

Request for Proposals

TAZA Township Website Design, Development, Hosting, and Digital Services

Taza Township Inc. is inviting proposals from qualified individuals or firms to design, build, launch, host and support a new public-facing Township website.

This opportunity is open to proponents with relevant experience and a demonstrated ability to deliver the required scope of work. This procurement is open. No invitation is required.

Opportunity

- **Project:** RFP 2026-001, Website Design, Development, Hosting and Digital Services
- **Scope:** Design and development of a new municipal website with a content management system, core service modules including forms, search, news, alerts, a public calendar and waste and recycling lookups, WCAG 2.2 AA accessibility conformance, Canadian data residency, staff training, and hosting and support through a twelve-month warranty period.
- **Anticipated start:** Early November 2026
- **Submission deadline:** Monday, September 21, 2026 at 4:00p.m. Mountain time
- **RFP Documents:** Enclosed

Questions

Questions about the RFP may be submitted to Megan Douglas, Procurement Contact, at mdouglas@tazatownship.ca by **Tuesday, September 1, 2026**.

Responses to material questions and any updates to the RFP will be posted as an update to this package as a new written addendum. The final addendum will be issued on **Tuesday, September 8, 2026**. No addendum will be issued after that date.

Proponents are encouraged to email the Procurement Contact to register their intent to respond. Firms that do so will receive the addendum at the same time it is posted. Firms that do not are responsible for monitoring and obtaining the addendum directly. All addenda must be acknowledged in the proposal.

Submit a Proposal

Proposals must be received by **4:00 p.m. Mountain Time on Monday, September 21, 2026** and submitted according to the instructions in the RFP document. Proposals must be submitted as a single PDF not exceeding 25 MB to mdouglas@tazatownship.ca. Receipt will be acknowledged within one business day. Taza Township Inc. reserves the right to modify or cancel this RFP and is not obligated to accept the lowest-cost or any proposal received.



Request for Proposals

TAZA Township Website Design, Development, Hosting, and Digital Services

Issued by	Taza Township Inc.
RFP Title	Website Design, Development, Hosting, and Digital Services
RFP Number	2026-001
Issue Date	August 14, 2026
Deadline for Questions	Sept 1, 2026
Closing Date and Time	Sept 21, 2026, 4:00 pm MT
Submission Email / Portal	mdouglas@tazatownship.ca
Procurement Contact	Megan Douglas (Brenda Hewko, escalation only)

1. Introduction

Taza Township Inc. (TTI) is an emerging local-service and township administration body for the Taza service area, supporting a growing community of residents, occupants, businesses, taxpayers, tenants, guests, visitors and service users within the Taza Lands. As Taza Township continues to evolve, it requires modern digital infrastructure to support governance administration, tax administration, local-service delivery, public-facing communications and community engagement.

Taza Township is seeking proposals from qualified vendors to design, build, launch, host and support a net new public-facing website. The website will serve as Taza Township's primary digital service hub, providing clear, trusted, accessible and secure access to information, notices, services and digital tools.

The Township currently maintains a preliminary landing page at tazatownship.ca. The selected vendor will expand this into a fully functional website. Existing content migration is expected to be minimal; most content is expected to be created, structured, expanded or entered as part of this project.





1.1 Opportunity Overview

This project represents a unique opportunity to design and deliver a modern municipal digital platform from the ground up. Unlike a traditional redesign, this initiative enables the creation of a scalable, future-ready service model that integrates governance, communications, and digital service delivery from inception.

Taza Township is seeking a long-term partner to establish a strong digital foundation that can evolve alongside the community.

Procurement Schedule

- RFP issued: August 14, 2026.
- Deadline for questions: September 1, 2026.
- Final addendum issued: September 8, 2026.
- No addendum will be issued after this date.
- Proposals close: September 21, 2026 at 4:00 pm MT.
- Evaluation and diligence: September 24 to October 2, 2026.
- Finalist presentations: October 5 to 9, 2026.
- Target award: October 21, 2026.
- Anticipated contract start: November 2, 2026.

No proponent meeting will be held; all clarification is by written addendum.

Scale and Growth

Taza Township is in phased buildout. Current occupancy is 93 units (8 commercial, 85 residential). Approximately 813 units are anticipated by 2030 and 6,563 at buildout, with an anticipated buildout population of 14,000. The Township sits within a 1,200-acre master-planned corridor on Tsuut'ina Nation land bordering southwest Calgary, drawing approximately 1.3 million visitors annually.

Transactional services, including e-billing, e-payments, property tax administration, appointment booking and board and committee document publication, are delivered by separate TTI-selected platforms and are outside this scope. For this engagement, growth is expressed as named CMS editor seats, published page volume, and notification subscribers. Section 8 sets out the disclosure required against each. Board and committee documentation is published from a separate platform and must be surfaced on the website by embed or single-sign-on handoff; the website vendor is not responsible for storing or indexing that material.





2. Background and Context

Taza Township requires a modern, scalable, brand-aligned website to support current operations and future growth. As services, communications and digital interactions expand, the website must be structured around user needs, enabling residents, taxpayers, businesses, occupants, visitors and service users to easily find information, access services and complete common tasks. The website is a critical public-facing digital platform and primary communications hub for the Taza service area.

The website must align with leading public-sector, local-service, accessibility and Indigenous/community digital practices, while recognizing that Taza Township is not an Alberta municipality. Proponents warrant compliance with applicable law and with TTI's privacy, access and records framework as it stands at contract execution.

3. Project Objectives

The objectives of this project are to:

- Design and deliver a modern, mobile-first, and accessible public website
- Provide clear access to core Township information and services
- Support content creation
- Implement Phase 1 functionality, including CMS, and integration-ready seams to TTI-selected platforms
- Enable staff to manage content independently through an intuitive CMS
- Provide machine translation of general public content into multiple languages to support resident needs (e.g. Google Translate), and visually incorporate the Tsuut'ina language into headers and selected sections using content supplied by TTI
- Ensure secure hosting with Canadian data residency, with no exception permitted for personal information
- Establish strong foundations for accessibility, search, SEO, and analytics
- Support future digital service expansion through scalable architecture
- Facilitate integration with Taza Township's software and information management systems. Examples may include allowing embeds from TTI's ArcGIS software, integrating online payment systems with TTI's accounting software, etc.
- Provide training, user documentation, systems documentation, and ongoing support
- Minimize long-term lock-in to the website vendor through source code and licence transparency, full content and data export in open formats, ownership of design assets, and TTI control of domain and DNS





- Operate reliably with agreed service levels over the full contract term of five years, with two one-year renewal options at TTI's sole option
- Establish strong website governance between Taza Township and the selected vendor
- Support compliance with all applicable privacy, confidentiality, cybersecurity, records-management, access-to-information, electronic-communications and data-protection requirements, including Alberta's Personal Information Protection Act, the Personal Information Protection and Electronic Documents Act where applicable, Canada's Anti-Spam Legislation where applicable, and Alberta's Access to Information Act and Protection of Privacy Act if determined applicable to TTI or to information shared with public bodies

4. Target Audiences

Primary Audiences

- Residents
- Residential taxpayers
- Businesses and commercial taxpayers

Secondary Audiences

- Visitors
- Developers and investors
- Tenants and community partners
- Media and external stakeholders
- Township staff and administrators

The website must prioritize high-frequency service tasks such as taxes, assessments, services, bookings, forms, updates, alerts, and contact access.

5. Current Website Environment

Taza Township currently operates a landing page at tazatownship.ca.

Key assumptions:

- Minimal content migration
- New content structure required





- Vendor support may be needed for content organization and preparation
- Vendor should identify assumptions related to content creation, migration, accessibility compliance, and content governance.

6. Scope of Work

The selected vendor will be responsible for planning, designing, building, testing, launching, securely hosting, and supporting the new website.

6.1 Discovery and Planning

The project will begin with a discovery phase to confirm requirements, priorities, and implementation approach.

Discovery must include:

- Stakeholder engagement
- Review of services and user needs
- Analytics requirements
- Technology stack and CMS recommendation
- Hosting, privacy, security, and data residency review
- Accessibility and compliance planning
- Future integration and module planning
- Reliability, uptime monitoring, and support escalation
- Risk assessment and project plan
- Site governance

Deliverables:

- Discovery summary
- Confirmed Phase 1 scope
- Technology recommendations
- Implementation roadmap
- A written change-management and change-request process, including how scope changes are documented, estimated, approved, and priced before any additional work proceeds
- Project schedule





6.2 Information Architecture and Content

The vendor must design a clear and scalable information architecture that supports intuitive navigation and efficient content discovery. The proposal must clearly divide content responsibilities between Taza Township and the vendor, including who drafts new content, who enters and formats it in the CMS, and how existing content is migrated. Proponents must state any assumptions about the volume of pages or content to be provided by the Township. The launch site is approximately 40 pages. TTI drafts and approves the majority of content. Vendor-led bulk import of that approved content into the CMS at launch is the preferred approach and must be separately priced. TTI will perform CMS placement for all content created after launch, and training must equip staff to do so independently. TTI supplies written content in a consistent template. The vendor is responsible for sourcing all imagery and for securing all image licences. Licensing costs must be included within the Phase 1 fixed price and within the budget ceiling in Section 8.1. Licences must be perpetual, royalty free, transferable to TTI, and must permit continued use if the vendor relationship ends. Proponents must disclose any image, font or media licence that carries a recurring fee or that cannot be transferred. The vendor authors alternate text for imagery it sources, subject to TTI approval. The vendor is responsible for information architecture, page templates, page setup and design, and structural and quality review. "Page" is defined in Appendix D.

Deliverables:

- Sitemap and navigation structure
- Content taxonomy and governance model
- Homepage and key page structures
- Search strategy

The website must support key content areas including:

- Taxes and billing issuance
- Services and resources
- Secure form provision
- News, events, alerts, and notices
- Governance and contact information
- Future phase requirements will include: Online booking and bill payments, and bill payments will be delivered by a separate TTI-selected platform





6.3 Design and User Experience

The website must deliver a modern, accessible, and user-focused design aligned with public-sector expectations.

Requirements:

- Responsive, mobile-first design
- Cross-browser compatibility
- Fast load performance
- Strong visual hierarchy
- Clear calls to action
- Accessible layouts and components
- Advertisement-free experience
- The website must function correctly on current versions of major browsers (Chrome, Edge, Firefox, and Safari) and on common desktop, tablet, and mobile devices. *Taza Township will confirm the supported browser and device matrix during discovery.*

Deliverables:

- Homepage and key page designs
- Design system and style guide
- Mobile design views

6.4 Core Functional Components

Phase 1 must include the following core modules:

- Content Management System (CMS)
- Public website
- Integration-ready seams to TTI-selected platforms¹ Waste & recycling schedule look ups (TTI supplies a structured data file with defined fields and a stated update cadence)
- Forms and self-service
- Public Calendar
- Search
- News, events, and alerts



All components must provide:

- Mobile-first and accessible experiences
- Secure handling of user and service data
- Administrative workflows and reporting
- Integration capability
- Canadian data residency ²

Integrations: Proponents must identify all required integrations and how each will be implemented. TTI is separately procuring a standalone e-billing and e-payments platform; property taxes will be administered on the same platform and implementation may be staggered. That platform has not yet been selected. If selection is complete before the addendum date shown in the procurement schedule, the platform identity will be disclosed in that addendum. If selection is not complete, TTI will confirm that in the addendum, and integration will be scoped and priced from Appendix E following selection. In either case no proponent is required to price integration. Integration is triggered on platform award, not during Phase 1 discovery. Where platform award materially changes scope, the change-request process in Section 6.1 applies.

1 "Integration-ready seams" means the website and CMS must be capable of consuming a documented third-party API, supporting webhook or callback notification, supporting single-sign-on handoff to an external portal, and exchanging structured data, without the website storing or processing billing records or cardholder data. "Payment-ready" means a documented API seam, secure redirect or hosted-field handoff to a PCI-DSS-compliant third-party processor, testable at user-acceptance testing. The website and CMS must not store credit card numbers, CVV codes or other payment-card data. E-billing, e-payments and property tax administration are delivered by the TTI-selected platform and are not within the Phase 1 fixed price.

2 For All Components, "Canadian data residency" is mandatory for production hosting, CMS data, forms, user submissions, logs, backups, analytics data, support access and all other TTI information. One exception applies and no other: machine translation of public, non-personal page content may transit a non-Canadian endpoint. No personal information, form submission, user record or account data may transit a non-Canadian endpoint under any circumstances. Tsuut'ina-language content is supplied by TTI and must not be routed through any machine-translation service. Proponents must disclose all hosting, storage, support-access, backup, logging, analytics, form submission and third-party processing locations for the components they supply.

6.5 Content Management System (CMS)

The CMS must enable Township staff to manage content efficiently and independently.

Requirements:

- User-friendly editing interface
- Role-based permissions





- Version history and audit logging, including reversion capability
- Media and document management
- Scheduled publishing and content lifecycle tools
- Page level SEO and accessibility support tools
- Workflow approvals
- Redirect management
- Audit logs
- Set templates and forms, and the ability to create new layouts
- Alert and News Banner/Pop-up publishing

Deliverables:

- CMS setup and configuration
- User documentation and training
- Content governance recommendations

6.6 Accessibility

The website must meet public-sector accessibility standards.

Requirements:

- WCAG 2.2 AA required conformance, with a formal Accessibility Conformance Report (ACR)
- Keyboard navigation and screen-reader compatibility
- Accessible forms and documents
- Proper content structure and contrast
- Accessibility testing prior to launch

Training must be provided to staff on accessible content publishing.

Before launch, the vendor must provide a completed accessibility conformance report (such as an ACR / VPAT) documenting how the website meets WCAG 2.2 AA, and must remediate any deficiencies identified during accessibility testing. The conformance report is scoped to pages, templates and components controlled by the website vendor. Screens rendered by TTI-selected third-party platforms are outside this scope.





6.7 Functional Modules – General Requirements

This section applies to platforms, modules and third-party components the proponent proposes to supply, including the CMS, forms, search, alerts and notifications, waste and recycling lookups, the public calendar, and any hosted or subscription service the proponent brings to the solution. It does not apply to platforms selected and contracted directly by TTI, which are addressed at the end of this section. For each item it proposes to supply, the proponent must identify:

- Recommended solution and rationale
- Data residency and privacy considerations
- Licensing and implementation costs
- User and staff workflows
- Integration capabilities
- Limitations and risks
- Any subcontractors or third-party platform providers, including each party's identity, role, and hosting/data-processing location

The prime vendor remains fully responsible for its own scope and deliverables and for the performance of all subcontractors, including their compliance with the Canadian data residency, privacy, security, and accessibility requirements of this RFP. Platforms selected and contracted directly by TTI are expressly excluded from the prime vendor's responsibility, as is content supplied by TTI.

As an exception to the preceding paragraph, where a TTI-selected platform is accessed by link or redirect rather than by technical integration, the vendor is responsible for the design of that handoff, including consistent branding, clear labelling of the destination, a return path to the website, and accessibility conformance of the transition. This is included in the Phase 1 fixed price.

6.8 Hosting, Security, and Data Residency

The solution must include secure hosting that meets public-sector standards.

Requirements:

- Canadian data residency
- Secure hosting infrastructure
- HTTPS/TLS encryption
- Role-based access controls
- Backups, audit logs, and disaster recovery





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- Monitoring and incident response
- Privacy compliance

Before launch, the vendor must perform or arrange a vulnerability scan and web-application security assessment of the website, CMS and administrative interfaces, provide a summary of findings, and remediate all high- and critical-severity issues prior to go-live. An independent penetration test is required and must be included within the Phase 1 fixed price.

Vendor must disclose data residency for all tools and platforms, including support access, storage, logs, and backup locations. TTI owns and controls the domain and DNS at all times, including during development, launch and any transition.

6.9 SEO, Analytics, and Performance

The website must be optimized for discoverability and performance.

Requirements:

- SEO-friendly structure and metadata
- Search engine indexing setup
- Analytics configuration and reporting
- Performance optimization (Core Web Vitals)
- Monitoring and reporting tools

The website must meet recognized performance thresholds, including Core Web Vitals targets of Largest Contentful Paint under 2.5 seconds, Interaction to Next Paint under 200 milliseconds, and Cumulative Layout Shift under 0.1 on representative pages. Vendor must describe how performance will be measured and maintained after launch.

6.10 Training, Support, and Maintenance

The vendor must provide training and ongoing support. **Training must include:**

- CMS usage
- Content publishing
- Accessibility best practices
- Analytics basics





Support must include:

- Post-launch warranty
- Ongoing maintenance options
- Security updates
- Technical support
- Defined service levels and response times

Vendor must commit to defined, measurable service levels for the website, CMS and hosting under its control, including a minimum hosting uptime of 99.9% and the response and resolution targets below. Availability of transactional services delivered by TTI-selected platforms is governed by those platform agreements and is excluded from the vendor's service-level commitment.

- **Critical:** acknowledge within 2 business hours; restore or workaround within 1 business day where commercially reasonable.
- **High:** acknowledge within 4 business hours; target resolution within 3 business days.
- **Medium:** acknowledge within 2 business days; target resolution within 10 business days.
- **Low:** acknowledge within 5 business days; resolution in a future maintenance release or agreed timeline."

The vendor must provide a post-launch warranty of at least 12 months for defect correction at no additional cost.

6.11 Quality Assurance and Launch

The vendor must complete full QA prior to launch, including:

- Cross-browser testing
- Mobile and tablet responsiveness
- Accessibility validation
- Functional testing (forms, search, news, alerts, public calendar, waste and recycling lookups, and any completed platform redirects, integrations or handoff design requirements in Section 6.7)
- Security and performance testing

A launch plan and post-launch support must be provided. The vendor must provide separate staging (pre-production) and production environments and must support a user-acceptance-testing (UAT) period during which Taza Township reviews and approves functionality before go-live.





6.12 Acceptance and Sign-Off

Each major deliverable and the final launch are subject to written acceptance by Taza Township against agreed acceptance criteria. Where payment milestones are used, they are tied to acceptance. Taza Township may require defects to be corrected and a deliverable re-submitted before acceptance. Final acceptance does not waive warranty obligations.

7. Phasing and Implementation

7.1 Phase 1 (Required)

Phase 1 must include:

- Website design and development
- CMS implementation
- Core content structure
- Integration-ready seams to TTI-selected platforms
- Alerts, notifications and public calendar
- Forms, search, and events
- Machine translation of general public content (e.g. Google Translate), and visual incorporation of the Tsuut'ina language into headers and selected sections using content supplied by TTI
- Accessibility compliance
- SEO and analytics
- Search configuration and search results page
- Waste and recycling schedule lookups
- User friendly error pages
- Print friendly pages
- Training and launch support

7.2 Future Phases (Optional)

May include:

- Online booking ³
- Online payments ⁴
- Additional content translation to Tsuut'ina language
- AI chatbot
- Service request workflows





- Advanced integrations

Proponents must recommend an optimal phased approach.

3 Online booking is outside Phase 1. TTI expects appointment and service booking to be delivered by a separately selected third-party platform rather than built into the website. No proponent is required to build, price or supply a booking solution under this RFP. The Phase 1 requirement is limited to integration readiness as defined in Section 6.4 footnote 1, and to the handoff design obligation in Section 6.7 should booking be surfaced by link or redirect. Proponents may describe how their platform would surface or integrate a third-party booking service in a future phase. Any such description is informational, is not scored on price, and does not form part of the Phase 1 fixed price.

4 Online payments are delivered by the TTI-selected platform and are outside Phase 1. The website must be payment-ready as defined in footnote 1. TTI will not convert future-phase functionality into Phase 1 scope after award; any such work proceeds only through the written change-request process, priced from Appendix E.

8. Timeline and Budget

Taza Township's target is to launch Phase 1 in early 2027. Proponents must provide:

- Detailed project schedule
- Key milestones
- Risks and dependencies

8.1 Budget and Price Ceiling

Taza Township has established a not-to-exceed budget for Phase 1 of \$80,000 CAD (excluding GST). This ceiling covers all design, development, implementation, content structuring, independent penetration testing, training, and launch activities required to deliver Phase 1, including hosting and support through the 12-month warranty period defined in Section 6.10. The integration rate card at Appendix E sits outside this ceiling and is not scored on price.

Post-launch and ongoing services must be priced separately and identified in the proposal, including but not limited to annual hosting, licensing, support, maintenance, optional modules, and future-phase functionality. The contract term is five years from launch, with two one-year renewals exercisable at TTI's sole option. No price escalation of any kind is permitted during the initial five-year term. Renewal years six and seven must be stated as fixed dollar amounts at proposal. Pricing for years eight through ten must also be disclosed on an indicative, non-binding basis to enable total cost of ownership comparison. TTI may terminate for convenience on ninety (90) days written notice at any time from the end of year two, with no termination charge beyond work performed and accepted.





Proponents must state whether pricing carries any tier, band, threshold or licence reclassification tied to published page count or to the number of notification subscribers. Where any such tier exists, the proponent must state each threshold as a number and the price at each tier. Proponents must state the cost of each additional named CMS editor seat and the number of seats included in the base price. A proponent stating that no such tiers apply will be held to that statement for the initial five-year term. Proponents must disclose the full cost of transition away from the provider, including data extraction, content and asset export, migration support, and any exit or de-conversion fees, with formats named, and must confirm in writing that transition can be completed within three months of ninety (90) days written notice. Proponents must provide a five-year total cost of ownership figure.

For all ongoing services, proponents must provide a clear annual pricing schedule and service description. This must include, at minimum:

- annual hosting costs;
- CMS, plugin, platform, module, and third-party licensing costs;
- support and maintenance fees;
- security update and patching responsibilities;
- backup, recovery, monitoring, and uptime services;
- support hours, escalation process, and service-level commitments;
- reporting, review meetings, or performance monitoring included in the service;
- future integration costs, specifically for the TTI-selected e-billing and payments platform and online appointment booking
- any excluded services or work that would be billed separately; and
- hourly or unit rates for out-of-scope work.

Proponents must also identify the ongoing responsibilities expected of Taza Township, including content management, approvals, user-account administration, privacy and records-management decisions, accessibility practices for new content or documents, analytics review, licence approvals, and any other actions required from Taza Township to maintain the website and related services.

9. Proponent Submission Requirements

Proposals must include:

- Executive summary
- Company profile and experience
- Understanding of project needs
- Proposed solution and architecture





- Project methodology
- Project team
- Relevant project examples
- Pricing and cost structure
- Assumptions, risks, and dependencies
- Data residency disclosure
- At least two client references for projects of similar size, scope and comparable service and governance complexity (preferably public-sector or municipal), including client name, contact person, telephone, email, project value, and date completed. Taza Township may contact references as part of evaluation.

Pricing must be presented in a structured schedule that separately identifies: (a) a fixed price for Phase 1 broken out by major deliverable; (b) annual hosting, support, and maintenance fees; (c) pricing for each optional or future phase; and (d) hourly or unit rates for change requests and out-of-scope work. All amounts must be in CAD with GST shown separately. Incomplete or non-conforming pricing may affect scoring or compliance.

Pricing must be submitted using the mandatory template at Appendix D and the rate card at Appendix E. Pricing submitted in any other format is non-compliant and will not be evaluated. All amounts must be in CAD with GST shown separately. Proposals are capped at 25 pages, excluding appendices, the Appendix D pricing template and the Appendix E rate card. Proposals must be submitted as a single PDF not exceeding 25 MB. The Procurement Contact will acknowledge receipt within one business day; proponents are responsible for confirming acknowledgement.

References are assessed as pass/fail due diligence rather than as a scored criterion. Proponents proposing vendor-led content import must state the file format and structure required from TTI, the volume assumed, and the latest date by which TTI must supply the content package. Image sourcing, licensing and alternate text are the vendor's responsibility and must be priced within the fixed price.

10. Evaluation Criteria

Proposals will be evaluated on:

- Understanding of needs and users
- Technical solution and architecture
- Privacy, security and data residency
- User experience, accessibility, and design approach
- Vendor experience and qualifications





- Implementation approach and methodology
- Support and long-term sustainability
- Pricing and overall value, including five-year total cost of ownership
- Economic Reconciliation

Taza Township may request demonstrations or interviews. Proposals will first be screened against the mandatory requirements in Section 11 on a pass/fail basis; only compliant proposals will proceed to scored evaluation. Compliant proposals will then be scored against the criteria above using the section weightings set out in Appendix C – Evaluation and Scoring. The weightings disclosed in Appendix C will be applied as published and will not be altered during evaluation.

11. Mandatory Requirements

Proposals must:

- Provide a staff-editable CMS that meets Phase 1 requirements
- Satisfy all core requirements in Section 6.4
- Meet WCAG 2.2 AA conformance and provide a formal Accessibility Conformance Report for vendor-controlled pages, templates and components
- Support Canadian data residency, subject only to the single exception stated in Section 6.4 footnote 2
- Provide machine translation of general public content and support visual incorporation of TTI-supplied Tsuut'ina language content in headers and selected sections
- Include integration-ready seams to TTI-selected platforms in Phase 1, as defined in Section 6.4 footnote 1
- Indicate how you will deliver training and user documentation
- Confirm you will provide system architecture documentation
- Provide support and maintenance options
- Include SEO and analytics capabilities
- Outline guaranteed uptime service levels and support processes
- Demonstrate how the solution will satisfy:
 - Consent collection and personal information management
 - Secure form handling
 - Breach response support
 - Record retention and access requests
- Outline secure hosting architecture
- Provide an overview of future online booking readiness and experience





- Provide an overview of payment-readiness as defined in Section 6.4 footnote, and of experience integrating with PCI-DSS-compliant hosted payment processors. Online payments are delivered by the TTI-selected platform and are outside Phase 1 scope. This information is assessed as evidence of integration capability and does not form part of the Phase 1 fixed price.
- Disclose all assumptions and dependencies
- Deliver an advertisement-free website
- Disclose the full cost of transition away from the provider, with formats named, and confirm in writing that transition completes within three months of ninety (90) days written notice
- Submit pricing using the mandatory template at Appendix D and the rate card at Appendix E

Demonstrate how the solution will satisfy applicable privacy, confidentiality, cybersecurity and records-management requirements, including consent and notice where applicable, personal information minimization, secure form handling, role-based access, audit logs, breach-response support, record retention, export/search capability, access and correction request support, Alberta PIPA compliance, PIPEDA compliance where applicable, CASL compliance where applicable, and ATIA/POPA support if determined applicable to TTI or to information shared with public bodies.

Confirm that the proponent, its subcontractors and all third-party tools will not use TTI information, website content, form submissions, analytics records, user records, service data, billing data, taxpayer information, prompts, support tickets, logs or other TTI information for artificial intelligence training, model training, product development, benchmarking, profiling, marketing, resale, data mining or any secondary purpose unless expressly authorized in writing by TTI.

12. Preferred Requirements

Proposals may be strengthened by:

- Public-sector or municipal experience
- Indigenous or community-based project experience
- Strong CMS governance capabilities
- Advanced search functionality
- Modular architecture
- AI chatbot readiness
- Privacy-focused analytics
- Vendor-led bulk import of Township-supplied launch content, with a stated file format and a defined Township handover package
- Clear long-term roadmap
- Payments readiness





13. Contract and Legal Considerations

The final agreement may include provisions related to:

- Confidentiality and privacy
- Data residency and security
- Accessibility compliance
- Intellectual property and ownership
- Service levels and support obligations
- Vendor lock-in protections
- Termination and transition support
- Insurance, indemnity, and limitation of liability

Compliance with all applicable privacy, confidentiality, data-protection, cybersecurity, records-management, electronic-communications, accessibility, procurement and trade-agreement requirements, including Alberta PIPA, PIPEDA where applicable, CASL where applicable, and ATIA/POPA if determined applicable to TTI or to information shared with public bodies.

The final agreement is expected to include terms addressing ownership and control of TTI content and data, confidentiality, privacy, data residency, cybersecurity, subcontractor control, foreign lawful-access disclosure, breach notification, audit support, accessibility, service levels, hosting, backups, disaster recovery, vulnerability remediation, termination assistance, transition support, data export, data return/destruction, source/configuration documentation, domain/DNS control, intellectual property, licensing, insurance, indemnity and limitation of liability.

TTI must retain ownership or control of its website content, records, form submissions, user submissions, reports, analytics configuration, website assets, data exports, design deliverables, documentation and project deliverables, subject only to disclosed third-party licence terms approved by TTI.

13.1 Insurance and Bonding

Before the contract is executed and for its full term, the successful proponent must carry and provide proof of the following minimum coverage, with Taza Township named as an additional insured where applicable:

- Commercial General Liability of not less than \$2,000,000 per occurrence;
- Technology Errors and Omissions of not less than \$2,000,000, covering software development and technology services;





- Cyber / Privacy Liability of not less than \$2,000,000 per claim, reflecting the handling of personal information and resident data, and extending to breach response and notification costs;
- Workers' Compensation (WCB) coverage in good standing, or proof of exemption.

A certificate of insurance must be provided before work begins and maintained for the full term, with thirty (30) days written notice to TTI of cancellation, non-renewal or material change. Cyber liability must be a standalone policy rather than an endorsement to general liability, and must carry a twenty-four (24) month post-completion extended reporting period. Errors and omissions coverage must be technology errors and omissions rather than generic professional liability. TTI will retain a holdback of ten percent (10%) of the Phase 1 fixed price until the end of a three-month post-launch stabilization period, and payments will be made against written acceptance of the milestones set out in Section 8. Proponents must provide evidence of financial capacity: years in continuous operation, two comparable engagements at or above the Phase 1 value with dates and values, confirmation of no insolvency or receivership proceedings within five years, and confirmation that the proponent can carry the engagement to the first milestone payment without advance.

14. Data Residency and Privacy Disclosure

Proponents must disclose data residency, privacy and security details for all systems and tools included in the proposed solution, including hosting, CMS, forms, analytics, notifications, search, public calendar, backups, logging, monitoring, support tools, security tools, AI tools, third-party platforms and any subcontractors or sub processors.

Canadian data residency is mandatory for production hosting, storage, backups, logs, forms submissions, CMS data, analytics data, user submissions and support, subject only to the single exception stated in Section 6.4. Booking, billing and payment data are held by TTI-selected platforms and are governed by those agreements.

For each system, tool, platform, subcontractor or sub processor, proponents must disclose:

- provider name and role;
- corporate nationality and ownership/control;
- hosting and storage location;
- backup and log location;
- support-access location;
- whether personnel outside Canada may access TTI information;
- applicable foreign lawful-access regimes, including the U.S. CLOUD Act where relevant;
- encryption measures, including encryption in transit and at rest;





- whether customer-managed or customer-held encryption keys are available;
- breach notification process and timing;
- data export and destruction process; and
- whether the provider uses TTI information for analytics, product improvement, AI training, model training, benchmarking, marketing or any secondary purpose.

Canadian hosting/data residency, breach notification, no secondary use of data, no AI training without written approval, and subcontractor/sub processor disclosure are mandatory.

15. Submission Instructions and Procurement Process

Proposals must be submitted by the specified deadline using the method outlined on the cover page. Late submissions may not be accepted.

15.1 Single Point of Contact and Communications

Megan Douglas is the sole Procurement Contact for this RFP. All inquiries must be directed to her in writing at the address on the cover page. Brenda Hewko is listed for escalation only and is not part of the vendor communication channel. From the issue date until the award of a contract, proponents must not contact any other TTI director, officer, Board member, employee, contractor, representative, advisor, Tsuut'ina Nation representative, TDA representative or project stakeholder regarding this RFP, unless expressly authorized in writing by the Procurement Contact. Attempts to lobby, influence or obtain information outside this process may result in disqualification.

15.2 Questions and Addenda

Questions must be submitted in writing to the Procurement Contact on or before the Deadline for Questions. Responses, clarifications and any changes to this RFP will be issued only by written addendum. Every addendum will be issued simultaneously to all proponents. Questions will be published without attribution to the firm that asked them. Proponents are strongly encouraged to notify the Procurement Contact by email of their intent to respond. Firms that do so will receive every addendum by email at the same time it is posted. Firms that do not are responsible for monitoring the posting page and for obtaining every addendum. TTI accepts no responsibility for a proposal prepared without an addendum that was publicly posted. All addenda must be acknowledged in the proposal; a proposal that fails to acknowledge every addendum may be found non-compliant. No addendum will be issued after the date shown in the procurement schedule. Only written addenda form part of this RFP; verbal statements by any person are not binding.





15.3 Irrevocability of Proposals

Proposals shall remain open, valid, and irrevocable for ninety (90) days following the Closing Date. TTI's target award date is October 21, 2026 and may not be withdrawn or amended during that period except as expressly permitted by Taza Township in writing.

15.4 Proponent Costs

Proponents are solely responsible for all costs incurred in preparing, submitting, and presenting their proposals. Taza Township will not reimburse any such costs under any circumstances, including where this RFP is cancelled or no contract is awarded.

15.5 Reservation of Rights

This RFP is a request for proposals and not a tender or an offer, and does not obligate Taza Township to award a contract. Taza Township reserves the right, in its sole discretion, to accept or reject any or all proposals, to waive informalities or irregularities, to cancel, amend, or reissue this RFP at any time, to request clarifications, demonstrations, or interviews, and to negotiate with one or more proponents. The lowest-priced or any proposal will not necessarily be accepted.

15.6 Conflict of Interest

Proponents must disclose any actual, potential, or perceived conflict of interest relating to this RFP or any resulting contract. Taza Township may disqualify a proponent where a conflict of interest cannot be resolved to its satisfaction.

15.7 Ownership of Submissions, Confidentiality and Access to Information

All proposals, submissions, correspondence and related procurement records submitted to Taza Township Inc. ("TTI") become records of TTI and will not be returned. Submission of a proposal does not transfer ownership of a proponent's pre-existing intellectual property, proprietary methods, templates, trade secrets, know-how or other pre-existing materials, except that TTI may use, copy, retain, review and disclose the proposal and related materials as reasonably required for procurement evaluation, due diligence, contract negotiation, legal review, audit, governance, reporting, dispute resolution and administration of the RFP process.

Proponents should clearly identify any portions of their proposal that they consider confidential, proprietary, commercially sensitive or trade secret. Proponents should provide reasons for any





requested confidential treatment. TTI will take reasonable steps to protect confidential and commercially sensitive information; however, TTI cannot guarantee that any information will be withheld from disclosure where disclosure is required or permitted by applicable law, legal process, audit requirement, or TTI's governance obligations.

TTI's privacy, access-to-information and records-management framework is described in Section 2. Proposals and related procurement records may be disclosed where disclosure is required or permitted by applicable law, legal process, audit, governance obligation or funding requirement. TTI does not represent or warrant that any information will be withheld from disclosure.

Proponents should not include personal information in their proposals unless it is necessary for the RFP response. Any personal information provided to TTI must be limited to what is reasonably necessary and may be collected, used, retained and disclosed by TTI for the purposes of administering the RFP process, evaluating proposals, conducting reference checks and due diligence, negotiating and awarding a contract, maintaining procurement records, meeting legal and audit obligations, and administering any resulting agreement.

The successful proponent will be required to comply with all applicable privacy, confidentiality, data-protection, cybersecurity, records-management and electronic-communications laws and requirements, and with TTI's privacy, confidentiality, information-security, access-control, breach-response, data-retention and data-return/destruction obligations as they stand at the date of contract execution.

15.8 Currency and Taxes

All pricing must be quoted in Canadian dollars (CAD). Goods and Services Tax (GST) must be shown separately and excluded from evaluated pricing.

15.9 Public Posting

This procurement will be conducted as an open, fair, transparent, non-discriminatory and competitive process. This RFP is publicly posted on the Taza Township website at tazatownship.ca from the Issue Date until the Closing Date. Any qualified firm may submit a proposal. No invitation is required and none will be issued. TTI may contact firms directly to draw attention to the posting; doing so confers no advantage, creates no preference, and does not limit eligibility. Proposals from firms not contacted directly will be evaluated on identical terms. TTI is a not-for-profit corporation and is not a municipality, municipal corporation.





**TAZA
TOWNSHIP**

TAZA TOWNSHIP
SUITE 240, 5894 TSUUT'INA PARKWAY
TSUUT'INA, AB T3T 0E6
INFO@TAZATOWNSHIP.CA

15.10 Debriefing

Following notification of award, an unsuccessful proponent may request a debriefing in writing within ten (10) business days. The debriefing will address the evaluation of that proponent's own proposal and will not disclose information about competing proposals beyond what is publicly available. A debriefing is not a precondition for, and does not extend the time for, any procurement dispute or review process.

16. Appendices

- Appendix A – Current website reference
- Appendix B – Functional requirements matrix
- Appendix C – Evaluation and Scoring
- Appendix D – Mandatory pricing template
- Appendix E – Integration and priced-option rate card



Appendix A - Current Website

Current landing page: tazatownship.ca

Current migration expectation: Minimal migration from the current landing page. This is a net-new initiative with no legacy assets, functionality, or content to carry over. Most website content is expected to be created, expanded, structured, or entered as part of the project.

Appendix B - Functional Requirements Matrix

Proponents should complete a requirements matrix as part of their response.

Requirement	Mandatory Phase 1 / Preferred / Future Phase	Included?	Proposed Approach	Notes
Responsive design	Mandatory			
WCAG 2.2 AA conformance with formal ACR	Mandatory			
Accessibility remediation and pre-launch testing	Preferred			
Staff-editable CMS	Mandatory			
Role-based permissions	Mandatory			
Canadian data residency	Mandatory			
Integration-ready seams to TTI-selected platforms for E-billing and payments	Mandatory Phase 1			
Design of platform handoff by link or redirect, including branding, labelling, return path and accessibility of the transition	Mandatory Phase 1			
Secure Forms	Mandatory			
Search	Mandatory			
Analytics	Mandatory			
SEO setup	Mandatory			
Public calendar	Mandatory			
News/announcements	Mandatory			
Alerts and notifications subscriptions	Mandatory			
Online booking readiness	Preferred			
AI chatbot readiness	Preferred			
AI chatbot implementation	Future Phase			
Machine translation of general public content	Mandatory			
Vendor-led import of Township supplied launch content	Preferred			
Business directory	Optional / Future Phase			

Requirement	Mandatory Phase 1 / Preferred / Future Phase	Included?	Proposed Approach	Notes
Training/documentation	Mandatory			
Support/maintenance	Mandatory			
Waste & recycling schedule lookups	Mandatory Phase 1			
User-friendly error pages	Mandatory Phase 1			
Print-friendly pages	Mandatory Phase 1			
Advertisement-free experience	Mandatory			
Guaranteed uptime / service levels (SLA)	Mandatory			
Version history & audit logging (CMS)	Mandatory			
Backups & disaster recovery	Mandatory			
System / architecture documentation	Mandatory			
Subcontractor / third-party platform disclosure	Mandatory			
Foreign lawful-access disclosure (e.g., CLOUD Act)	Mandatory			

Appendix C – Evaluation and Scoring

Compliant proposals will be scored against the criteria in Section 10 of the RFP using the section weightings below. These weightings are final. They will be applied as published during evaluation.

To support Economic Reconciliation, proponents may claim a 5% credit. Verification is required with the proposal and may be satisfied by any one of the following: evidence of 51% or greater Indigenous ownership; current Canadian Council for Indigenous Business certification, including Progressive Aboriginal Relations or Indigenous business certification; or, an alternative relevant certification accepted at TTI's discretion. Claims without evidence at submission will not receive the credit.

Requirement	Weight
Technical solution and architecture	15%
Privacy, security and data residency	15%
User experience, accessibility, and design approach	15%
Implementation approach and methodology	10%
Vendor experience and qualifications	10%
Understanding of needs and users	10%
Support and long-term sustainability	10%
Pricing and overall value	10%
Economic Reconciliation	5%
Total	100%

Scoring approach:

- Mandatory requirements (RFP Section 11) are assessed on a pass/fail basis; only compliant proposals are scored.
- Each criterion is rated on a 0–5 scale (0 = not addressed, 5 = excellent) and multiplied by its section weight to produce a weighted score.
- Price is scored by formula: the lowest compliant price receive full points and other prices are pro-rated (lowest price ÷ proposal price × available points). Price scoring using the five-year total cost of ownership from the Appendix D template, not the Phase 1 build price alone. Pricing not submitted on the Appendix D template is non-compliant. The Appendix E rate card is assessed qualitatively and is excluded from the price formula and from the \$80,000 ceiling.

Taza Township may shortlist proponents and request demonstrations or interviews before finalizing scores.

Appendix D – Mandatory Pricing Template

Pricing must be submitted using this template. Pricing submitted in any other format is non-compliant and will not be evaluated. All amounts in CAD, excluding GST. The Phase 1 fixed price must not exceed \$80,000.

D.1 Phase 1 Fixed Price

Deliverable	Fixed Price (CAD)
Discovery, planning and governance	
Information architecture and content structure	
Design and page templates, including design of any platform handoff by link or redirect	
CMS implementation and configuration	
Core modules: forms, search, news, alerts, public calendar, waste lookup	
Vendor-led bulk import of Township-supplied approved launch content (preferred; state format required)	
Image sourcing and licensing (perpetual, royalty free, transferable to TTI)	
Integration-ready seams (architecture only; integration work excluded)	
Machine translation configuration and Tsut'ina language content enablement	
Accessibility: WCAG 2.2 AA, ACR, remediation, training	
Security assessment, vulnerability scan and independent penetration test	
QA, UAT support, launch and CMS training	
Hosting and support through the 12-month warranty period	
TOTAL PHASE 1 FIXED PRICE (must not exceed \$80,000)	

D.2 Annual Recurring – Five-Year Total Cost of Ownership

No escalation is permitted in years one through five. Years six and seven are renewal years at TTI's sole option and must be stated as fixed amounts.

Item	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Yr 6	Yr 7
Hosting							
CMS / platform / module licensing							
Support and maintenance							
Security updates and patching							
Backup, recovery and monitoring							
ANNUAL TOTAL							

Five-year total cost of ownership (Phase 1 fixed price plus years 1–5 recurring): _____

Indicative, non-binding annual pricing for years 8, 9 and 10: _____ / _____ / _____

D.3 Growth and Tier Disclosure

State every threshold as a number. A proponent stating that no tiers apply will be held to that statement for the initial five-year term.

Growth vector	Included in base price	Tier threshold(s)	Price at next tier
Named CMS editor seats			
Published page count			
Notification subscribers			

Cost per additional named CMS editor seat: _____

Does any tier, band, threshold or licence reclassification apply to page count or notification subscribers?

Yes / No. (If yes, detail above.)

D.4 Exit and Transition Disclosure

Item	Cost (CAD) / Response
Full data extraction and export (state formats)	
Content and media asset export (state formats)	
Migration support to a successor vendor	

Item	Cost (CAD) / Response
Exit, de-conversion or termination fees, if any	
Confirm transition completes within three months of 90 days written notice (Yes / No)	

D.5 Definitions and Declarations

- “Page” means one unique URL with its own content and template assignment. Repeating records generated from a single template, such as news items, events or staff listings, are not counted individually.
- Proponent confirms the Phase 1 fixed price is firm and complete for the scope in Sections 6 and 7.1.
- Proponent confirms no price escalation will be applied during the initial five-year term.
- Financial capacity: years in continuous operation _____; two comparable engagements at or above the Phase 1 value (attach); confirmation of no insolvency or receivership proceedings within five years (Yes / No); confirmation the proponent can carry the engagement to first milestone payment without advance (Yes / No).

Appendix E – Integration and Priced-Option Rate Card

TTI is separately procuring a standalone e-billing and e-payments platform. That platform is not yet selected. Integration work is excluded from the Phase 1 fixed price and from the \$80,000 ceiling. Rates stated below must be held firm for 24 months from contract award. This rate card is scored under Pricing and Overall Value but is excluded from the price formula.

E.1 Role Rates

Role	Hourly Rate (CAD)	Daily Rate (CAD)
Solution architect / technical lead		
Senior developer / integration engineer		
Developer		
QA / test analyst		
Project manager		
Other (specify Roles)		

E.2 Notional Integration Block

For comparison only. Price a notional 120-hour integration block against a documented third-party REST API, covering scoping, build, test and documentation.

Item	Price (CAD)
120-hour notional integration block	
Estimated hours for a single API seam (state assumption)	
Estimated hours for SSO handoff to an external portal	

E.3 Declarations

- Rates are firm for 24 months from contract award.
- Integration work proceeds only on written authorization from TTI through the change-request process in Section 6.1.
- Proponent confirms it has not included integration effort in the Phase 1 fixed price.
- No minimum volume is guaranteed under the rate card, and TTI may elect not to proceed with any integration, and no expectation of work arises from the rates stated here.