



THE MUNICIPALITY OF CENTRAL MANITOULIN

REQUEST FOR PROPOSALS 01-2025

FOR: PARKS AND RECREATION MANAGEMENT/ FACILITY BOOKING SOFTWARE SOLUTION

Sealed BIDS clearly marked as to contents will be received until:

DEADLINE: THURSDAY March 6, 2025 AT 10:00 AM EDT

PATRICIA MADER, DEPUTY CLERK/PROJECT MANAGER
THE MUNICIPALITY OF CENTRAL MANITOULIN
6020 HWY 542, P.O. BOX 420
MINDEMOYA, ON P0P 1S0

LATE TENDERS WILL NOT BE ACCEPTED
ELECTRONICALLY TRANSMITTED SUBMISSIONS (E-MAIL ONLY) WILL BE ACCEPTED.

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DEFINITIONS & INTERPRETATIONS

The following definitions apply to the interpretation of the Bid Documents:

1. **“Addenda or Addendum”** means such further additions, deletions, modifications, or other changes to any Bid Documents.
2. **“Bid Documents”** means collectively all the documents comprising the Call for Bids, namely Part I to IV and appendices, inclusive.
3. **“Bid or Bid Form”** means the Bid in the form prescribed by these Bid Documents and completed and submitted by a Proponent(s) in response to and in compliance with the Call for Bids and the Bid Documents and for the purpose of entering into the Project with the Owner in the event of award.
4. **“Contract Administrator”** means the person, partnership, or Corporation designated by the Owner to be the Owner’s representative for the purposes of this contract.
5. **“Call for Proposals”** means the Call for Proposals on the terms and conditions set forth in the Bid Documents.
6. **“Closing Time”** means the time specified in Part I Sections 3.0 and 4.0, by which all Proposal submissions shall be received by the Owner.
7. **“Contract”** means the agreement in writing governing the Supply and Services, which has been executed by the Owner and successful Proponent following acceptance by the Owner of the successful Proposal submission. It shall be based upon this proposal, with any agreed upon amendments.
8. **“Council”** means the elected Council for the Municipality of Central Manitoulin.
9. **“Evaluation Team”** means a team consisting of members of Municipal staff and, where considered appropriate by the Municipality in the exercise of an absolute discretion, Independent Consultants, who will perform the evaluation of each of the Proposals and make such reports and recommendations to the award of this RFP as they consider appropriate.
10. **“Mandatory Requirements”** means those requirements described in Parts I through IV, and appendices, inclusive, which shall be fully satisfied in order for any Tender to be considered by the Owner as a qualified Bid.
11. **“Owner, Municipality and Corporation”** means the Municipality of Central Manitoulin, as the case may be, and as identified in the Call for Proposals, and Proposal Documents and for the purpose of the award and execution and performance of the Project shall mean the entity awarding the Project.

12. **“Sub-Contractor”** means a legal entity approved by the Owner undertaking the execution of a part of the Work pursuant to an agreement with the Proponent and includes both “brokers” and “subcontractors”.
13. **“Proponent(s), Bidder(s), and Contractor(s)”** means the successful Proponent to whom the Project is awarded and undertaking the execution of the Project.
14. **“Successful Bidder (s)/ Proponent(s)/ Contractor(s)”** means the Proponent/Contractor/Bidder whose RFP submission is/are accepted and who has/have agreed to supply the Goods and/or Services as outlined herein.
15. **“Supply”** means to supply the necessary tools, material, equipment, and product to satisfy the Tender requirements.
16. **“Total Contract Price”** means the fully inclusive, all-in total Contract price, constituting the sum of all costs quoted by a Proponent in its Proposal with respect to the Work,
 - (i) including the purchase price for all materials, labour costs, service costs, costs for temporary structures and facilities, utility costs, warranty costs, life cycle costs, operating and disposal costs; but
 - (ii) excluding any options or alternatives requested in the Contract Documents that the Municipality elects not to purchase; and,
 - (iii) excluding Harmonized Sales Tax (HST) or other applicable sales taxes, imposed under the Laws of Ontario and the Laws of Canada applicable therein;
17. **“Work”** means Work/service performed to meet a demand to comply with the conditions of the Project, delivery dates, specifications, and technical assistance.
18. Where the words “must”, “shall”, “will” or “mandatory appear in this RFT, the clause is to be considered as a mandatory requirement. “May” used in this document denotes permissive.

PART I – GENERAL TERMS AND CONDITIONS

1.0 GENERAL PROJECT SCOPE

The Municipality of Central Manitoulin is requesting proposals from qualified firms to provide a software application to support the Municipality’s recreation and maintenance staff in managing parks and facilities bookings, rental document submission, program registrations, and payments. The scope of work in this proposal will include, but not be limited to, software licensing, implementation services, education and training, support and maintenance, and associated software and services required to sustain the operation of the software for the period of the Contract.

A more detailed breakdown of the scope and expected deliverables is included in the detailed ‘Part II – Detailed Project Scope’.

2.0 INQUIRIES

DEADLINE FOR QUESTIONS: THURSDAY, FEBRUARY 27, 2025 @ 10:00 AM.

Any and all inquiries concerning this RFP must be submitted in writing to the following Municipal representative (the “**Contact Person**”):

Patricia Mader
Deputy Clerk/ Project Manager – Special Projects
pmader@centralmanitoulin.ca | 1-705-377-5726

Information that is offered by or obtained from sources other than the Contact Person, including any other representative of the Municipality, is not official, may be inaccurate, and may not be relied on in any way by any Bidder.

No verbal agreement or conversation made or had at any time with an officer, agent or employee of the Municipality shall affect or modify any terms of obligations stated herein or deemed to be any representation or warranty of the Municipality.

Bidders shall submit requests for clarifications, questions and inquiries to the Contact Person in writing before the deadline (the “**Deadline for Questions**”).

Responses will be posted on the Municipality of Central Manitoulin’s Website at the following address: www.centralmanitoulin.ca/business-development/bids-and-tenders/.

3.0 SCHEDULE OF EVENTS

RFP Issue Date -----Thursday February 13, 2025
Deadline for Inquiries ----- Thursday, February 27, 2025, 10:00 a.m.
RFP DEADLINE ----- Thursday, March 6, 2025, 10:00 a.m.

4.0 DELIVERY OF PROPOSALS

Proposals will be received via Electronic Submission (email) to The Municipality of Central Manitoulin until **10:00am, local time on Thursday March 6, 2024**. The submission deadline is the time that the submission is received and not sent by the sender. Confirmation of receipt can be requested by calling the Municipal Office at 705-377-5726.

Proposals shall be emailed to pmader@centralmanitoulin.ca

There will be no public opening. In place of a public opening, bidders will be provided with a summary of bids within four (4) weeks of proposals being submitted.

6.0 ANTICIPATED CONTRACT SCHEDULE

The anticipated date for award of the contract to the successful bidder is April 2025, with implementation services to begin as soon as possible, following contract award and to proceed according to the agreed upon schedule based on the proposal submission.

7.0 ERRORS, OMISSIONS AND DISCREPANCIES

No oral interpretation shall be effective to modify any provisions of these RFP Documents. Any modification or clarification shall be written Addendum only issued by the Municipal Coordinator. The Addenda shall form part of the procurement documents. Addenda will be posted on the Municipal website at: www.centralmanitoulin.ca/our-government/bids-and-tenders/

The Municipality of Central Manitoulin has made considerable effort to ensure that the information presented herein reflects, with reasonable accuracy, the nature of the goods and/or services requested and its factual components. The information is supplied as a guideline for Bidders and may not be completely accurate, comprehensive, or exhaustive. The Municipality does not make any representation, warranty, or guarantee as to the accuracy of the information contained herein. It is the Bidder's responsibility to avail itself of all necessary information to prepare a response to this RFP. Nothing in the RFP is intended to relieve Bidders from forming their own opinions and conclusions with respect to the matters addressed in the RFP. There will be no consideration of any claim, after submission of Proposals, that there is a misunderstanding with respect to the conditions imposed by the RFP or the Contract.

8.0 LIMITATION OF DAMAGES AND PROPONENT'S EXPENSES

The Bidder waives any claim, action or demand, however arising, whether in contract (including fundamental breach or breach of a fundamental term), tort (including negligence) or otherwise, or loss of profits, overhead expenses, liabilities, costs, expenses or other losses or damages incurred, sustained or suffered by themselves or any third party in connection with the acceptance or non-acceptance by the Municipality of any Proposal, any delay in the acceptance of a Proposal, or any other matters connected to the procurement or a subsequent negotiation process. Proponents are solely responsible for their own expenses in preparing a Proposal and for expenses incurred for subsequent negotiations with the Municipality, if any.

9.0 CONFIDENTIALITY AND FREEDOM OF INFORMATION

All Bids submitted to the Owner become the property of the Owner and as such, are subject to the “Municipal Freedom of Information and Protection of Privacy Act.”

In addition, certain contractual information must be disclosed to Council, and accordingly may become part of the public record.

A Proponent receiving this RFP may not use, disclose, or duplicate it for any purpose other than to prepare a response. The Proponent shall keep the Municipality of Central Manitoulin data confidential and shall not disclose its content to any other party, other than to those internal employees or agents responsible for preparing a submission, without the prior written approval of the Municipality of Central Manitoulin.

Receipt of this RFP does not entitle the Proponent to associate its services with the Municipality of Central Manitoulin in any way, nor represents in any way that the Municipality of Central Manitoulin has employed or endorsed the Proponent’s services. Any such association or endorsement being contemplated by the Proponent must receive the prior written approval of the Municipality of Central Manitoulin.

The submission of a proposal indicates acceptance by the respondent of all the conditions contained in this Request for Proposals unless clearly and specifically noted in the tender submitted and confirmed in the formal contract between the Municipality of Central Manitoulin and the Proponent. Deviations from the Request for Proposal must be clearly identified in the written submission. Proposals are subject to a formal contract being negotiated, prepared, and executed. The Municipality of Central Manitoulin reserves the right to negotiate the terms and conditions of the contract.

All correspondence, documentation and information provided to staff of the Municipality of Central Manitoulin by any proponent in connection with, or arising out of this RFP, and the submission of any Tender will become the property of the Municipality of Central Manitoulin and as such is subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), and may be released, pursuant to the Act. The Proponent’s name at a minimum shall be made public upon request.

In line with MFIPPA, Proponents are advised to identify in their proposal material, any scientific, technical, commercial, proprietary or similar confidential information, the disclosure of which could cause them injury. Any information in the Proponents’ submissions that is not specifically identified as confidential will be treated as public information. All correspondence, documentation and information provided to the Evaluation Team may be reproduced for the purposes of evaluating the Proponents’ submissions to this RFP.

10.0 CONFLICT OF INTEREST, BRIBERY OR FRAUD

Should any prospective Proponent or any of their agents give or offer any gratuity or to attempt to bribe any employee of The Owner, or to commit fraud, the Owner shall be at liberty to cancel the prospective Proponent's submission and to rely upon the Tender Surety submitted for compensation if applicable.

Except as identified in the RFP or as specified in the Contract, the Proponent must certify in its Proposal:

- That no person either natural or body corporate, other than the Proponent, has or will have any interest or share in this tender or in the proposed contract, and
- There is no collusion or arrangement between the Proponent and any other Proponent(s) in connection with this project, and
- The Proponent has no knowledge of the contents of other Proposals and has made no comparison of figures or agreement or arrangement, express or implied, with any other party in connection with the making of the tender.

Neither the Proponent, relative, close friend or any employee of the Proponent should have any direct or indirect interest in an entity that provides goods or services to the Project. Proponents participating in this RFP process shall disclose prior to entering into an agreement any potential conflict of interest. If such conflict does exist, the Municipality of Central Manitoulin may at its discretion withhold the award of a contract from the Proponent until the matter is resolved.

Neither, the Proponent, relative, close friend or any employee of the Proponent should offer or receive any entertainment, gifts, gratuities, incentives, inducement, payment, discounts, commissions, fees or special services (gifts/donations), or remuneration of any kind regardless of value, to or from any employee of the Municipality of Central Manitoulin, or to any consultant or contractor employed by the Municipality of Central Manitoulin, or to any real estate representative acting on behalf of the Municipality of Central Manitoulin. All Proponents shall report to the Municipality of Central Manitoulin any such attempts.

The Proponent chosen to provide service to the project shall continue to be bound by the foregoing prohibitions after the execution of a Contract agreement.

11.0 PRICES AND TAX

Unless otherwise stipulated, all prices bid, including any Unit Prices, must be stated in Canadian funds. Except as otherwise provided the price(s) bid shall include all duty, delivery, customs clearance, labour, materials, disbursements, and all other charges now or hereafter imposed or in force. Harmonized Sales Tax (HST), where applicable, shall be listed separately from the price(s) quoted.

12.0 WORKING LANGUAGE

The working language of the Municipality of Central Manitoulin is English and all responses to this Request for proposals must be written in English.

13.0 RIGHT TO ACCEPT OR REJECT PROPOSALS

The Municipality reserves the right to reject any or all proposals or to accept any proposal should it be deemed in the best interest of the Corporation to do so.

14.0 EVALUATION AND SELECTION

The Evaluation Team will review and evaluate all submissions to ensure they comply with the terms and conditions of the RFP Documents. Submissions that do not meet all the necessary criteria may be rejected without further consideration.

Consideration for award shall only be undertaken in relation to Proponents who are determined by the Municipality to have satisfied all the requirements. The Evaluation Committee hereby reserves the right, privilege, entitlement, and absolute discretion, and for any reason whatsoever to:

- A. Accept a Proposal which is not the lowest price submission or reject a Proposal even if it is the only one received.
- B. Accept the Proposal deemed most favorable to address the scope of work.
- C. Accept or reject all Proposals, whether in whole or in part;
- D. Accept or reject any unbalanced, irregular, informal or incomplete Proposals; or
- E. Reject any Proponent who is involved in litigation with the Municipality of Central Manitoulin.

15.0 CONSIDERATION

The Evaluation Committee reserves the right to consider, during the evaluation of Proposals:

- A. The Proponent acknowledges that the Owner may rely upon the criteria which the Owner deems relevant; even though such criteria may not have been disclosed to the Proponent. By submitting a Proposal, the Proponent acknowledges the Owner's rights under this Section and absolutely waives any right, or cause of action against the Owner, by reason of the Owner's failure to accept the Proposal submitted by the Proponent, whether such right or cause of action arises in Project, negligence, or otherwise.
- B. The Municipality reserves the right to negotiate minor changes, amendments or modifications to the Successful Bidder's submission with any Selected Bidder(s) without offering the other Bidders the opportunity to amend their submissions. If the Municipality and Selected Bidder(s) cannot negotiate a successful agreement, the Municipality may terminate the negotiations and begin negotiations with the next Selected Bidder(s). This process can continue until an agreement has been executed or all of the Bidder(s) have been rejected. No Bidder shall have any rights against the Municipality arising from Negotiations.

16.0 REGULATION COMPLIANCE AND LEGISLATION

The Successful Proponent shall ensure all services and products provided in respect to this project are in accordance with and under authorization of all applicable authorities, Municipal, Provincial and Federal legislation, including but not limited to:

- Municipal Freedom of Information Privacy and Protection Act (MFIPPA) compliance
- Anti-spam legislation.
- The Occupational Health and Safety Act and its regulations;
- The Workplace Safety & Insurance Act and its regulations;
- The Municipal Act and its regulations;
- The Accessibility for Ontarians with Disability Act, 2005.

Any Contract resulting from this Request for Proposals will be governed by and will be construed and interpreted in accordance with the laws of the Province of Ontario.

17.0 INDEMNIFICATION - MUNICIPALITY NOT EMPLOYER

The Company acknowledges that he/she is an independent Company and shall, defend, indemnify, protect and save harmless The Municipality of Central Manitoulin, its officers, members of municipal council, its agents and employees from any and against all damages, liabilities, expenses, fines, loss, costs (including legal costs), interest, actions, claims, demands, suits or other proceedings of any kind, by whomsoever made, directly or indirectly arising out of the Contract attributable to bodily injury, sickness, disease or death or to damage to or destruction of tangible property including loss of revenue or incurred expense resulting from any acts or omissions of the Company, its officers, agents, servants, employees, customers, invitees or licensees, or occurring in or on the premises or third party premises as a result of activities of whatsoever nature arising out of the furnishing by the Company, its agents or employees of the materials and/or performing of the services covered by this Contract. This indemnity shall be in addition to and not in lieu of any insurance to be provided by the Supplier in accordance with this Contract and shall survive this Contract.

18.0 INSURANCE

The successful Proponent shall provide, maintain, and pay for the insurance coverage as detailed below. Proof of insurance shall be submitted to the Owner within ten (10) days of notice of award of the Contract and prior to the start of work, including proof of valid WSIB coverage.

The successful Proponent shall, at their expense obtain and keep in force during the term of the Contract insurance coverage, including:

- Commercial General Liability Insurance.
- Professional Liability Insurance.
- Automobile Liability Insurance.
- WSIB coverage.

Commercial General Liability Insurance

Coverage shall include but not limited to:

- a) Third party Bodily Injury, Personal Injury and Property Damage, to an inclusive limit of not less than \$5,000,000 per occurrence with an aggregate of not less than \$5,000,000.
- b) The Municipality shall be added as an additional insured with respect to the operations of the Named Insured. This insurance shall be non-contributing with and primary to the Municipality.
- c) The policy shall contain a provision for cross liability and a severability of interest clause.
- d) Non-owned Automobile Coverage for a limit of not less than \$5,000,000 including contractual non-owned coverage.
 - a) Products and completed operations coverage.
 - b) Contingent Employer's Liability.
 - c) Broad Form Property Damage.
 - d) Occurrence Property Damage
 - e) Broad Form Completed Operations.
 - f) The policy shall contain a provision for contractual liability – oral and written.
 - g) Owner's and Contractor's Protective.
- h) The policy shall provide the Municipality with 30 days' notice of cancellation, material change or nonrenewal.

Professional Liability Insurance

The Company shall take out and keep in force Professional Liability insurance in the amount of \$5,000,000 providing coverage for acts, errors and omissions arising from their professional services performed under this Agreement. The policy SIR/deductible shall not exceed \$100,000 per claim and if the policy has an aggregate limit, the amount of the aggregate shall be double the required per claim limit.

Automobile Liability Insurance

Automobile liability insurance in respect to owned or leased vehicles used directly or indirectly in the performance of the services covering liability for bodily injury, death, and damage to property with a limit of not less than \$5,000,000.00 inclusive for each and every loss. Any and all deductibles applicable to the above-noted insurance policies shall be the sole responsibility of the Company, and the Municipality shall bear no cost towards such deductibles.

Technology Errors and Omissions Insurance and Network Security

Coverage shall be purchased in an amount not less than \$2,000,000 per occurrence and \$5,000,000 in the aggregate and coverage shall be underwritten by an insurer licensed to conduct business in the Province of Ontario. The policy shall include coverage for claims resulting from network risks such as data breaches, unauthorized access, theft of confidential information, invasion of privacy, destruction, alteration or damage to electronic information, intellectual property infringement such as copyright, trademarks, service marks and trade dress. The policy shall be renewed for 3 years after contract termination. Evidence of coverage must be provided

to the municipality. If the policy is to be cancelled or non-renewed for any reason, 90-day notice of said cancellation or non-renewal must be provided to the Municipality. The Municipality has the right to request that an Extended Reporting Endorsement be purchased by the contractor at the contractor's sole expense.

Certificate of Insurance

The Company shall provide a Certificate of Insurance evidencing coverage as noted above at least 10 days prior to Contract commencement. Such policies shall not be cancelled, changed or lapsed unless the Insurer notifies the Municipality in writing at least thirty (30) days prior to the effective date of such cancellation, material change or lapse. The insurance policies will be in a form and with a company licensed to write business in the Province of Ontario and which are, in all respects, acceptable to the Municipality. The Company remains responsible for maintaining the required insurance even if the certificates are never exchanged and/or requested.

19.0 NON-ASSIGNMENT

The Proponent may assign neither this Proposal nor any Work to be performed under this RFP or any part hereof without the prior written consent of the Owner. Such written consent, however, shall not under any circumstances relieve the Proponent of his/her liabilities and obligations under this RFP and shall be within the sole and unfettered discretion of the Owner.

20.0 FORM OF CONTRACT

By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contract of any kind is formed under, or arises from, this RFP, prior to the signing of a formal written Contract.

The Successful Proponent shall enter a Contract with the Corporation of the Municipality of Central Manitoulin. The Contract shall indicate that Work to be undertaken shall be done to the satisfaction of the Municipality according to the Request for Proposal and for the amount agreed upon by the two parties. The Contract shall also indicate that no additional money shall be paid to the Proponent for any additional work for which prior authorization has not been given in writing via contemplated the approved change order.

21.0 PAYMENT & DISBURSMENTS

The Municipality of Central Manitoulin shall make payments to the Contractor in the following manner:

- The Consultant shall prepare monthly invoices based on project progress for the implementation phase of the project.
- Subscription fees shall be paid annually upon receipt of invoice for the duration of the Contract period.

22.0 FAILURE TO ENTER INTO AN AGREEMENT

In addition to all of the Municipality's other remedies, if a selected Bidder fails to execute the accepted agreement or satisfy any other applicable conditions within ten (10) days of notice of selection, the Municipality may, in their sole and absolute discretion and without incurring any liability, approve an extension (*should agreement changes be requested*), rescind the selection of that Bidder and proceed with the selection of another Bidder.

23.0 CANCELLATION

- A. In the event the successful Proponent does not comply with the specifications, terms and conditions, and scope of the Document, at any time throughout the duration of the Contract, the Contract shall be cancelled in accordance with the terms contained herein.
- B. The Owner upon non-performance of Contract terms may cancel the Contract; however, in doing so, the Owner does not waive its right to rely upon any obligations or commitments agreed to by the Proponent as part of their Proposal.
- C. If the Company commits any act of bankruptcy or if a receiver is appointed on account of its insolvency or in respect of any of its property or if the Company makes a general assignment for the benefit of its creditor, then, in any such case, the Municipality may, without notice, terminate the Contract.
- D. Where there is a question of non-performance, payment in whole or in part may be withheld at the discretion of the Owner. This action shall not prevent the Owner from taking early payment discounts otherwise applicable.
- E. **Force majeure** is causes beyond a party's control, which are not avoidable by the exercise of reasonable foresight. Neither party shall be responsible for any delay or failure to perform its obligations under this agreement by reason of force majeure, including fire or other casualty, strike, order of a public authority, Act of God, or other cause beyond the reasonable control of such party, then such party shall be excused from such performance of the Contract for the duration of such cause. In the event such an inability to perform continues longer than thirty (30) days, either party may terminate this agreement without further liability by giving written notice to the other party.

If the Municipality terminates the Contract, they are entitled to:

- Take possession of all the work in progress and finish the work by whatever means the Municipality may deem appropriate under the circumstances.
- Withhold any further payments to the Company until its liability to the Municipality can be ascertained.
- Recover from the Company loss, damage and expense incurred by the Municipality by reason of the Company's default (which may be deducted from any monies due or becoming due to the Company, any balance to be paid by the Company to the Municipality).

PART II – DETAILED SCOPE AND BACKGROUND INFORMATION

Background:

ABOUT MUNICIPALITY OF CENTRAL MANITOULIN:

The Municipality of Central Manitoulin is a rural municipality located in Northern Ontario on Manitoulin Island, in Lake Huron. The permanent population of the municipality is approximately 2100 people in 1630 households. The Municipality also provides services to a significant population of seasonal residents. The Municipality was created in 1998 with the amalgamation of the Townships of Campbell, Carnarvon, and Sandfield, and now exists as a single-tier municipality with a ward system (3 wards). There are 5 distinct community identities within the Municipality based on geographic bounds of the historical hamlets and villages (Sandfield, Big Lake, Mindemoya, Spring Bay, and Providence Bay). The Municipality owns and operates parks, beaches, community halls, and two arenas. These facilities host external rentals and events, as well as municipally coordinated programming and events.

Detailed Scope:

The Municipality of Central Manitoulin is requesting proposals from qualified firms to provide a software application/ digital solution to support the Municipality's recreation and maintenance staff in managing parks and facilities bookings, rental document submission, program registrations, and payments. The scope of work in this proposal will include, but not be limited to, software licensing, implementation services, education and training for staff, ongoing support and maintenance costs, and associated software and services required to sustain the operation of the software for the period of the Contract. The purpose of this request for proposals is to solicit competitive proposals for the most appropriate Software solution from a qualified proponent (the "Proponent") at a firm, fixed price (including, but not limited to, software licensing, implementation services, education and training, support and maintenance, and associated software and services

| Desired Functionality: | Description: | Priority Level |
|---------------------------------------|---|-----------------------|
| Online Booking Requests | Users can look at a profile for each facility (what is available, size, etc.) and submit booking requests online through the website. These requests will require users to submit their information and details of the rental for review by staff. For some facilities, users must book the entire facility, others may have different areas of the facility booked by different people at different times. | 1 |
| Confirmation of Booking | Staff are able to review requests and get some sort of notification when new requests are submitted. | 1 |
| Facility specific profiles and fields | Each facility is different with different requirements, items available, hours of operation, floorplans. Ideally the | 1 |

| Desired Functionality: | Description: | Priority Level |
|-------------------------------------|--|-----------------------|
| | software solution will allow there to be facility profiles and/or customizable fields for the booking request forms. | |
| Document management | The solution will have functionality that allows staff to track which documents have been submitted and which are outstanding prior to a 'confirmation of booking' notification being sent. (example: booking is not confirmed until insurance, rental agreement, floorplans, etc. are submitted). | 1 |
| Calendar/ Scheduling | Confirmed bookings auto-populate a calendar and schedule that is accessible to office staff as well as the maintenance staff who look after the facilities. Ideally the system would also support scheduling walk-throughs with users prior to rental. | 1 |
| Invoicing and Payment | The system should auto-generate invoices and receipts for deposits and full rental fees. Our current financial software is Asyst. | 1 |
| Online Payment | Integration with an online payment system so that people pay their deposit prior to booking confirmation being permitted. | 2 |
| Public Facing Availability Calendar | Public facing calendar that shows which timeslots are available at each facility (or blocks that are already booked) but does not show any details of the booking (to protect privacy/ Safety). Ideally the system will also auto-block booking requests during periods when the facility is not available. | 2 |
| Facility Downtime | Staff are able to go into the backend and block-out 'down-time' at facilities for cleaning, maintenance, and capital work. Ability for staff to control release 'blocks' of available time for phased booking (i.e. to control how far in advance timeslots are released). | 1 |
| Notifications | The system auto-generates certain notifications to facility users to remind them of items due or their rental dates/times. Also, a method for staff to send out notifications to all users with bookings at a certain facility (i.e. in the event of a weather closure or cancellation). Maintenance staff get a notification when cancellations occur, or new rentals get approved. | 2 |
| Programming Registrations | Staff are able to take registrations for Municipal programming and the system tracks registrant information. Integration with online payment for programs with a fee. | 2 |

| Desired Functionality: | Description: | Priority Level |
|------------------------|--|----------------|
| Client Management | Profiles for renters and program registrants so that staff can easily pull up their information, and manage the bookings and registrations. Ability to easily export data related to usage and participation rates in an excel format so that data can be easily shared with external consultants and for grant/ report writing. | 1 |
| Mobile functionality | Maintenance staff who are in the field can access the system on-site to effectively manage rentals. The system live-updates so that Maintenance staff have the most up-to-date and relevant information about rental bookings while 'in the field'. | 1 |

The Municipality owns and operates parks, beaches, community halls, and two arenas. These facilities host external rentals and events, as well as municipally coordinated programming and events. The Municipality does not currently have existing software and has been managing bookings and scheduling in excel spreadsheets, document management through email, and invoicing is currently completed manually the rental period. The data is then entered manually into the Municipality’s financial software (Asyst). The software/digital solution proposed shall streamline the rental and registration processes to improve efficiency for staff and enable the Municipality to provide excellent customer service for recreation programming and rentals in person (at the main office) and online. The solution will enable the municipality to provide excellent service in forward-facing activities including recreation programming administration, rental bookings, field reservations, payment processing, and will also facilitate smooth back-end administrative processes such as financial reporting.

The solution shall be user friendly and simple to administer to minimize the need for service calls or technical support. Central Manitoulin is a small municipality with no dedicated IT staff and recreation staff manage multiple portfolios. The proposed software solution must not be unnecessarily complex nor have a burdensome learning curve for a user with average computer literacy.

The table below provides a list of facilities and spaces for which the Municipality manages external rentals and user groups:

Table 1 – Overview of Municipal Facilities and Parks:

| Facility | Address | Usage Type |
|---|---|---|
| Parks and Open Spaces | | |
| Providence Bay Beach and Boardwalk | 23 Mutchmor Street (end of Mutchmor), Providence Bay | Seasonally open to the public, with occasional bookings for events in the park. |
| Providence Bay Fairgrounds/ Ball Field | 5143 Highway 551, Providence Bay | Ball field/ Fairgrounds seasonally available for events rentals (agricultural fair, bluegrass in the county) and sports league (soccer, baseball, etc). |
| Spring Bay Ball Field/ Park | 23 Mutchmor, Providence Bay | Ball Field available seasonally for recreational purposes. |
| Mindemoya Municipal Complex/Park – Ball Field A and Ballfield B | 6020-6064 Highway 542 (Park behind municipal office, hall and arena complex). | Two ballfields (ballfield A and B), as well as the park areas are available to external groups for events and sports leagues/ recreational use. |
| Welcome Centre/Pioneer Museum Park | 2207 Highway 551, Mindemoya | Park area next to the museum building is available seasonally, for events. |
| Facilities/ Community Halls | | |
| Mindemoya Municipal Complex – Council Chambers | 6020 Highway 542, Mindemoya | Council chambers is available to external groups for use as a meeting space. |
| Mindemoya Community Hall | 6032 Highway 542, Mindemoya | Community Hall used for municipal programming and available for rentals by external groups. Upstairs and downstairs can be rented separately. |

| Facility | Address | Usage Type |
|---------------------------------|------------------------------------|--|
| Spring Bay Community Hall | 9298 Highway 542, Spring Bay | Community Hall used for municipal programming and available for rentals by external groups. |
| Providence Bay Hall | 11 Mutchmor Street, Providence Bay | Community Hall used for municipal programming and available for rentals by external groups. Dance floor, kitchen and banquet area are occasionally rented separately. There are two long-term community group tenants in the two basement rooms. |
| Sandfield Community Hall | 2177A Highway 542, Sandfield | *This facility is currently not available to rent, but may be added in the future* |
| Arenas | | |
| J.H. Burt Memorial Arena | 6064 Highway 542, Mindemoya | This facility has an upstairs room w kitchenette as well as ice surface and change rooms available to rent. The ice season rentals are treated differently than the off-season arena rentals. The booking solution needs to accommodate both situations. |
| Providence Bay Centennial Arena | 5143 Highway 551, Providence Bay | This facility has an upstairs room w kitchenette as well as ice surface and change rooms available to rent. The ice season rentals are treated differently than the off-season arena rentals. The booking solution needs to accommodate both situations. |

** Note that the Municipality is currently undergoing a recreation master planning process and arena feasibility study. This may change how certain facilities are used. Proponents shall provide pricing per facility so that if facilities are removed from the short-term rental roster in the future, the annual cost for the solution reflects the changes.

Proposed Phases and Methodology:

Proponents shall provide a detailed proposal that includes their methodology, proposed project phases and deliverables as well as cost. The Municipality is providing the outline of phases

below to help Proponents to conceptualize the scope of work and to communicate the desired outcome as clearly as possible:

| Phase | Expected meetings | Outcome | Timeline |
|---|---|---|-------------------|
| Phase I – Information Collection and Project Kick-off | | | |
| <p>After the successful bidder is selected, it is expected that there will be a period of data collection to ensure that the implementation phase goes smoothly. This may include things like:</p> <ul style="list-style-type: none"> • Meeting with municipal recreation staff to ensure that there is a clear understanding of the required features of the software. • The successful proponent will review available information on the existing facilities/ open spaces and provide a list of any gaps in information that the municipality needs to supply regarding each facility prior to implementation phase. | <p>Allow for 2 meetings with municipal staff, (minimum)</p> | <p>Information is gathered to ensure successful implementation phase.</p> | <p>April 2025</p> |
| Phase II – Training and Education | | | |
| <p>Prior to launching the software/digital solution to the public, we</p> | <p>2 training days for staff, minimum</p> | <p>Staff are competent to use the software as site administrators</p> <p>Documentation provided for staff to have as an ongoing tool.</p> | <p>May 2025</p> |
| Phase III – Implementation & Launch | | | |
| <p>In Phase II, the successful proponent will be expected to do all the back-end work required to launch the new booking/ recreation management software solution.</p> | <p>3 meetings with internal staff (minimum)</p> | <p>All facility and park locations are populated, and functionality is tested.</p> <p>Launched to the public.</p> | <p>May 2025</p> |
| Phase IV – Maintenance and Technical Support | | | |
| <p>It is expected that the successful proponent will include in their proposal detailed information on the cost and extent of the ongoing maintenance and technical support available for the duration of the contract.</p> | <p>N/A</p> | <p>Ongoing maintenance and support to ensure that the software is consistent and reliably available.</p> | <p>Ongoing</p> |

PART III – PROPOSAL REQUIREMENTS AND EVALUATION CRITERIA

Part A – Technical Proposal

1. Proposals shall be labelled with the Proponent's name, the RFP title and number, and should be submitted as a single .pdf document.
2. The proposal shall include a description of the firm and the firm's areas of expertise. The proposal shall include information about key project team members. It shall include a brief introduction to the team members who will be assigned to each portion of the scope of work, and their role, as well as relevant experience/qualifications.
3. The proposal shall include a description of the software solution, its features and modules. It shall include sufficient information to allow the Municipality to verify the total cost of the project as well as that the proposed solution can meet the RFP requirements. Additionally, the proposal shall include information on customizations available. The scope included a broad range of desired functionality, but the Municipality reserves the right to modify the scope and negotiate with the successful proponent to keep the project 'on-budget'. The proposal shall contain enough information for the municipality to determine what features are 'core' or included in the base price versus what functionality is an 'add-on'.
4. The proposal will include sufficient information for the Municipality to determine that the proposed software complies with all relevant privacy laws, and information on security protocols that ensure the safety of user and municipal data.
5. The proponent shall provide a project schedule for each project phase, including key milestones, meetings, deliverables, and corresponding delivery dates, as well as an estimated date for total completion of all phases. Submissions shall include descriptions of the project methodology, proposed approach to each phase of the project, key deliverables for each phase of the project and shall demonstrate an understanding of the project scope and the needs of the municipality.
6. The proponent shall demonstrate experience delivering high quality outcomes on other comparable scopes of work by submitting a brief description of at least three other relevant projects, including at least one other Municipal project. Contact information for references for these projects shall be supplied.

Proposal Part B – Forms and Sample Contract (pass/fail)

1. The Proponent shall submit the completed and signed Proposal Summary Form and Declaration Form included in PART IV of this RFP document.
2. The proponent shall submit a copy of any license or service agreements that the Municipality will be expected to sign if awarded the RFP.

Proposal Part C – Financial Proposal (40pts)

1. The Proponent shall submit their financial offer. This offer should include a breakdown of costs that separates out: implementation costs, Training/ Education costs, Annual subscription/licensing costs, Costs per module (i.e. costs for core features vs, additional features/modules), Costs per facility, Costs for ongoing updates, service calls, technical support, etc.
2. All costs shall be provided in Canadian dollars with taxes excluded.

Evaluation

The Evaluation Team may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and the Evaluation Team may make such requests to only selected Proponents. The Evaluation Team may consider such clarifications or additional information in evaluating a Proposal.

The Evaluation Team may, at its discretion, invite some or all of the Proponents to appear before the Evaluation Team to provide clarifications of their Proposals. In such an event, the Evaluation Team will be entitled to consider the answers received in evaluating Proposals. Proponent management and technical personnel will be expected to participate in presentations, demonstrations and/or interviews, which will be made at no cost to the Municipality.

All information and documents provided by the Proponents or gathered by the Evaluation Team during a presentation, demonstration or an interview may be considered by the Evaluation Team, which may revisit and re-evaluate the Proponent's Proposal or ranking on the basis of such information and documents.

The Proposals will be evaluated and scored in accordance with the requirements of the RFP using the following Scoring Guide:

Parts A and B

| Detailed Workplan and Experience Evaluation | Point Allocation |
|---|-------------------------|
| All required forms and components are completed, signed as required, and submitted by deadline: <ul style="list-style-type: none">• Proposal Summary Form• Declaration Form• Technical proposal with all required components (Part A)• Financial Proposal with all required components in a separate .pdf (Part B) | Pass/fail |
| Part A – Technical Proposal | 40 |
| Part B – Forms and Sample contract | 10 |
| Part C – Financial Proposal | 50 |
| Total | 100 pts |

Proponents are required to achieve a minimum of 70% on the Part A + B Technical Proposal components, as well as a pass on the pass/fail components for the Part C financial proposal to be evaluated.

PART IV - PROPOSAL FORMS

***** THESE FORMS MUST BE COMPLETED AND INCLUDED IN ADDITION TO THE PROPOSAL MATERIAL AS PART OF THE SUBMISSION PACKAGE *****

PROPOSAL SUMMARY FORM

PROJECT DESCRIPTION: RFP 01-2025 Parks and Recreation Management/ Facility Booking Solution

PROJECT LOCATION: Municipality of Central Manitoulin, Manitoulin Island, Ontario. The Municipal Office is located in Mindemoya, Ontario at 6020 Highway 542.

OWNER: Municipality of Central Manitoulin

PROPONENT:

DATE: _____

FIRM NAME: _____

ADDRESS (City, Province, Postal Code): _____

TELEPHONE: _____

EMAIL: _____

AUTHORIZED SIGNATURE: _____

NAME AND POSITION OF SIGNER: _____

WEBSITE: _____

PROPOSALS RECEIVED BY

The Municipality of Central Manitoulin
6020 Highway 542
PO Box 420
Mindemoya, ON P0P 1S0
pmader@centralmanitoulin.ca

DECLARATION

TO: The Municipality of Central Manitoulin

DATED AT: _____ the _____ day of _____, 2025.

1. I, _____, of _____, **DECLARE** that no person, firm or Corporation, other than the one whose signature or the signature of whose proper officers and seal is or are attached below, has any interest in this submission or in the Contract proposed to be taken.
2. **I FURTHER DECLARE** that this Proposal is made without any connections, knowledge, comparison of figures or arrangement with any other company, firm or person making a submission for the same project and is in all respects fair and without collusion or fraud.
3. **I FURTHER DECLARE** that no member of the Municipal Council, or any Officer of The Corporation is or will become interested, directly, or indirectly, as a contracting party or otherwise, in the performance of the Contract, or in the supplies, work or business to which it relates or any portion of the profits thereof, or any such supplies to be used therein or in any of the monies to be derived therefrom.
4. **I FURTHER DECLARE** that all items in the Proposal are in all respects true.
5. **I FURTHER DECLARE** that I have carefully examined the Request for Proposal document, and hereby acknowledge the same to be part and parcel of any contract to be let for the project therein described or defined and do all the work and to provide the services for the prices stated.
6. **I FURTHER DECLARE** that I have a clear understanding of all the work involved in this contract.
7. **I FURTHER DECLARE** that this offer is to continue open to acceptance until the formal contract is executed by the successful Company for the said project OR for a period of sixty (60) days after the closing date, whichever first occurs and that the Municipality may, at any time, within that period, without notice, accept this Submission whether any other Submission has been previously accepted.
8. **I FURTHER DECLARE** that the awarding of the contract based on this Request for Proposal by the Municipality shall be an acceptance of this Proposal.
9. **I FURTHER DECLARE** that in the event of default or failure on our part, that the Municipality shall be at liberty to advertise for new Requests for Proposals, or to carry out the works in any other way they deem best, and I also agree to pay to the said Municipality the difference between this Request for Proposal and any greater sum which the said Municipality may expend or incur by reason of such default or failure or by reason of such action as aforesaid, on their part, including the cost of any advertisement for new Request for Proposals; and to indemnify and save harmless said Municipality and their officers from all loss, damage, cost charges and expenses which they may suffer or be put to by reason of any such default or failure on our part.

10. **I FURTHER DECLARE** that Addendum/Addenda No. _____, inclusive, has/have been received, and that all changes specified in the Addendum/Addenda have been included in the prices submitted.

Witness

Signature (I have authority to bind the company)

Date

Name of Company

E-mail Address

Address

Name of Signing Authority

Telephone