

TECHNICAL PROPOSAL AND QUALIFICATIONS

SECTION 1 – MANDATORY TECHNICAL REQUIREMENTS

1.1 Mandatory Technical Requirement

- .1 N/A

SECTION 2 – TECHNICAL PROPOSAL

2.1 General

- .1 Technical Proposals are expected to address the RFP content requirements as outlined herein, and should be well ordered, detailed and comprehensive. Clarity of language, adherence to suggested structuring, and adequate accessible documentation is essential to the City's ability to conduct a thorough evaluation. The City is interested in Proposals that demonstrate efficiency and value for money. General marketing and promotional material will not be reviewed or considered.
- .2 The City prefers that the assumptions used by a Supplier in preparing its Bid are kept at a minimum and to the extent possible, that Suppliers will ask for clarification prior to the deadline for questions rather than make assumptions. Suppliers should also review section 1.8 of Part 1 (RFP Process) with respect to asking questions about the RFP. Where a Supplier's assumptions are inconsistent with information provided in the RFP, or so extensive that the total Bid cost is qualified, such Supplier risks disqualification by the City in the City's sole discretion.
- .3 **No cost information shall be included in the body of the Technical Proposal portion of the Bid or it will be rejected.**
- .4 Technical Proposals should preferably be limited to 30 pages, 11 point font, with unlimited appendices.
- .5 Suppliers should upload the requested Technical Proposal as a PDF attachment (unless otherwise specified in the sections below) where indicated in Part 4 - Form B in the online system.
- .6 The Proposal should contain the following items outlined in 2.2 – Technical Proposal Content below.

2.2 Technical Proposal Content

.1 **Letter of Introduction**

- Attach a letter introducing the Supplier and signed (or electronically signed) by the person(s) authorized to sign on behalf of and to bind the Supplier to statements made in response to this RFP. This should be the same authorized

signing officer of the Supplier who is indicated in the submission form (Form A of Part 4).

.2 Subsection 1 – Executive Summary

- The Supplier should provide a summary of the key features of the Technical Proposal.

.3 Subsection 2 – Supplier Profile

- Suppliers should have the staff and organization to ensure their ability to deliver and support the proposed project.
- To permit the Supplier to be evaluated fully as a viable and sound enterprise, include the following information with respect to the Supplier, and if applicable, for each Joint Venture member.

.1 a profile and summary of corporate history of any parents or subsidiaries and affiliates and the nature of the Supplier's relationship to them (i.e., research, financing and so on).

.2 a copy of the Supplier's and if applicable for each Joint Venture member, Corporate Profile Report(s) (Ontario), or equivalent official record issued by the appropriate government authority

.3 A profile and summary of corporate history including:

- date company started;
 - products and/or services offered;
 - total number of employees;
 - major clients; and
 - business partners and the products/services they offer.
- If the Supplier is a member of a Joint Venture, provide a description of the relationship(s) between Joint Venture members. Please note Part 1 – Section 3.14 regarding Joint Venture Bids.
- The Supplier should demonstrate its commitment to diversity in its organization by providing:
 - a company-approved supplier diversity policy that details the Supplier's commitment to an active supplier diversity program and describes a commitment to providing equitable access to subcontracting opportunities for diverse suppliers and demonstrated results of the policy; and
 - a company-approved diverse hiring policy describing the Supplier's commitment to a pro-active employment diversity program and demonstrated results of the policy.
- Diverse Supplier: If the Supplier is certified by a Supplier Diversity Organization, the Supplier should provide evidence of such certification.

.4 Subsection 3 – Experience and Qualifications of the Supplier

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

Please note that where the skills/expertise/experience are being provided by a subcontractor or other legal entity apart from the Supplier, a Technical Proposal that does not include the information requested in this Subsection 3 for each such subcontractor or other entity will not be awarded full marks during the evaluation process.

In particular, the Supplier should demonstrate the following:

- Experience with at least three (3) projects completed in the last ten (10) years which demonstrate the Supplier's expertise and track record of success in delivering similar solutions to those described in this RFP. Suppliers must provide a reference for each of the three projects. In providing references, Suppliers agree that the City can contact the individuals provided as part of the evaluation process. The City will make its own arrangements in contacting references. Substitution of references will not be permitted after the close of the RFP. Each reference should include:
 - the identity of the reference client organization;
 - a contact name and title, address and telephone number;
 - the size and nature of the client's business;
 - the number of years dealing with the client;
 - a description of the project;
 - the timing and duration of the Supplier's involvement in the project;
 - the services that were provided by the Supplier
 - date of the project;
 - details regarding the scale of the project;
 - the identity of the Supplier's team members who worked on the project and their respective roles; and
 - client's URL address
- Expertise in municipal standards, policies, and right-of-way management
 - Knowledge of public sector structures, decision-making processes, policies, policy objectives, contracts, permitting processes, organizational culture and relevant legislation.
 - Demonstrated experience developing or updating construction activity and site setup standards, policies, permitting requirements, or right-of-way guidelines for municipalities or transportation agencies.
 - Knowledge of municipal permitting, construction management, utility coordination, and right-of-way regulations.

- Demonstrated expertise in traffic control and work zone safety, including best practices for maintaining safe and accessible routes for pedestrians and cyclists in and around active construction sites. This includes the ability to tailor traffic control measures to the specific street context, considering user types, travel volumes, and surrounding land uses.
 - Demonstrated understanding of public realm and urban design principles, with experience applying best practices to maintain visually appealing, orderly, and context-sensitive streetscapes throughout all phases of construction. Understanding of the operational realities and challenges faced by contractors, utilities, inspectors, and permit applicants, as well as the challenges faced and needs of diverse right-of-way users including pedestrians, cyclists, and people with disabilities.
 - Engineering expertise with awareness of construction, traffic, and public realm constraints and impacts during construction activities in dense and complex urban settings.
- Proven ability to conduct jurisdictional scans and comparative research
 - Experience performing policy and standards reviews across multiple jurisdictions, and demonstrated ability to synthesize findings into clear, actionable recommendations tailored to the local context.
 - Strong technical writing and standards documentation skills
 - Demonstrated ability to produce clear, concise, and well-structured technical documents, including municipal policies, guidelines, construction standards, field checklists, and compliance tools.
 - Experience translating complex technical requirements into plain language.
 - Graphic design and visual communication capabilities
 - Ability to produce visually compelling slide decks, diagrams, illustrations, renderings and public-facing materials.
 - Experience creating accessible, easy-to-read and visually engaging documents for broad audiences, including municipal staff, contractors, industry associations, and members of the public and community groups.
 - Project management and stakeholder engagement skills
 - Demonstrated ability to manage multi-deliverable projects requiring input from multiple municipal divisions and external stakeholders.
 - Ability to identify operational barriers, opportunities for improvement, and adoption challenges through structured engagement.

- Experience facilitating workshops, structured interviews, or meetings with municipal staff responsible for developing, applying, and enforcing construction activity standards and managing City-led construction projects.
- Ability to deliver editable files in standard formats (e.g., PowerPoint, Word, Adobe Creative Suite).
- Capacity to maintain version control and provide clean, well-organized source files.
- Accessibility and inclusive design knowledge
 - Familiarity with accessibility standards (e.g., AODA, Toronto Accessibility Design Guidelines) and how they apply to construction zones and public-facing documents.
 - Experience developing accessible and inclusive materials in compliance with AODA standards for digital and print formats.

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

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

.5 Subsection 4 – Proposed Staff Team and Resources

The assignment will require a project team that includes individuals with expertise in construction activities and designing construction set ups, public realm design, accessibility, and safety requirements, municipal policy and guideline development, and facilitating meetings with operational staff and other internal interest groups for the purposes of information gathering.

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

In particular, the Supplier should provide the following:

- An organizational chart, with clearly defined roles and responsibilities, of the Supplier Project Manager and technical personnel that would be assigned to this project. The chart should be easy to read and shall clearly identify all proposed individuals and their major areas of responsibility, proposed role(s), and company.

Request for Proposals – Doc5638356932
Part 4 – Form B - Technical Proposal and Qualifications

- Clearly identify the Project Manager who will be accountable for delivering the deliverables defined in this RFP, including a summary that explains how their experience is relevant to the assignment, and how they will interface with the City Project Manager to ensure the successful delivery of this project. An understanding of both the policy and technical roles within municipal public sector will be considered an asset.
- Include strategies and individuals that can fulfill the roles and responsibilities for any unforeseen events requiring replacement of team members.
- Attach resumes for proposed individuals
- Provide a statement of any conflict of interest, if applicable. Refer the Supplier Code of Conduct for information relating to conflicts of interest.
- The Supplier should attach signed consent forms authorizing the disclosure of personal information to the City, or its designated agent(s), for any resumes that are submitted; however, the Supplier will accept all liability if signed consent forms and resumes are not disclosed to the City.

Subsection 5 – Proposed System/Solution

The Supplier should provide the following:

- Provide a statement of the Supplier's understanding of the goals and objectives of the project including overall scope, noting any issues that may require specific attention.
- Provide a detailed description of how the Supplier intends to achieve the goals and objectives, and complete the tasks outlined in "Part 3 – Requirements for Deliverables" including but not limited to:
 - a description outlining the approach to all tasks identified in items 1.3.1 to 1.3.5, including;
 - preliminary/draft list of jurisdictions that will be considered for study in task 1.3.2;
 - an explanation of research methods used to gather data for task 1.3.2 and consultation methods used to gather information for task 1.3.3;
 - an explanation of the approach that will be used to develop the Construction Activity on City Streets Guidelines, as described in task 1.3.5, including a content outline and description of the key messages that will be included.
 - a detailed description outlining why the specific Solution/System has been recommended and how it will provide data-driven, representative results, including reference to industry best practices and/or previous examples where the proposed approach has achieved desired outcomes;

Request for Proposals – Doc5638356932
Part 4 – Form B - Technical Proposal and Qualifications

- the detailed functions/characteristics of the services proposed;
 - summary of all deliverables and outcomes that will be provided as part of the project; and
 - summary of the major obstacles, risks, and other factors which may impact the ongoing management and completion of the assignment. For each obstacle or risk identified, the Supplier should provide an assessment of the probability, impact, cause, and proposed mitigation strategy.
 - Description of the methodology used to determine Supplier's resource planning, cost estimation, cost budgeting, and cost control measures.
- Identify any value-add solutions and opportunities (e.g. existing data, relationships with industry professional, advertising and street furniture expertise) that may enhance the Suppliers approach to completing the tasks and delivering the outcomes defined in this RFP.
 - Suppliers shall outline the measures it has in place to ensure the project delivery and cost control meet the needs of the project. The supplier has total responsibility for the accuracy and completeness of the work product and check all materials accordingly.
 - Provide a statement confirming that the supplier shall have a quality control plan in effect during the entire time work is being performed. The quality control plan shall establish a process where the work products and deliverables are independently checked, corrected and back checked. The deliverables will be reviewed by the City for conformity with the requirements of the agreement.
 - Provide a statement confirming that the Supplier has the right to represent, sell, license, deliver, install, train in the use of, service, maintain and support the products proposed, including any documentation to be provided in relation thereto.
 - Provide a statement confirming that the Supplier has the right to provide to the City any required ownership, license rights, pass-through warranties and other ancillary rights for all proposed goods and services and that the provision of such products and services will not infringe or otherwise violate the rights of any third party.
 - Provide a statement confirming that the Supplier has the right to represent, sell, license, deliver, install, train in the use of, service, maintain and support the products proposed, including any documentation to be provided in relation thereto.
 - Provide a statement confirming that the Supplier has the right to provide to the City any required ownership, license rights, pass-through warranties and other ancillary rights for all proposed goods and services and that the provision of such products and services will not infringe or otherwise violate the rights of any third party.
 - Provide details for provisions for down time or loss of revenue from any systems affected by the proposed solution.

.6 Subsection 6 – Work plan and Deliverables

Request for Proposals – Doc5638356932
Part 4 – Form B - Technical Proposal and Qualifications

It is important that the project is started and completed in an efficient and effective manner. The approach to the work plan shall be of such detail to demonstrate the Supplier's ability to accomplish all aspects of the project set out in this RFP. The Supplier is requested to provide:

- A detailed work plan indicating the project method, schedule, Gantt chart, tasks, and deliverables. The work plan must identify the major tasks and level of effort of the individual team members in sufficient detail to allow complete understanding as to how and by whom the work is to be carried out.
- A narrative section to provide further detail on the project work plan and method, and to explain all of the activities which will be undertaken, including a description of the project tasks and deliverables.
- An estimated overall timeline of the project, including an indication of the earliest commencement date.
- Key dates for major deliverables following the timeline indicated in Part 3, as well as start and end date for major activities and sub-activities should be clearly defined in the Supplier's detailed work plan.
- For each deliverable provide sufficient detail for the reviewers to evaluate the value of the effort expended.
- Proposed project staffing over the assignment period should include numbers by "classification" for key staff as well as all other staff.
- State assumptions regarding roles and involvement of City staff and the estimated amount of their time involvement. State assumptions regarding roles and involvement of City staff and the estimated amount of their time involvement.

The Supplier shall demonstrate their ability to meet timelines, develop and follow a clear and efficient work plan, meet all outlined deliverables, collaborate with multiple stakeholders and report to staff on a regular basis. The Supplier shall also demonstrate the efficient use of team resources, with tasks allocated to the most appropriate firms/team members, as proposed as part of the RFP submission.

Suppliers should identify in their Proposal any additional work/services that they believe is required for this assignment and include all related fees for any additional work/services in the Total Costs of Services submitted in the Pricing Form (Part 5).

SECTION 3 – RATED CRITERIA

3.1 Evaluation Table

The following sections set out the categories, weightings and descriptions of the rated criteria for the RFP. Suppliers who do not meet a minimum threshold score for a category will not proceed to the next stage of the evaluation process.

Request for Proposals – Doc5638356932
Part 4 – Form B - Technical Proposal and Qualifications

The City will not have any knowledge of any information contained in the Part 5- Pricing Form until evaluations for the Technical Proposal portion of the Bid are complete and Suppliers have been short-listed. The City uses an electronic envelope for Part 5 within the City Online Procurement System which is only opened once Suppliers have been short-listed.

Rated Criteria Category	Weighting (Points)	Minimum Threshold
Subsection 2 – Supplier Profile <ul style="list-style-type: none"> Supplier Profile demonstrates the Supplier has the staff and organization to ensure their ability to deliver and support the proposed project [2 points] Company's commitment and related policies to supplier diversity and employee diversity and evidence of being a certified diverse supplier [1 point] 	3 points	N/A
Subsection 3 – Experience and Qualifications of the Supplier <ul style="list-style-type: none"> Demonstrates experience of the Supplier with other similar and public sector projects, including references [3 points] Demonstrates necessary knowledge of and expertise in existing standards, policies, by-laws, and permitting requirements governing construction activities in the public right-of-way, including how these requirements apply to the planning, set-up, operation, and removal of temporary traffic control, and pedestrian and cyclist diversion layouts to ensure safety for workers and all road users. [3 points] Demonstrates a strong understanding of how temporary construction activities affect the safety, accessibility, and overall visual quality of the public realm, as well as the experience of pedestrians, people with disabilities, cyclists, transit users, and other right-of-way users travelling through or adjacent to active work zones [1 point] Demonstrates necessary skills and experience in performing jurisdictional research and facilitating effective consultation activities to gather necessary information and feedback from impacted groups [3 points] Demonstrates necessary skills and experience in developing and/or updating construction activity standards, specifications, policies, by-laws, guidelines, permitting and inspection processes, and contracts for public sector clients [5 points] 	20 points	N/A

Request for Proposals – Doc5638356932
Part 4 – Form B - Technical Proposal and Qualifications

<ul style="list-style-type: none"> • Demonstrates necessary skills and experience preparing public-facing documents that communicate standards, expectations, and by-laws to diverse audiences, using clear writing, effective visual communication tools (e.g., renderings, photographs, traffic control layouts, etc.), and accessible design principles to ensure standards are easy to understand and apply [5 points] 		
Subsection 4 – Proposed Staff Team and Resources <ul style="list-style-type: none"> • Demonstrated experience, professional qualifications, and skills of key staff are aligned with their assigned duties and responsibilities on this particular project. [8 points] • Experience, professional qualifications, and availability of the proposed Project Manager. [5 points] • Strategies and individuals that can fulfill the roles and responsibilities for any unforeseen events requiring replacement of team members. [2 points] 	15 points	N/A
Subsection 5 – Proposed System/Solution <ul style="list-style-type: none"> • Supplier's understanding of the goals and objectives of the project [3 points] • Detailed description and rationale of the Supplier's proposed approach, strategies, and activities for achieving the objectives, completing the tasks, and producing the deliverable(s) identified in Project Task 1.3.1 Assignment Plan [1 point] • Detailed description and rationale of the Supplier's proposed approach, strategies, and activities for achieving the objectives, completing the tasks, and producing the deliverable(s) identified in Project Task 1.3.2 Policy Review and Jurisdictional Scan [2 points] • Detailed description and rationale of the Supplier's proposed approach, strategies, and activities for achieving the objectives, completing the tasks, and producing the deliverable(s) identified in Project Task 1.3.3 Interest Group Consultations [4 points] • Detailed description and rationale of the Supplier's proposed approach, strategies, and activities for achieving the objectives, completing the tasks, and producing the deliverable(s) identified in Project Task 1.3.4 Update Existing Standards and Guidelines for Construction Activities on City Streets [5 points] • Detailed description and rationale of the Supplier's proposed approach, strategies, and activities for achieving the objectives, completing the tasks, and producing the deliverable(s) identified in Project Task 	25 points	N/A

Request for Proposals – Doc5638356932
Part 4 – Form B - Technical Proposal and Qualifications

1.3.5 Develop Construction Activities on City Streets Guidelines [5 points] <ul style="list-style-type: none"> • Summary of risks related to the ongoing management and completion of the assignment, and for each risk identified a summary of the probability, impact, cause, and proposed mitigation strategy [1 points] • Supplier identifies value-add solutions and opportunities that enhance the proposed approach to completing the tasks and deliverables of the RFP. [3 points] • Proposed methodology for Supplier's resource planning, cost estimation, cost budgeting, and cost control measures [1 points] 		
Subsection 6 – Work plan and Deliverables <ul style="list-style-type: none"> • Detailed work plan that includes stated objectives and deliverables with appropriate and adequate allocation of team members and staff to complete the project within specified timelines [10 points] • Suitability of the overall timeline of the project, including an indication of how soon Supplier could commence work. [1 point] • Assumptions regarding the roles and involvement of City staff and estimated level of effort required [1 point] 	12 points	N/A
Total Technical Criteria Score	75	57
Pricing (See Part 5 for details)	25 points	N/A
Total Points	100	57

Note: Suppliers must meet a minimum overall score of 75% (57 Points) in the technical criteria categories to proceed to the evaluation of the Cost of Services.

3.2 Scoring Criteria

Supplier responses will be evaluated and scored using the Scoring Criteria outlined in the table below. Supplier responses will be reviewed, evaluated, and assigned an integer score ranging from a maximum score of zero (0) to a maximum score of five (5).

Weighted points for each sub-criteria of the Technical Proposal will be calculated as follows:

Number of points available x (Supplier's score ÷ maximum score) = Supplier's weighted score

Request for Proposals – Doc5638356932
Part 4 – Form B - Technical Proposal and Qualifications

Table 2 Scoring system, to be prorated to the weighting in the evaluation criteria.

0	No Value	Fails to address the component.
1	Poor	Minimally addresses the component, but one or more major considerations of the component are not addressed.
2	Fair	Fair: The response addresses the component adequately, but minor considerations may not be addressed.
3	Good	The response fully addresses the component and provides a good quality response or proposed solution. Good degree of confidence in the Bidder's response or proposed solution met.
4	Very Good	All considerations of the component are addressed with a high degree of confidence in the Bidder's response or proposed solution.
5	Excellent	All considerations of the component are addressed with the highest degree of confidence in the Bidder's response or proposed solution. The response exceeds the requirements.