project, shall be provided as if specified. Any misinterpretation of requirements within this RFP shall not relieve the Proponent of the responsibility of providing the services aforesaid.

1.5 – Proponents to Investigate

Proponents submitting a proposal shall satisfy themselves by personal examination of the site and, by such means as they prefer, as to the actual conditions, requirements and extent of the work required to complete the assignment.

It is understood and acknowledged that while this RFP outlines a scope of work and includes specific requirements, Proponents shall satisfy themselves fully as to the extent of the work required and shall provide all services required to complete the intent of the project. Items not herein specified, but required to complete the project, shall be provided as if specified. Any misinterpretation of requirements within this RFP shall not relieve the Proponent of the responsibility of providing the services aforesaid.

Section 2 – General Terms and Conditions

2.1 – Workplace Safety and Insurance Board (WSIB)

The Service Provider certifies that it is in full compliance with the Workplace Safety and Insurance Act. A copy of the Clearance Certificate must be submitted by the successful Service Provider upon notification of the award and prior to commencing work. Updated Clearance Certificates should be provided during the course of the contract.

2.2 – Insurance Requirements

The selected Service Provider shall provide the Township with proof of insurance as follows: minimum of \$2,000,000 for general liability and minimum of \$2,000,000 for professional errors and omissions liability. The Service Provider agrees to indemnify and save harmless the Township from all suits and action for damages and costs to which they may be put by reason of injury to persons or property resulting from negligence, carelessness, or any other cause whatsoever in the performance of the work.

Change in Coverage

It is understood and agreed that the coverage provided by these policies will not be changed or amended in any way, nor cancelled by the Service Provider until sixty (60) days after written notice of such change or cancellations has been personally delivered to the Township.

Prior to the commencement of work, the Service Provider shall forward a Certificate of Insurance evidencing this insurance with the executed Agreement. The Certificate shall state that coverage will not be suspended, voided, cancelled, reduced in coverage or in limits except after thirty (30) days (ten (10) days if cancellation is due to non-payment of premium) prior written notice by registered mail to the Township.

It is also understood and agreed that in the event of a claim any deductible or self-insured retention under these policies of insurance shall be the sole responsibility of the Service Provider and that this coverage shall preclude subrogation claims against the Township and any other person insured under the policy and be primary insurance in response to claims. Any insurance or self-insurance maintained by the Township and any other person insured under the policy shall be considered excess of the Service Provider's insurance and shall not contribute with it. The minimum

amount of insurance required herein shall not modify, waive or otherwise alter the Service Provider's obligation to fully indemnify the Township under this Agreement.

The Township reserves the right to modify the insurance requirements as deemed suitable.

2.3 – Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Under the Accessibility for Ontarians with Disabilities Act, 2005, as may be amended from time to time, the Service Provider providing the services contemplated herein shall ensure that every person in relation to this contract, who deals with members of the public or other third parties on behalf of the Township, or provides goods, services, or facilities on behalf of the Township, has received all training required by Section 6 of Ontario Regulation 429/07, Accessibility Standards for Customer Service, and Section 7 of Ontario Regulation 191/11, Integrated Accessibility Standards.

2.4 – Approvals

Prior to the commencement of the work, the Service Provider is responsible for determining and obtaining the necessary approvals, permits and licences required by all applicable legislation and regulations pertaining to the nature of the work. Copies of all such approvals, permits and licences must be provided to the Township, upon request, prior to commencement of the work.

2.5 – Advertising

No advertising or other rights will form part of this contract.

2.6 – Laws and Regulations

The Service Provider is assumed to have made themselves familiar with and will abide by all Federal, Provincial, Municipal and Local laws, rules and regulations which in any way affect the work, and no plea of misunderstanding will be considered on account of ignorance thereof. If the Service Provider shall discover any provisions in the specifications or contract that are contrary to or inconsistent with any law, rule or regulation, it shall at once report it to the Township's Representative, in writing.

2.7 – Payments and Pricing

All pricing shall be inclusive of all travel, training, disbursements, etc., as no additional charges will be accepted by the Township. All unit prices tendered for this requirement shall be in Canadian funds, H.S.T. extra where applicable.

2.8 – Change Orders

Change Orders must be approved in advance, in writing, by the Clerk.

2.9 – Consultants Insolvency

The Agreement may be terminated at the Township's option, effective upon written notice to the Service Provider in the event that the Service Provider files for bankruptcy, becomes insolvent, makes an assignment for the benefit of creditors,

or has a receiver appointed, or any proceeding is demanded for, by or against the Service Provider under any provision of the Bankruptcy and Insolvency Act, as amended or any applicable Provincial Law.

2.10 – Assignment

Neither this Proposal nor the right to receive payment hereunder may be assigned or transferred without the prior express written consent of the Township and any attempted assignment shall be void and of no force or effect against the Township.

2.11 – Sub Contractors

The Service Provider shall not, without the written consent of the Township’s Representative, make any assignment or sub-contract for the provision of any goods or services hereby proposed.

2.12 – Termination

Subject to the provisions below, the Contract may be terminated by the Township upon thirty (30) days advance written notice to the Service Provider; if any work or service hereunder is in progress, and not completed as of the date of termination, then the Contract may be extended upon written approval of the Township until said work or services are completed and accepted.

- a) **Termination for Convenience** – The Township may terminate this Contract for convenience at any time in which case the parties shall negotiate reasonable termination costs.
- b) **Termination for Cause** – In the event of Termination for Cause, the thirty (30) days advance notice is waived, and the Service Provider shall not be entitled to termination costs.
- c) **Termination Due to Unavailability of Funds in Succeeding Fiscal Years** – If funds are not appropriated or otherwise made available to support continuation of the performance of this Contract in a subsequent fiscal year, then the Contract shall be cancelled and, to the extent permitted by law, the Service Provider shall be reimbursed for the reasonable value of any non-recurring costs incurred but not amortized in the price of the supplies or services delivered under the Contract.

2.13 – Contractual Disputes

The Service Provider shall give written notice to the Clerk of intent to file a claim for money or other relief within ten (10) calendar days of the occurrence giving rise to the claim or at the beginning of the work upon which the claim is to be based, whichever is earlier.

The written claim shall be submitted to the Treasurer no later than sixty (60) days after final payment. All disputes related to this Contract shall be resolved as follows:

- a) A meeting between the Vendor and the Clerk; if the dispute is not resolved then,
- b) The decision can be appealed to the Clerk; if the dispute is still not resolved then,
- c) The decision can be appealed to the Township Council.

2.14 – Severability

In the event that any provision shall be judged or decreed to be invalid, such ruling shall not invalidate the entire Agreement but shall pertain only to the provision in question and the remaining provisions shall continue to be valid, binding and in full force and effect.

2.15 – Counterparts

This Agreement and any amendment or other document related to the Agreement may be executed in counterparts, each of which will constitute an original, and all of which will constitute one agreement.

2.16 – Photographic, Facsimile and Electronic Signatures and Electronic Delivery

Each party agrees that a photographic or facsimile copy of a signature evidencing a party's execution of this Agreement, or any amendment or other document related to the Agreement, will have the same force and effect as a manual signature. This Agreement and any amendment or other document related to the Agreement may be signed electronically. Each Party agrees that electronic signatures, whether digital or encrypted, of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means any symbol, or process attached to or logically associated with a record and executed and adopted by a party with the intent to sign such record. Delivery of an executed copy of this Agreement or any amendment or other document related to the Agreement, by facsimile or electronic transmission constitutes valid and effective delivery.

Section 3 – Terms of Reference

3.1 – Description of Work

The Township is seeking proposals from competent and qualified vendors to provide ITV services for the 2026 municipal and school board elections. Proposals are also intended to apply to any by-elections, which may be held in the interim period between the 2026 and the 2030 municipal and school board elections.

Proponents are required to submit one (1) Proposal for an integrated solution that clearly demonstrates the seamless and full integration of the ITV systems for the purposes of Voters' List strike offs and for calculating final results that include ballots cast by internet and telephone.

3.2 – Closing Date and Time

Proposals marked "2026 Municipal Elections Internet and Telephone Voting Services" must be submitted via email to:

Lindsey Green, Clerk
lgreen@southgate.ca OR tenders@southgate.ca

Closing Date and Time: **2:00 p.m.** local time on **Tuesday, February 11, 2025**

Late proposal submissions shall not be accepted by the Township.

3.3 – Withdrawal of Proposal

Proponents may edit or withdraw their proposal prior to the closing time and date. However, the Proponent is solely responsible to ensure the resubmitted bid is received by the Clerk no later than the stated closing time and date.

The withdrawal of a Proposal does not disqualify a Proponent from submitting another Proposal prior to the closing time.

3.4 – Designated Official/Communication

The designated official for the RFP is Lindsey Green, Clerk. All inquiries regarding this RFP should be submitted through the Clerk.

3.5 – Proposal Submission

Care should be exercised in reading and completing all bid submission requirements as failure to comply with such may disqualify your bid submission.

3.6 – Completion Date/Project Schedule

The Proponent will not be permitted to start work on this project until after all required documentation has been received and an Executed Agreement has been issued.

3.7 – Questions/Clarifications

To help ensure uniformity, questions / clarifications, discrepancies, omissions and/or interpretations which may arise during the bid period are to be submitted through the Clerk no later than **January 28, 2025**. Answers to these questions / clarifications will be forwarded to all registered Proponents in the form of an addendum.

The Township reserves the right to not address questions received after the specified deadline has passed. Should any discrepancy or omission go unreported to the designated official during the tendering period, the proper interpretation shall be at the discretion of the Township.

The Township will not be responsible for any oral interpretations or verbal instructions, as to the meaning of any part of the document and any such interpretations or verbal instructions shall not be effective to modify any of the provisions of this document.

3.8 – Addendum/Addenda

Any amendments, new information, or clarifications to this RFP will be posted prior to the closing date and shall be considered part of the RFP documents. The Township makes no promise or guarantees that addenda's will be delivered by any means to any Proponent nor is the Township responsible for computer malfunctions or delays; therefore, it is the Proponent's sole responsibility to check with the Township's Clerk for any addenda prior to the bid closing date and time.

No addenda will be issued after January 28, 2025 except to extend or cancel the RFP.

The Township encourages Proponents not to submit their bid until the question period is over in case an addendum is issued. If a Proponent submits their bid prior to this, or at any time prior to the bid closing, and an addendum is issued by the Township, the Proponent may withdraw their bid submission. The Proponent is solely responsible to:

- make any required adjustments to their proposal; and
- acknowledge the addendum/addenda; and
- ensure the resubmitted proposal is received by the Township Clerk no later than the proposal closing date and time.

3.9 – Proponents Obligation to Examine

While the Township has made every effort to ensure the accuracy of the information provided in this RFP and otherwise to the Proponent, the Proponent shall not make any claim against the Township for damages or extra work caused or occasioned by the Proponent relying upon such records, reports, or information whether as a whole or in part, furnished by the Township, private company or individual.

3.10 – Pre-Bid Meeting

Proponents are advised that no pre-bid meeting will be held for this project.

3.11 – Proposal Acceptance Period

It is understood that in submitting a proposal, each Proponent agrees that its proposal may be subject to acceptance up to ninety (90) working days after closing date for the proposal.

3.12 – Acceptance or Rejection of Proposals

The Township reserves the right to reject any or all proposals and the highest scoring or any proposal will not necessarily be accepted.

The Township reserves the right to accept any proposal that is considered best for the interests of the Township.

The Township shall not be responsible for any liabilities, cost, expenses, loss or damage incurred, sustained or suffered by any Proponent by reason of the acceptance or non-acceptance, by the Township, of any proposal or by reason of any delay in the acceptance of a proposal save as provided in the contract.

No proposal shall be accepted from any person or corporation who, or which, has a claim or has instituted a legal proceeding against the Township or against whom the Township has a claim or has instituted a legal proceeding with respect to any previous contract, without the prior approval of council.

The Proponent acknowledges and agrees that nothing contained herein, in the proposal documents or elsewhere, no act done or expense incurred by it in the preparation and submission of this proposal, no trade or industry custom or practice, and no representation or assurance that may have been made or given to it by or on behalf of the Township, shall in any manner legally bind the Township, in any circumstances, to accept this proposal, the lowest proposal, only a proposal submitted in compliance with the requirements of the RFP documents, or any proposal at all. The Proponent further acknowledges and agrees that the Township shall have complete and unrestricted liberty in this regard and may reject any or all proposals or may accept any proposal in whatever manner, at whatever proposal price, on whatever terms and for whatever reasons as the Township, in its absolute discretion, considers to be in its own best interests, all without liability or obligation of any kind to the Proponent. Without limiting the generality of the foregoing, the Township reserves the right to accept a proposal from a Proponent that has submitted a proposal that does not comply with all of the requirements of this RFP and to negotiate changes to the final agreement, even when such changes do not comply with the requirements of the RFP.

3.13 – Submitted Proposal to be Considered an Offer

The submission of a proposal to the Township shall be deemed to constitute an "Offer" which may be accepted, at the option of the Township. Upon such acceptance the terms, conditions and specifications herein set forth shall be confirmed and binding upon the Township and the Proponent. Upon acceptance of

the proposal, both parties hereto agree to do everything necessary to ensure that the terms of this agreement take effect.

3.14 – Conflict of Interest

The Proponent is required to submit a conflict-of-interest declaration of any potential conflict of interest or perceived conflict of interest with their proposal. This may be submitted in the form of a letter.

Failure by a Proponent to declare any potential conflict of interest or to obtain a waiver of any such conflict shall be grounds for the Township to disqualify a proposal or terminate any Contract formed without liability and for cause.

3.15 – Lobbying

In order to ensure fairness to all Proponents, the Township shall endeavor to prevent unfair advantage created by lobbying. Therefore, the Township reserves the right to disqualify, at any time and at its sole discretion, any Proponent engaging in lobbying in connection with a competitive process between a date that is no later than the date of issue of the document and the date of signing of a contract between the Township and the successful proponent. The Township may disqualify a proponent at any time in the procurement process, including after the selection process has been completed.

Lobbying may include any activity that the Township, in its sole discretion, determines has or may give an unfair advantage to one Proponent relative to other Proponents. Without limiting the foregoing, lobbying may include:

- a) Verbal or written approaches to any Township staff other than those identified as contacts in the procurement document; or
- b) Verbal or written approaches to any member of Township Council.

3.16 – Allocation of Risk

The Township shall not be responsible for any liabilities, costs, expenses, loss or damage incurred, sustained or suffered by any Proponent by reason of non-acceptance by the Township of any Proposal submission or by reason of any delay in its acceptance.

3.17 – Errors and Omissions

The Township shall not be held liable for any errors or omissions in any part of this RFP. The information contained in this RFP is supplied as a guideline for Proponents and is not necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve the Proponents from forming their own opinions and conclusions.

3.18 – Municipal Freedom of Information and Protection of Privacy

All correspondence, documentation and information provided to the Township, including the submissions of proposals, shall become the property of the Township. As such, these items are subject to the Municipal Freedom of Information and Protection of Privacy Act and may be subject to release pursuant to the Act.

Proponents are reminded to identify in their proposal any specific, scientific, technical, commercial, proprietary, or similar confidential information, for which disclosure could cause them injury. Complete proposals are not to be identified as confidential.

Section 4 – Requirements and Deliverables

4.1 – Background Information/Deliverables

The Township of Southgate, with a population of approximately 10,000 is located in southeast corner of Grey County.

The Township’s seven-member council is comprised of the Mayor, Deputy Mayor, and five Councillors, all of whom are elected at large. The Township is also responsible for the conduct of elections for school boards within our geographic boundaries as follows:

- Bluewater District School Board (English Public)
- Bruce-Grey Catholic District School Board (English Separate)
- Conseil Scolaire Catholique Providence (French Separate)
- Conseil Scolaire Viamonde (French Public)

In delivering the 2026 municipal and school board election, all decisions and action will be based on the requirements of the *Municipal Elections Act* and the following principles:

- The secrecy and confidentiality of individual votes are paramount;
- The election should be fair and non-biased;
- The election should be accessible to the voters;
- The integrity of the process should be maintained throughout the election;
- The results of the election reflect the votes cast; and
- Voters and candidates should be treated fairly and consistently.

At the close of the 2022 election, there were approximately 6,500 eligible electors in the Township. Voter turnout in the 2022 election was 27.19%. The Township utilized ITV in the 2022 municipal and school board elections. Voters were given the option of casting their ballot from their own electronic device or casting their ballot at a Help Centre using an electronic device provided by the Township. Help Centres were located at the Southgate Administration Office, Southgate Council Chambers Building and Southgate Public Library during the 10-day voting period.

Township council recently authorized the use ITV again for 2026. Both internet and telephone voting will be conducted throughout the entire voting period.

Voting will begin 10 days in advance of Election Day at 10:00 a.m. on Friday, October 16, 2026, and will end at the closing of the polls at 8:00 p.m. on Election Day, Monday, October 25, 2026. During the voting period, a Help Centre(s) will be available.

4.2 – Eligibility Requirements

To be successful, the Service Provider must demonstrate expertise in the following areas, at a minimum:

- a) Ontario municipal experience delivering successful ITV elections, including by the Project Manager assigned to the Township; and
- b) System must integrate with DataFix Voter View including the Voter's List provided by DataFix, which is based on MPAC data. The integration must also allow for changes to the Voters' List following the election back to DataFix through Voter View.

4.3 – Project Requirements

A summary of the Township's requirements for an integrated ITV solution are as follows:

- a) Provide ITV during the entire voting period, which can be conducted on a computer, tablet or other mobile device or by telephone;
- b) Provide a solution that demonstrates full integration with the Township's voters' list management system, VoterView by DataFix;
- c) Detailed vendor support provided to the project, including but not limited to, appropriate training and technical support to the Clerks Department staff; and
- d) Detailed plans for redundancies used to protect voter information and vote data from data loss in the event of hardware/software, power failure.

Costs for the above listed tasks are to be included with the proposal.

4.4 – Accessible Customer Service

All services provided for the delivery of ITV must comply with the *Municipal Elections Act* provisions regarding accessible elections, *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulations.

4.5 – Milestones

A draft schedule is provided below. The successful Proponent shall be required to submit a detailed work plan and schedule reflecting project commencement and utilizing their professional judgement on the staggering of tasks.

Milestone/ Deliverable	Target Date
Proposal Award	March 5, 2025

Project Start-Up Meeting	Q2 2025
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4.6 – Township Responsibilities

The Township will provide the following to the successful Proponent:

- Municipal and election logos and artwork;
- Municipal address and election contact information;
- Candidate names and pronunciations for each election race; and
- Voting period information (dates and times, Help Centre locations).

Section 5 – Technical Components of the Proposal

5.1 – Submission Requirements

The proposal shall include the following:

Part A – Fee Proposal

- A completed **pricing form** outlining the upset fee for each proposed component of the project. The total fee will be considered the Upset Limit for the assignment. Upset Limit means the maximum amount that will be paid by the Township to the Proponent to complete the assignment irrespective of the time required to complete the assignment.
- The Fee Proposal shall include all disbursements necessary for the proponent to complete the assignment.
- The Township will pay for advertisements, any rental of rooms for public information meetings, as well as any fees charged by approval authorities.
- HST shall not be included in proposals.
- Disbursements, such as telephone, facsimile, printing, courier, travel, meals and environmental engineering, are to be included in the upset limits.
- Proponents shall clearly identify and include any costs believed not to be covered in this RFP, but considered necessary for completion of the assignment, and shall specifically identify them in the proposal.
- Payments to the Proponent will be upon submission of invoices by the Proponent to the Township in respect of completed project deliverables for the identified tasks.

Part B – Technical Proposal

- The Proponent’s qualifications, experience and resources to complete the proposed work.
- Completed **proponent’s ability and experience form** outlining three (3) relevant and similar projects undertaken and successfully completed, including; initial cost estimate, final cost, completion date, final completion date and references.

- Identification of key project team members, demonstrating relevant experience and roles that will be assumed in the execution of the work.
- A project schedule demonstrating the time requirements and points of completion of the project's main tasks, sub-task and activities as defined in the detailed work plan, including milestone dates. The proponent must have a proven track record of delivering projects on schedule and on budget.
- Details of the Proponent's Quality Assurance Plan for the project.
- The body of technical proposals should be limited to 5 pages including resumes and additional details on relevant company experience resources that may be attached.

5.2 – Proponent's Staff Assigned to Project

The successful Proponent shall assign and dedicate a Project Manager for this undertaking. The Project Manager must always be available and assigned to this project. The person selected for this position shall not be changed or substituted without the approval of The Township. A list of all project staff, including; titles, their abilities, previous experience, and professional designation shall be provided.

5.3 – Proponent Overview, Qualifications and Project Team

Proposals should include the following:

- Company history.
- Information technology infrastructure.
- Business structure to absorb additional customer base.
- Location(s).
- Personnel and description of the roles of team members.
- Identify team members who will be involved, the Project Manager who will be assigned to work with the Township, the number of people involved in each phase of the project.
- Demonstrate qualification of company.
- Demonstrate qualifications/experience of project team.

5.4 – Project Approach, Implementation Plan and Support

- Describe Proponent's approach to delivering ITV solutions.
- Detail resources that Proponent will provide and those they will require including internal resources, third party consultants and sub-contractors. Provide role, level of effort (days). Identify whether substitutions in the Proponent team will require notice to and approval by the Township Clerk or designate. Identify whether Township staff will have access directly to all parties involved in the project including any third parties.
- Provide:
 - Detailed description of the implementation approach speaking to the expected scope of work required to implement the proposed solution. Include timelines; highlight details of the solution's developments; address testing, deployment, training, maintenance, support, disaster recovery and project wrap-up/data destruction. Describe all tasks and

include resources, durations and milestones needed for full implementation. Identify whether there is a review process and meetings to measure progress at various stages of the project built into the implementation approach.

- Detailed description of how Proponent will work with the Township's voters' list management provider (DataFix) to ensure the migration to and from DataFix and storage of voter data. Demonstrate how the system will merge/purge duplicate elector data to identify and eliminate duplicate electors from the system. Demonstrate how the system meets Canada Post requirements for postal incentives and mail accuracy through use of Canada Post approved address correction program.
- Detailed outline of how Voter Notification Letters will be prepared and provided to electors.
- Detailed outline of Proponent support to the project, including but not limited to appropriate training and technical support to staff in the Clerk's Department and Information Technology.
- Information/Documentation/Media that demonstrates how the Proponent's proposed solution works.
- Information on communication plans, community education/engagement plans.

5.5 – Technology, Functionality and Security

- **Technology** – Advise on the technology employed including but not limited to:
 - Provide your technology service level agreement. It is expected to include service availability, service performance, guarantee up-time, and scalability to accommodate a surge in voting volume 24/7, etc.
 - Include details of client support availability and maximum response times for resolution of reported problems and inquiries.
 - The system must perform adequately for all clients, including those with relatively low bandwidth.
 - What is the technical support available for voters?
- **Functionality** - Advise on the functionality of the systems including but not limited to:
 - Administration process
 - Changing user authentication credentials (i.e. PIN)
 - Viewing/editing school support
 - Enabling/disabling authentication credentials
 - Flagging suspect authentication credentials
 - Adding/removing electors from voters' list
 - Real time access to voters' list showing who has voted
 - Options for involvement by scrutineers
 - Voting process
 - Voter verification of vote selection prior to submission

- Voter confirmation of completion
- Vote cast logging information
- Voting option verification and control
- Undervoting, overvoting, spoiling ballots
- Interrupted voting sessions
- Language options
- Readability – ability for Township to work with Proponent to craft instruction language; order of races; order of candidates, etc.
- Selection confirmation prior to completion of vote
- Vote validation following completion of vote
- Compliance with AODA requirements
- Voter help options
- Closing polls manually
- Internet voting system process
- User authentication process
- Ability to step forward and back in voting process
- Ability to interface with screen readers and other assistive devices
- Readability - Text size, background colour, other options
- Telephone voting system process
- user authentication process
- ability to repeat telephone scripts without looping
- approximate time to complete
- Auditing process
- System audit logs
- Auditor functions and capabilities
- Reporting
- Statistical reporting ability
- Recount process
- General ease of use
- Customizability for Township of Southgate
- **Security** – Provide detailed overview of security options and features including but not limited to:
 - Ability to prevent automated systems from voting
 - Voting session interruption and completion
 - Privacy for public technology use
 - Session time out periods
 - Fraud and illegal manipulation detection/prevention
 - Validation process of election data after retention period

5.6 – Value Added Items

A Description of any value-added items or services provided which are in addition to the deliverables outlined and are included in the proposed fee.

Section 6 – Financial Component of the Proposal

Proponents are required to complete the PRICING FORM attached to this RFP. The proposal shall be an upset cost estimate, which will not be exceeded without prior written approval by the Township, including all fees, sub-consultant fees and disbursements (total cost to be provided by Proponent). The Proponent shall be responsible for all project costs.

Price for services, expressed as cost per elector (and point/method at which elector count is set).

This price is for the 2026 Election, and by-elections between 2026 and 2030.

Price quoted in Canadian dollars, inclusive of duty where applicable, exclusive of HST.

Section 7 – Proponent Selection Procedure

Section 7.1 – Evaluation

The Township will conduct the evaluation proposals in the following stages:

Stage 1 - Evaluation

Stage 1 will consist of a review to evaluate each proposal based on the non-financial rated criteria as set out below:

Criteria Description	Weight Factor
Proponent Overview, Qualifications & Project Team	30
Project Approach, Implementation Plan and Support	30
Technology, Functionality and Security	35
Value Added	5

Points are scored based on the following five-point scale:

1. Does not meet the requirements
2. Barely meets the requirements (significant reservations)
3. Somewhat meets the requirements/expectations (some reservations)
4. Meets the requirements/expectations
5. Exceeds requirements/expectations

Stage 2 – Pricing

Stage 2 will consist of a scoring of the submitted pricing of each qualified proposal. Each proposal will receive a percentage of the total possible points allocated to price by dividing the lowest proposal price by that Proponent's price.

$(\text{Lowest proposal price}) / (\text{Proponent's price}) \times 15 \text{ points} = \text{pricing score}$

The evaluation of the financial component will be undertaken after the evaluation of the technical requirements and rated criteria has been completed.

Stage 3 – Interviews

After the completion of Stage 2, all scores from Stage 1 and 2 will be added together and the Proponents will be ranked based on their total scores.

The Township may have, at a minimum, the two highest scoring Proponents from the initial ranking attend an interview. This interview timing will be booked by the Township in discussions with the proponents.

Interviews / Demonstrations will be conducted remotely. The requirements for the product demonstration will be provided at the time of invitation. Proponents will have a minimum of five (5) days’ notice to prepare. The following is an overview of the categories and weighting for the Evaluation of the Interviews / Demonstrations:

DESCRIPTION	EVALUATION WEIGHT
Presentation <ul style="list-style-type: none">• Articulating project approach and methodology• Ability to articulate all facets of project	10%
Interview <ul style="list-style-type: none">• Team interaction and knowledge of roles / responsibilities• Ability to address project specific questions• Demonstrated project comprehension to accomplish objectives	10%

7.2 – Schedule

The following schedule is proposed for the selection of the successful Proponent for this project:

Activity	Date
Request for Proposal Issued	January 7, 2025
Deadline for Questions	January 28, 2025
Request for Proposal Closed	February 11, 2025 - 2 p.m. Local Time
Interviews (if required)	Week of February 17, 2025
Selection of Successful Proponent (Approval by Council)	March 5, 2025
Notification to Successful Proponent	March 6, 2025

Although every attempt will be made to meet all dates, the Township reserves the right to modify any or all dates at its sole discretion.

PROPOSAL FORM

For the Provision of: 2026 Municipal Elections Internet and Telephone Voting Services

As Supplied by: _____
Company Name

Address

City, Province and Postal Code

Hereinafter Called the Proponent

To: The Township of Southgate
185667 Grey County Road 9
Dundalk, Ontario N0C1B0

Hereinafter Called the Township

The Proponent Declares

1. No person(s), firm or corporation, other than the Proponent, has any personal interest in this RFP or in the award for which this RFP is made;
2. No member of council, no officer or employee of the Township is or will become interested directly or indirectly as a contracting party, partner, shareholder, surety or in any portion of the profits thereof, or in any of the monies to be derived, therefrom;
3. This RFP is made without any connection, comparison of figures, or arrangements with, or knowledge of any other corporation, firm or person making a Tender for the same and is in all respects without collusion or fraud;
4. By signing this submission, I confirm I have read and understood the content and requirements of this RFP document;

Acknowledgement to receipt of Addenda

This will acknowledge receipt of the following addenda and that the pricing quoted includes the provision set out in such addenda;

Addendum #	Date Received	_____ NO addenda received
# _____	_____	
# _____	_____	

Date _____, 2025

Signature of Proponent

By my signature, I hereby confirm I am a principal, or have been duly authorized by the principal/board, to sign on behalf of the above name

PRICING FORM

Included in the bid price for all items shall be all associated disbursements and any other activity relating to the completion of the assignment.

Item	Price Submitted (Excl. taxes)
Price for services, expressed as cost per elector (and point/method at which elector count is set). Includes: price for the 2026 Election, and by-elections between 2026 and 2030.	\$

PROPONENT INFORMATION FORM

Proponents must complete this form to register for this RFP. Please ensure all information is legible.

1.	Name of the Proponent	
2.	Proponent's Contact Individual	
3.	Office Phone #	
4.	Mobile #	
5.	Email Address	
6.	WSIB Account # (if applicable)	
7.	HST Account #	

Print Name: _____ **Date** _____

Signature: _____

PROPOSERS ABILITY AND EXPERIENCE FORM

Proposers shall provide information below on contracts in this class of work that have been successfully undertaken by the Proposer's Firm in the past five years.

Contract #1	Insert Information
Reference Name	
Contact & telephone #	
Contract Type/Name &Term	
Total Value (annual)	
Description of Work	
Additional Comments (optional)	
<hr/>	
Contract #2	
Reference Name	
Contact & telephone #	
Contract Type/Name &Term	
Total Value (annual)	
Description of Work	
Additional Comments (optional)	
<hr/>	
Contract #3	
Reference Name	
Contact & telephone #	
Contract Type/Name &Term	
Total Value (annual)	
Description of Work	
Additional Comments (optional)	

Print Name: _____ **Date** _____

Signature: _____