



**TAZA
TOWNSHIP**

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

Request for Proposals

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

Consolidated package updated September 8, 2026. Includes Addendum No. 1 and its attachments.

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.





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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





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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.





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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.

Addendum No. 1 – Questions, Responses and RFP Amendments

Issued September 8, 2026

Issued by: Taza Township Inc.

Issue Date: September 8, 2026

Closing Date: September 21, 2026 at 4:00 p.m. Mountain Time

Effect of the Addendum

This Addendum No. 1 forms part of RFP 2026-001 and contains TTI's official responses to questions received, together with amendments and clarifications to the RFP. Where this Addendum conflicts with the original RFP, this Addendum governs. Except as expressly amended or clarified, all other RFP requirements remain unchanged. **Proponents must acknowledge Addendum No. 1 in their proposals in accordance with Section 15.2.**

Material Updates and RFP Amendments

Update	Detail
Launch Timing	Phase 1 target clarified as early February 2027 and no later than February 15, 2027.
Third-party platform selection	A vendor has been selected for applicable payments, property tax and billing services. Details will be disclosed in Discovery. Phase 1 uses accessible deep links. No single sign-on or technical integration is required.
Data-residency exceptions	Limited exceptions now address public-content CDN caching/TLS termination, Google Analytics, and a disclosed non-Canadian notification-email relay where proposed and approved.
Financial capacity	Section 13.1 and Appendix D.5 are amended so comparability is not determined solely by dollar value or municipal-website experience.
Economic Reconciliation	Appendix C is amended to permit the full credit through a qualifying subcontract or joint venture where the majority Indigenous-owned business performs at least 51% of total monetary value and the required evidence is supplied.

Consolidated Questions and Responses

Questions have been consolidated and edited for clarity.

Project Delivery and Governance

Phase 1 Launch Timing

RFP reference: RFP cover page; Sections 1.1 and 8

Question 1. The Township’s website stated the official site was “launching in late 2026,” while the RFP lists a target Phase 1 launch of “early 2027” following an anticipated November 2, 2026 contract start. Could TTI confirm its current desired launch date or timeframe so proponents can scope their project schedules accordingly?

Response

TTI’s target is to launch Phase 1 in early February 2027 and no later than February 15, 2027. TTI welcomes a credible opportunity to accelerate the schedule, provided all requirements, testing, approvals and launch-readiness activities are maintained. This clarification supersedes the preliminary timing previously shown on the TTI landing page.

Launch Sitemap, Content Responsibilities and Volume

RFP reference: Sections 5 and 6.2; Appendix D.5

Question 2.A. Does a draft sitemap or page list for the approximately 40 launch pages exist, or is this an estimate and should the pages be proposed by the proponent?

Response

No final launch sitemap or page list has been established. The approximately 40-page figure is an internal working estimate of the intended launch site. Proponents should recommend the final sitemap and navigation structure through discovery.

RFP reference: Sections 1, 3, 5, 6.2 and 9; Appendix A

Question 2.B. How does TTI envision responsibilities being divided between TTI and the successful proponent for writing, editing, content creation support, structuring and expanding content, approvals, image sourcing, migration, and loading final content into the CMS?

Response

TTI will draft and approve the written content and provide subject-matter guidance. The successful proponent is responsible for information architecture, content organization and structuring, page templates, page setup, initial content loading, structural and quality review, UX clarity, formatting, and sourcing and licensing imagery, including appropriate model releases. Editing support is welcomed and should be described in the proposed approach, but full copywriting of the launch site is not required. TTI will provide a subset of images and retain final image-selection approval. The successful proponent must source and recommend images and stock photography beyond the TTI-supplied assets. After launch, TTI will manage content changes and additions using the supplied templates.

RFP reference: Sections 6.1 and 6.2

Question 2.C. What internal resources and capacity will TTI have available to support content creation and migration?

Response

TTI will provide dedicated subject-matter expertise, draft and approve content, answer questions, support image selection/approvals, and review content structure and presentation. Proponents should not assume that TTI will format or load the initial approved launch content into the CMS.

RFP reference: Sections 6.2 and 9

Question 2.D. What is TTI's target date for supplying the complete content package?

Response

TTI expects to supply the complete approved content package by the end of November 2026. The detailed content schedule and handover process will be confirmed at project initiation.

RFP reference: Sections 6.2 and 8.1; Appendices D.1 and D.5

Question 2.E. Is approximately 40 pages a firm ceiling for the fixed-price, proponent-led bulk import?

Response

Yes. Forty pages is the firm ceiling for the fixed-price bulk import led by the successful proponent. Proponents must state their page-volume assumptions and the required format and structure of the TTI content package.

RFP reference: Sections 6.2, 6.5 and 6.12

Question 2.F. Who will hold approval authority for content?

Response

TTI retains approval authority for all content. TTI will designate one contact to provide consolidated content approvals to the successful proponent.

RFP reference: Sections 6.1 and 6.2; Appendix D.5

Question 2.G. If TTI's approved content package exceeds approximately 40 pages, would the variance be handled through the change-request process in Section 6.1 or absorbed within the Phase 1 fixed price?

Response

Additional pages will not automatically be absorbed within the Phase 1 fixed price. If the approved launch package exceeds 40 pages, TTI will load the additional content where an existing template can be used. A new template, functionality or other work outside the agreed scope will proceed through the written change-request process in Section 6.1.

Project Leadership, Stakeholder Engagement and Approvals

RFP reference: RFP cover page; Section 15.1

Question 2.H. Who will be the primary TTI point of contact throughout the project?

Response

TTI's primary project contact throughout the project will be Megan Douglas.

RFP reference: Sections 6.1 and 6.12

Question 3.A. What TTI representatives are expected to participate in discovery and ongoing project decision-making and governance?

Response

Approximately four to five TTI representatives will participate in discovery and project governance. Individual roles will be confirmed at project initiation and are not being named in this addendum.

RFP reference: Sections 6.1, 6.11 and 6.12

Question 3.B. Who are the stakeholders for discovery, and does TTI expect public surveys or user testing, or will engagement be limited to TTI and consulted project stakeholders?

Response

TTI leadership will retain decision and approval authority. Discovery will involve TTI representatives and may include consultation with other internal or external stakeholders identified by TTI. Public surveys are not required for Phase 1. TTI expects user testing to occur before launch. Proponents must allow sufficient time in their schedules for testing, consolidation of the findings and a revision round to address findings that remain within the approved Phase 1 requirements and acceptance criteria. These revisions must be included in the Phase 1 fixed price. Any new requirement or material scope change arising from testing will follow the change-request process in Section 6.1.

RFP reference: Sections 6.1 and 6.12

Question 3.C. Who will hold final approval authority for key decisions related to design, content, and functionality?

Response

TTI leadership will retain final approval authority. TTI will designate one contact authorized to provide consolidated approvals for design, content and functionality.

RFP reference: Sections 6.1 and 6.12

Question 3.D. What turnaround time should proponents assume for feedback and approvals from TTI?

Response

Proponents should assume a typical TTI review and approval period of two to five business days. The project schedule should identify deliverables requiring longer review periods or time-sensitive approvals.

RFP reference: Sections 6.1, 6.11 and 6.12

Question 3.E. What internal resources and capacity will be available throughout the project to support timely reviews and approvals, discovery activities, and user acceptance testing?

Response

TTI will assign internal resources to support discovery, reviews, approvals and user acceptance testing. A core team of three people is expected to participate in user acceptance testing; that number may evolve as project needs are confirmed.

Content, Brand and Design

Tsuut'ina Language Content

RFP reference: Sections 3 and 7.1

Question 4.A. Approximately what volume of TTI-supplied Tsuut'ina language content is anticipated at launch, and which page regions are in scope for Phase 1 beyond headers?

Response

Proponents should assume a small and limited volume of TTI-supplied Tsuut'ina language content in selected headers, art, and sections. Full-page and full-site Tsuut'ina translation are not in scope. Exact content and placement will be confirmed during discovery.

RFP reference: Sections 3 and 7.1

Question 4.B. In what format, script, and character encoding will the content be supplied?

Response

TTI will supply approved language content in an editable, Unicode-compatible format and will provide language and orthography support. Exact content volume and placement will be confirmed during discovery.

RFP reference: Sections 3, 6.2 and 7.1

Question 4.C. Are there font or orthography requirements the website must support, and will TTI supply a licensed typeface supporting the required glyphs?

Response

TTI will provide brand, orthography and typeface guidance, including a licensed typeface supporting the required glyphs. Proponents must identify any additional font requirements and include any additional required licences in accordance with Section 6.2.

RFP reference: Sections 3 and 7.1

Question 4.D. Will TTI, or a language authority designated by TTI, review its presentation before launch?

Response

TTI, or a language authority designated by TTI, will review the presentation of the Tsuut'ina language before launch.

Brand Assets and Visual Identity

RFP reference: Sections 6.2, 6.3 and 7.1

Question 5.A. What brand guidelines, logo files, photography and other creative assets will TTI provide, including specifications for typography, colour, imagery, logo use and Tsuut'ina visual elements?

Response

TTI will provide its established brand guidelines (included with this Addendum), logo files, colour palette, typography and supporting graphic elements in standard formats. The materials will include available guidance for Tsuut'ina visual elements. TTI will provide a limited selection of photography. The successful proponent must identify and source any additional imagery required for the website and include the necessary licences and model releases in the Phase 1 fixed price.

RFP reference: Sections 2, 3 and 6.3

Question 5.B. Should the website remain within TTI's existing brand system, and what extension or evolution of the brand's digital expression is permitted within Phase 1?

Response

The website must remain aligned with TTI's brand system, as outlined in the Brand Guidelines included with this Addendum. Proponents may recommend an appropriate evolution of its digital expression to support municipal-service delivery, subject to TTI approval. A broader brand redesign is not included in Phase 1.

RFP reference: Sections 5 and 6.1

Question 5.C. Are any related projects underway or recently completed that the successful proponent must consider, such as information architecture, branding or digital-service initiatives?

Response

No related information-architecture, branding or digital-service initiative is currently underway that proponents must incorporate into Phase 1.

Visual Alignment and Design References

RFP reference: Sections 2, 3 and 6.3

Question 6.A. Should the website align visually or structurally with related web properties, such as Taza Development Corp. or Tsuut'ina Development Authority, or stand as a distinct Township identity?

Response

The website must align with TTI's brand system and Brand Guidelines while establishing a distinct public-service identity. Proponents should not assume that the website must replicate the structure or user experience of Taza Development Corp., TDA or any other related website.

RFP reference: Sections 2, 6.1 and 6.3

Question 6.B. Can TTI provide examples of comparable websites or digital experiences that reflect its preferred design, functionality or user experience?

Response

TTI will provide relevant design and user-experience references during discovery. No specific comparator website is prescribed for proposal preparation.

Design Concepts, Revisions and Changes in Scope

RFP reference: Sections 6.1, 6.3 and 8.1

Question 6.C. What should proponents assume regarding the number of initial design concepts and revision rounds?

Response

Proponents should include three initial design concepts and three consolidated revision rounds in the Phase 1 fixed price.

RFP reference: Sections 6.1 and 6.12

Question 6.D. How does TTI distinguish between revisions to an existing deliverable and a change in scope requiring the formal change-request process?

Response

A revision is a change to an existing deliverable that remains within the approved requirements, content, functionality, design direction and acceptance criteria. A scope change includes a new requirement, module, integration, page template, deliverable or material content volume not included in the agreed scope.

Reopening an accepted deliverable or changing an approved direction may also constitute a scope change. Scope changes must follow the written change-request process required by Section 6.1. No additional work may proceed until the change, cost and schedule effect have been documented and approved.

RFP reference: Sections 6.1, 6.3 and 6.5

Question 6.E. Does TTI prefer a templated or established design framework, a fully custom design, or should proponents recommend the most appropriate approach?

Response

TTI is open to an established design framework, a custom design or a hybrid approach. Proponents should recommend the approach best suited to the requirements, budget, schedule, accessibility obligations and long-term maintainability.

Functional and Service Requirements

Forms and Self-Service Requirements

RFP reference: Sections 6.4, 6.5, 6.7 and 7.1; Appendix B

Question 7.A. Can TTI clarify the anticipated number and types of forms and self-service use cases required for Phase 1, including the general workflows and outcomes envisioned?

Response

Two website forms are anticipated for Phase 1, and the CMS must include a reusable template that TTI can use to develop future forms. The two forms will be confirmed during discovery and are expected to include:

1. a New Resident Intake Form to collect new resident or tenant information and support community membership administration, consent fields, a declaration of primary residence and the ability to upload evidence of residence. Whether an electronic signature is required will be confirmed during discovery.
2. a Monthly Payment Plan Form to allow residents or owners to express interest in applying for monthly property-tax payments.

The following service journeys will use informational content and links directly to the relevant external page or service:

1. change of banking information through the third-party provider
2. business licensing through TDA

3. property-assessment or tax-bill lookup through the third-party provider
4. water services through TDA

Electricity and gas services require informational content only. No single sign-on or technical integration with any third-party platform is required in Phase 1.

RFP reference: Sections 6.4, 6.7, 6.8, 11 and 14

Question 7.B. Will any forms collect personal information beyond basic contact details or require file upload or signature?

Response

The forms may collect names, contact information and a property address. They will not collect banking information, payment-card data or other payment credentials. File upload is anticipated for proof of residence relating to community membership and voter registration. Whether an electronic signature is required will be confirmed during discovery. Tax-roll, banking and payment records are expected to remain within the third-party system rather than the website or CMS.

RFP reference: Sections 6.4, 6.5, 6.7, 11, 13 and 14

Question 7.C. How does TTI expect submitted data to be handled, such as retention within the CMS, delivery by email to staff, or delivery to a TTI system?

Response

Form submissions may be stored in the Canadian-resident CMS. The solution must provide role-based access, configurable retention and purge controls, and authorized export to Excel, PDF and CSV. Proponents may recommend a secure staff-notification, email, SFTP or scheduled-reporting workflow. The proposal must describe the recommended workflow, security controls, retention approach, administrative process and data locations.

Alerts, Notifications and Subscriptions

RFP reference: Sections 6.4, 6.5, 6.7 and 7.1; Appendices B and D.3

Question 8.A. Does “alerts and notifications” refer to on-site alert banners, subscriber notifications by email, SMS or push, or both?

Response

Phase 1 requires on-site alerts and email notification subscriptions. Alerts must support hyperlinks, scheduling, and either site-wide or page-specific targeting. Pop-ups are optional; proponents should recommend an accessible, mobile-friendly approach consistent with current public-sector practice. SMS and push notifications are not required for Phase 1.

RFP reference: Sections 6.4, 6.7 and 14

Question 8.B. Is there an existing notification service in use?

Response

TTI does not currently use a notification service. The proposed solution must support current needs and scale as subscriber volumes grow.

RFP reference: Sections 1.1 and 8.1; Appendix D.3

Question 8.C. What subscriber volume should proponents anticipate at launch and by 2030 for the Appendix D.3 growth disclosure?

Response

Subscriber volume should be assumed to be less than 1,000 at launch and between 50,000 and 60,000 at full build out in 2030.

Waste and Recycling Data

RFP reference: Sections 6.4 and 7.1; Appendix B

Question 9.A. Can TTI provide a sample of the waste and recycling structured data file?

Response

A sample file will be provided during discovery. The waste and recycling lookup applies to select semi-detached and detached homes. Commercial and condominium schedules will be addressed through informational content or links to applicable third-party sites.

RFP reference: Sections 6.4 and 7.1; Appendix B

Question 9.B. Can TTI confirm the file format, field schema, update cadence, and delivery method it will use to supply the structured data?

Response

TTI expects to supply an Excel or CSV file monthly by email. The core fields are expected to include the full street address and applicable pickup dates for waste, recycling and compost respectively. The final field names and schema will be confirmed during Discovery.

RFP reference: Sections 6.4 and 7.1; Appendix B

Question 9.C. Can TTI clarify the intended lookup experience, including the user input and information returned?

Response

Users must be able to search by street address and view the applicable collection schedule on screen. A downloadable, printable annual PDF calendar format is optional and is not a mandatory Phase 1 requirement.

RFP reference: Sections 6.4, 6.7 and 8.1; Appendix B

Question 9.D. After launch, will TTI or the proponent be responsible for applying data updates?

Response

TTI will be responsible for supplying, approving and applying recurring data updates after launch using the administrative process implemented by the successful proponent.

RFP reference: Sections 6.4, 6.7 and 8.1; Appendix B

Question 9.E. Should updates be manually imported by TTI staff or automatically ingested by the website?

Response

Either a manual import or an automated ingestion process is acceptable. Proponents must recommend the approach best suited to the monthly update cadence and describe the staff workflow, validation controls, error handling and associated costs.

ArcGIS Requirements

RFP reference: Sections 3 and 7.2

Question 10. Are any ArcGIS embeds required within Phase 1, or is ArcGIS integration anticipated only in future phases?

Response

No ArcGIS embeds are required in Phase 1. The website should remain capable of supporting an ArcGIS embed or related integration in a future phase.

Booking Software

RFP reference: Sections 1.1, 6.2, 7.2 and 11; Appendix E

Question 11. Is TTI currently using any booking software, or is booking functionality and any related platform integration planned entirely for a future phase?

Response

TTI is not currently using booking software for this scope. Booking is planned for a future phase and is expected to be delivered through a separately selected third-party platform. No booking solution or booking integration

implementation is required within the Phase 1 fixed price. Phase 1 is limited to the integration-readiness and future handoff capabilities described in the RFP.

Search Requirements

RFP reference: Sections 5, 6.4 and 7.1

Question 12.A. Does the current website have search functionality or historical search-volume data that TTI can provide, such as a 12-month monthly average?

Response

The current landing page does not provide meaningful historical search-volume data. Proponents should assume a limited initial search volume and should not rely on a 12-month usage baseline.

RFP reference: Sections 1.1, 3, 6.2, 6.4 and 7.1

Question 12.B. Should website search index only content published on tazatownship.ca, or should it also index content hosted at other TTI-selected URLs or platforms?

Response

The search solution must be capable of indexing TTI-selected external URLs in addition to content published on tazatownship.ca. The external URLs will be confirmed during discovery. Proponents must describe their proposed approach, dependencies, crawl or indexing limitations and any additional cost.

Platforms and Integrations

Required and Future Third-Party Integrations

RFP reference: Sections 3, 6.1, 6.4, 6.7, 7.2, 8.1 and 11; Appendix E

Question 13. Where a TTI-selected platform is known but future technical integration remains outside Phase 1, what integration detail must proponents provide, and is it sufficient to demonstrate relevant experience, integration readiness, assumptions, dependencies and the anticipated technical approach?

Response

Confirmed. A provider has been selected for applicable property-tax, payment and billing services. Details will be disclosed during discovery. Phase 1 requires accessible links directly to the relevant external page or service, but does not require single sign-on, API integration or implementation within third-party websites.

A general statement of integration experience is not sufficient on its own. Proponents must identify assumptions and dependencies for future integration-ready seams, describe the proposed Phase 1 architecture and handoff approach, and explain how they would coordinate with TTI and the third-party platform providers on a future technical integration or single sign-on. Future integration will be separately authorized and priced in a future phase, through Appendix E, or through the Section 6.1 change-request process, as applicable.

Taxes and Billing Scope

RFP reference: Sections 1.1, 6.2, 6.4, 7.2 and 11; Appendix E

Question 14. Can TTI confirm that Phase 1 requirements related to taxes and billing are limited to the display of website content, navigation to TTI-selected third-party platforms, and integration-ready architecture, with transactional functionality and technical integration excluded?

Response

Confirmed. A provider has been selected for applicable property-tax, payment and billing services. Details will be disclosed during discovery. Phase 1 is limited to website content, navigation and accessible links directly to the relevant external page or service. E-billing, e-payments, property-tax administration, transactional processing, single sign-on and technical integration with the third-party provider are excluded from the Phase 1 fixed price.

External Platform Responsibilities

RFP reference: Sections 6.7 and 6.11; Appendix B

Question 15.A. For TTI-selected platforms accessed by link or redirect, can TTI confirm that the proponent's responsibility for branding, labelling, return paths, and accessibility is limited to website components and transition points under the website proponent's control, with implementation within external platforms excluded?

Response

The successful proponent is responsible for website components and transition points under its control. This includes accessible links or redirect handoffs directly to the relevant external page or service, consistent branding, clear destination labelling and a defined return path. The successful proponent is not responsible for building or modifying screens within a third-party website or portal, TDA, or another platform selected and contracted directly by TTI.

RFP reference: Sections 6.1 and 6.7

Question 15.B. Specifically, how does the proponent's responsibility for the return path in Section 6.7 apply where that path must be configured within the third-party platform?

Response

Where a return path must be configured within an external platform, the successful proponent must identify and document the requirement and coordinate with TTI and the platform provider during discovery. Configuration within the external platform remains outside the successful proponent's Phase 1 implementation responsibility unless separately authorized through the change-request process.

CMS Platform Preference

RFP reference: Sections 6.1, 6.5 and 9

Question 16. Does TTI have a preference for an open-source or proprietary CMS, or should proponents recommend the platform they consider best suited to the requirements?

Response

TTI has no preference for an open-source or proprietary CMS. Proponents should recommend the platform best suited to the requirements and explain its security, accessibility, usability, extensibility, data residency, licensing, export and long-term support implications.

Single Sign-On

RFP reference: Sections 6.4 and 7.2; Appendix E

Question 17. Does TTI require single sign-on for CMS administrators or any other Phase 1 users, including integration with Microsoft Entra ID?

Response

Single sign-on, including Microsoft Entra ID integration, is not required in Phase 1. The proposed CMS should not preclude adding an enterprise single-sign-on capability in a future phase.

Privacy, Security, Accessibility and Analytics

Canadian Data Residency and Content Delivery

RFP reference: Sections 6.4, 6.8, 11, 13 and 14

Question 18.A. Does the Canadian data-residency requirement require Canadian-owned providers, or is Canadian-region hosting operated by a non-Canadian provider acceptable with the disclosures required by Section 14?

Response

Canadian ownership is not required. A provider owned or controlled outside Canada is acceptable where the proposed solution meets the Canadian data-residency requirements, as amended by this addendum, and provides the disclosures required by Section 14.

RFP reference: Sections 6.4, 6.8, 11, 13 and 14

Question 18.B. Is residency assessed at production hosting, storage, form processing, logging, backups, analytics and support access, or at every network hop?

Response

Residency is assessed against the systems and processing activities identified in Section 6.4, footnote 2 and Section 14, rather than every incidental network-routing hop over encrypted transport. Production hosting, CMS data, form submissions, storage, logs, backups and support access remain subject to Canadian residency. The limited exceptions for public-content CDN delivery, analytics and a proposed notification-email relay are described in Responses 18.C, 20.A and 22.B.

RFP reference: Sections 6.4, 11 and 14

Question 18.C. Where all origin hosting, CMS data, form processing, logs, and backups reside in Canada, would caching or TLS termination of public, non-personal page content at a non-Canadian CDN point of presence breach the requirement?

Response

No. Caching or TLS termination of public, non-personal page content and static assets at a non-Canadian CDN point of presence will not breach the requirement. This is a limited exception to Section 6.4, footnote 2 and the related requirements in Sections 11 and 14. It does not permit form submissions, CMS or administrative data, user records, account data, tax information or other personal information to be processed at the non-Canadian CDN endpoint.

RFP reference: Sections 6.4, 6.8, 11, 13 and 14

Question 18.D. Does the Canadian residency requirement for support access prohibit any potential access by cloud-provider personnel outside Canada, including tightly controlled emergency support access?

Response

Yes. Personnel outside Canada may not access TTI information, including through emergency support. A globally operated provider may be proposed only where contractual and technical controls restrict access to authorized personnel in Canada. Proponents must disclose the controls and any residual foreign-access risk under Section 14.

Independent Penetration Testing

RFP reference: Section 6.8; Appendix D.1

Question 19.A. For the purposes of Section 6.8 and Appendix D.1, does “independent” require a third-party firm unaffiliated with the proponent, or may the testing be completed by an assessor within the proponent’s organization who is independent of the build team?

Response

‘Independent’ requires a qualified third-party assessor unaffiliated with the proponent and independent of the design and build team. An assessor employed by the proponent does not meet this requirement.

RFP reference: Section 6.8; Appendix D.1

Question 19.B. Does TTI require or prefer particular qualifications, a specific testing provider, or a standard such as OWASP ASVS or WSTG?

Response

TTI does not require a named provider or a specific professional certification. The assessment must follow the current stable OWASP Web Security Testing Guide. Given the limited public-site scope, OWASP ASVS 5.0 Level 1

is the general baseline, supplemented by applicable Level 2 controls for CMS authentication, access control, forms, personal information, administrative functions and data export.

RFP reference: Sections 6.8 and 6.11; Appendix D.1

Question 19.C. What testing methodology and scope does TTI require?

Response

Testing must combine proportionate automated and manual techniques and cover the public website, CMS, administrative interfaces, the two website forms, search, alerts, public calendar, waste lookup and handoffs or interactive components controlled by the successful proponent. Screens and systems controlled by third-party providers, TDA or another TTI-selected provider are excluded. Testing must occur against the final pre-launch solution in a production-equivalent environment.

RFP reference: Sections 6.8 and 6.11; Appendix D.1

Question 19.D. What are the reporting requirements, and is post-remediation retesting required within the Phase 1 fixed price?

Response

The RFP requires a summary of findings and remediation of all high- and critical-severity issues before launch. TTI requires a written report describing scope, methods, findings, severity ratings and remediation guidance, together with one focused post-remediation retest of high- and critical-severity findings and written confirmation of the retest results within the Phase 1 fixed price.

RFP reference: Sections 6.1, 6.8 and 8.1; Appendix D.1

Question 19.E. Can proponents include an estimated allowance within the Phase 1 fixed price, subject to confirmation once the implemented solution and final requirements are known?

Response

No. Section 6.8 and Appendix D.1 require the independent penetration test to be included within the firm Phase 1 fixed price. Proponents may state reasonable, scope-based assumptions. A price adjustment would require a material scope change approved through the written change-request process.

Analytics Platform and Requirements

RFP reference: Sections 6.4, 6.9, 11, 12 and 14

Question 20.A. Are Google Analytics and a Canadian-hosted or self-hosted Canadian-resident analytics platform both acceptable for Phase 1, and how does this affect the Canadian data-residency requirement?

Response

Yes. Google Analytics and a Canadian-hosted or self-hosted Canadian-resident analytics platform are both acceptable. If Google Analytics is proposed, cookies may be used and analytics data may be processed outside Canada.

This addendum therefore amends Section 6.4, footnote 2 and the corresponding 'single exception' language in

Sections 11 and 14.

Proponents must clearly disclose that device, cookie, usage and network information may be processed outside Canada and may be subject to foreign lawful access.

Google Analytics must not receive names, email addresses, form contents, property addresses, tax information, account data or payment information. Advertising personalization, remarketing, Google Signals and user-ID features must be disabled unless TTI gives separate written approval. The solution must include an appropriate cookie-consent mechanism, privacy notice, access controls, retention settings and deletion procedures. Proponents must explain the privacy, consent, data-location, foreign-access, profiling, retention and third-party-dependency risks and how each will be mitigated.

RFP reference: Sections 6.1 and 6.9

Question 20.B. Does TTI require any particular analytics reporting outputs or integrations?

Response

Phase 1 must include a standard reporting dashboard and exportable reports covering website traffic, acquisition sources, device use, top content, on-site search activity and key task or form activity where applicable. No additional analytics integration is required. Proponents must identify the proposed platform, reporting capabilities, privacy and consent settings, data locations, retention settings and licensing costs.

Accessibility Conformance Report

RFP reference: Sections 6.6 and 11; Appendices B and D.1

Question 21.A. Must the ACR or VPAT be authored by an independent third-party accessibility firm, or may it be produced by the proponent?

Response

The ACR may be prepared by the proponent. An independent third-party author is not mandatory.

RFP reference: Sections 6.6 and 11; Appendices B and D.1

Question 21.B. Does TTI require a specific VPAT edition or reporting format?

Response

The report must be based on testing of the completed website and must accurately document conformance for proponent-controlled pages, templates and components. The author and testing basis must be identified. Where a VPAT is used, proponents should use the current ITI VPAT 2.5Rev WCAG edition and report against WCAG 2.2 Level AA. An equivalent ACR format may be used if it addresses every applicable WCAG 2.2 Level A and AA success criterion and provides equivalent findings and explanations.

Notification Email Delivery and Data Residency

RFP reference: Sections 6.4, 6.7, 11 and 14

Question 22.A. Is a Canadian-resident email-sending platform mandatory for alerts and notification subscriptions?

Response

No. A Canadian-resident email-sending platform is not mandatory. Proponents must recommend a solution appropriate to the subscriber volume, privacy risk and Canadian-residency objectives and provide the disclosures required by Sections 6.7 and 14.

RFP reference: Sections 6.4, 6.7, 11 and 14

Question 22.B. Is a non-Canadian relay acceptable for outbound notification email where subscriber records are stored and processed in Canada? Alerts and notification subscriptions require an email-sending platform, and major providers are US-controlled.

Response

Yes. A non-Canadian relay may be proposed where the authoritative subscriber records remain in Canada. Because recipient email addresses and delivery metadata would transit or be processed outside Canada, this is a limited exception to Section 6.4, footnote 2 and Sections 11 and 14. The proposal must identify the exact data transmitted, processing and support locations, retention periods, logs, subprocessors, applicable foreign lawful-access regimes, safeguards and alternatives. No form contents, tax information, account data or other unrelated TTI information may be sent through the relay. TTI will evaluate the recommendation and associated risks as part of solution approval.

RFP reference: Sections 6.4, 6.7 and 14

Question 22.C. If a Canadian provider is mandatory, does TTI have an approved or preferred provider?

Response

A Canadian provider is not mandatory. TTI does not have an approved or preferred notification-email provider. Proponents must recommend a solution and disclose its corporate ownership, processing locations, support access, logs, backups, subprocessors, retention practices and licensing costs.

Procurement, Pricing and Contract Terms

Appendix D Year 1 Pricing

RFP reference: Sections 6.10 and 8.1; Appendices D.1, D.2 and D.5

Question 23. Section 8.1 states that the Phase 1 fixed price includes hosting and support through the 12-month warranty period, while Appendix D.2 requests Year 1 recurring costs. Can TTI confirm whether “Year 1” in

Appendix D.2 is the 12-month warranty year and should therefore be entered as nil or included in Phase 1, or whether it represents the first year following the warranty period?

Response

“Year 1” in Appendix D.2 is the 12-month warranty year included in the Phase 1 fixed price. Year 1 recurring costs should therefore be entered as nil or identified as included in Phase 1.

The five-year total cost of ownership must include the Phase 1 fixed price and all recurring costs shown for years one through five, with no duplication of hosting or support costs already included in Phase 1.

Post-Launch Warranty

RFP reference: Sections 6.10 and 8.1; Appendices D.1 and D.2

Question 24. A 30-day post-launch warranty is typical for custom website development and provides a defined period to identify and resolve implementation defects. Support beyond this period is typically provided hourly or through a retainer. Would TTI consider a 30-day defect warranty, with subsequent support billed under the proponent’s proposed support rates?

Response

No. The requirement for a minimum 12-month post-launch warranty for defect correction at no additional cost remains unchanged. Proponents may separately price support or enhancement work that falls outside defect correction and the warranty scope.

Phase 1 Budget and Third-Party Costs

RFP reference: Sections 6.2, 6.6, 6.8, 6.10 and 8.1; Appendix D.1

Question 25.A. The \$80,000 Phase 1 ceiling includes several third-party and ongoing costs, including independent penetration testing, hosting and maintenance, image licensing, and ACR preparation. Would TTI consider proposals that separately price these services outside the Phase 1 ceiling, or should proponents assume all such costs must be accommodated within the \$80,000 fixed price?

Response

All services and costs required to deliver Phase 1 must be included within the \$80,000 fixed-price ceiling. This includes independent penetration testing, hosting and support through the 12-month warranty period, image licensing, accessibility reporting and the other Phase 1 requirements identified in the RFP.

Ongoing services after the included warranty period must be priced separately in Appendix D.2.

RFP reference: Section 8.1; Appendices D.2 and D.3

Question 25.B. With pricing fixed for the first five years, how should proponents account for potential increases in third-party costs outside the proponent’s control, such as hosting, software licences, plugins, or other platform costs?

Response

No price escalation is permitted during the initial five-year term. Proponents are responsible for accounting for potential changes in hosting, software, plugin, licensing and other third-party costs when preparing their fixed annual pricing.

Pricing Table Format

RFP reference: Sections 9 and 11; Appendices D and E

Question 26.A. Does TTI require proponents to complete and reproduce the pricing tables in the exact format provided in the RFP, or may proponents use their own format provided that all requested pricing data and information are fully included?

Response

Proponents must complete Appendix D and Appendix E using the exact mandatory tables provided in the RFP. Pricing submitted in another format is non-compliant and will not be evaluated. Proponents may include supplemental pricing explanations or supporting detail, but these must not replace or modify the required templates.

RFP reference: Sections 7.2, 8.1 and 9; Appendices D and E

Question 26.B. May proponents include multiple solution options or optional add-ons in their proposals, provided the compliant base Phase 1 solution and fixed price are clearly identified?

Response

Yes. Proponents may include alternative solution options or optional add-ons, provided the compliant base Phase 1 solution and its fixed price are clearly identified and fully satisfy the RFP.

Optional pricing must not replace or obscure the mandatory Appendix D and Appendix E submissions.

RFP reference: Section 8.1; Appendix D.2

Question 26.C. Where hosting fees include security updates and patching, backup, recovery and monitoring, may proponents enter the full amount under hosting and mark the related Appendix D.2 lines as “included,” rather than assigning separate prices?

Response

Yes. Where hosting fees include security updates and patching, backup, recovery and monitoring, proponents may enter the full price under Hosting and enter ‘Included in Hosting’ on the related Appendix D.2 lines.

Required lines should not be left blank, and costs must not be duplicated.

Financial Capacity Requirements

RFP reference: Sections 9 and 13.1; Appendix D.5

Question 27.A. Will comparability be assessed based on the Phase 1 build value, total contract value including multi-year hosting and support, or the overall scope, technical complexity, service obligations and governance complexity?

Response

Comparability will not be assessed solely against the Phase 1 build value. TTI will consider total contract value, scope, technical complexity, accessibility and security requirements, service obligations and governance complexity.

RFP reference: Sections 9 and 13.1; Appendix D.5

Question 27.B. How closely must previous engagements correspond to municipal website delivery? Would digital-platform projects, including projects below the Phase 1 value, qualify where they demonstrate comparable technical, accessibility, security, service and governance complexity?

Response

Previous engagements do not need to be municipal websites. Digital-platform engagements may qualify where they demonstrate comparable scope, responsibility, technical complexity, accessibility, security, service obligations or governance requirements. Public-sector or municipal experience remains preferred but is not mandatory. An engagement below the Phase 1 value may be accepted where these factors demonstrate comparability. Section 13.1 and Appendix D.5 are amended by replacing 'two comparable engagements at or above the Phase 1 value' with 'two engagements of comparable size, scope, technical complexity, service obligation or governance complexity.' Proponents must provide dates, values, scope and relevant service obligations for each engagement.

RFP reference: Section 13.1; Appendix D.5

Question 27.C. What evidence must proponents submit to demonstrate that they can carry the engagement through to the first milestone payment without an advance? Is written confirmation sufficient at the proposal stage, or must supporting financial documentation also be included?

Response

A written confirmation from an authorized representative of the proponent is sufficient at the proposal stage. Financial statements, bank letters or other supporting financial documents are not required with the proposal. TTI reserves the right to request reasonable supporting evidence from a shortlisted or preferred proponent during due diligence before contract award.

Economic Reconciliation Credit

RFP reference: Sections 10 and 12; Appendix C

Question 28. For Appendix C, may a formal subcontracting or joint-venture arrangement with a majority Indigenous-owned firm, under which that firm performs a defined and material portion of the work, be

accepted as “an alternative relevant certification” at TTI’s discretion? If so, what evidence must be provided with the proposal?

Response

Yes. For this procurement, TTI will accept a formal subcontracting or joint-venture arrangement with a majority Indigenous-owned business as an alternative basis for claiming the Economic Reconciliation credit, provided that the Indigenous business performs a defined and material portion of the work.

For this purpose, the Indigenous business must perform at least 51 percent of the total monetary value of the proposed work. The proposal must include:

1. Evidence that the Indigenous business is at least 51 percent Indigenous-owned and controlled, or holds a current recognized Indigenous business certification.
2. A signed joint-venture, subcontracting or teaming agreement.
3. A clear description of the work the Indigenous business will perform.
4. The value and percentage of the total work assigned to the Indigenous business.
5. The named roles or resources expected to perform the work.
6. Confirmation that the arrangement will remain in place for the relevant contract work.

TTI may verify the arrangement before award and during contract delivery. Any material change or substitution requires TTI’s prior written approval. For subcontracting or joint-venture arrangements, TTI also welcomes information about proponents’ equity and inclusion policies and cultural-training programs.

Appendix C is amended accordingly.

Insurance Documentation

RFP reference: Section 13.1

Question 29.A. Is proof of coverage, including the standalone cyber policy carrying a 24-month extended reporting period, required before contract execution rather than at proposal submission?

Response

Insurance evidence is not required with the proposal.

RFP reference: Section 13.1

Question 29.B. Would a binder or insurer’s letter confirming its intent to bind coverage be acceptable at award?

Response

Following award, a binder or letter from the proponent’s insurer confirming its intent and ability to bind the required coverage is acceptable on an interim basis. The successful proponent must provide satisfactory proof of all required coverage, including the standalone cyber policy and 24-month extended reporting period, before contract execution and before work begins. All coverage must be maintained for the full contract term.

Proposal Page Limit

RFP reference: Section 9; Appendices B, D and E

Question 30. Does the completed Appendix B functional requirements matrix count toward the 25-page proposal limit, or is it excluded as an appendix?

Response

The completed Appendix B functional requirements matrix is excluded from the 25-page proposal limit. It must still be completed and included in the single proposal PDF. Appendix D and Appendix E are also excluded from the 25-page limit, as stated in Section 9.

Milestone and Payment Schedule

RFP reference: Sections 6.1, 6.12, 8 and 13.1

Question 31. Can TTI provide the anticipated milestone and payment schedule, including the expected timing of the first milestone acceptance and payment, standard invoice payment terms, and the release of the 10 percent holdback?

Response

TTI anticipates the following Phase 1 payment schedule:

1. 15% following written acceptance of the discovery summary, confirmed Phase 1 scope, implementation plan and project schedule
2. 20% following written acceptance of the information architecture, design direction, design system and key page templates
3. 30% when the CMS, core modules and Phase 1 functionality are complete in staging and accepted as ready for user acceptance testing
4. 25% following launch and written acceptance of the completed Phase 1 website
5. the 10% holdback required by Section 13.1, released at the end of the three-month post-launch stabilization period subject to correction of outstanding defects.

The first milestone is expected approximately four weeks after the anticipated November 2, 2026 contract start. Properly submitted invoices will be paid within 30 days after written milestone acceptance and receipt of the invoice.

Proponents may propose reasonable adjustments. However, the 10% holdback and written-acceptance requirements remain unchanged.

ATTACHMENT 1 - TTI Brand Guidelines

The TTI Brand Guidelines are appended immediately following this cover page and form part of Addendum No. 1.



**TAZA
TOWNSHIP**

STEWARDED PLACE, TOGETHER.

TAZA TOWNSHIP BRAND GUIDELINES



ABOUT

Taza Township is a community governance organization created to steward the shared community assets (public realm) of the Taza lands as they grow into a complete, vibrant community. Established under the Canada Not-for-Profit Corporations Act, the Township exists to ensure that public spaces, infrastructure, and community assets are thoughtfully managed, well maintained, and aligned with long-term community values.

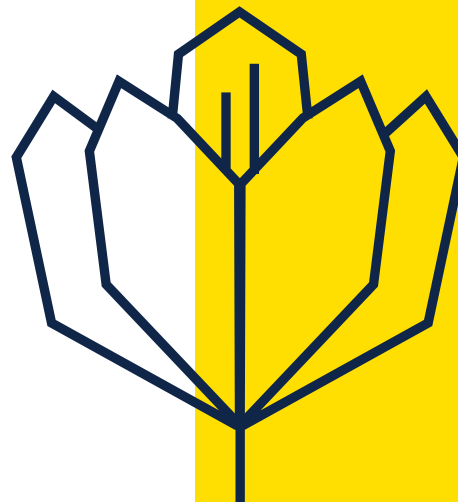
As Taza evolves, the Township provides a structured pathway from developer-led delivery to resident-led governance—supporting transparency, accountability, and local decision-making while honouring the vision, culture, and future of the Tsuut'ina Nation.

PURPOSE

The purpose of the Taza Township is to deliver stable, predictable municipal services through transparent and accountable governance. Acting as a steward on behalf of the Tsuut'ina Nation and in the best interest of taxpayers, the Taza Township ensures that public systems, services, and spaces are managed with care, integrity, and long-term responsibility.

VISION

To build and sustain a well governed township rooted in transparency, accountability, and responsible stewardship, while providing reliable services that support a stable and well cared for community over the long term.



BRAND CHARACTERISTICS & TONE OF VOICE

BRAND CHARACTERISTICS

Predictable
Accessible
Responsive
Community-minded
Reliable
Concise
Authoritative
Accountable

TONE OF VOICE

TRUSTWORTHY

We communicate with honesty, consistency, and care. People should feel confident that the information they receive is accurate and dependable.

CLEAR

We use simple, direct language that is easy to understand. We avoid jargon, ambiguity, or unnecessary detail.

CALM

Our tone is steady and reassuring. Even when communicating important or complex information, we remain composed and thoughtful.

RELIABLE

We provide useful information when people need it. Our communications should feel consistent, timely, and dependable.

WARM

We speak with care and consideration. Our language should feel approachable, respectful, and supportive.

WELCOMING

We create a sense of openness and inclusion. Everyone should feel respected and considered.

HUMAN

We communicate in a natural and relatable way. Our voice should feel genuine and not overly formal or corporate.

RESPECTFUL

We communicate with care and consideration. Our language should acknowledge the people we serve, reflect different perspectives, and create space for everyone to feel heard and valued.

GUIDING PRINCIPLES

STEWARDSHIP FOR FUTURE GENERATIONS

Make decisions with long-term impacts in mind, prioritizing sustainability, continuity of services, and the well-being of future generations.

ACCOUNTABILITY AND TRANSPARENCY

Operate with clear governance structures, open decision-making, and accessible information to build trust with citizens, partners, and taxpayers.

SERVICE RELIABILITY AND CARE

Deliver consistent, predictable municipal services that reflect care for people, land, and infrastructure.

COLLABORATION AND PARTNERSHIP

Work collaboratively with neighbouring municipalities, The TDA, partners and agencies to align priorities and deliver shared outcomes.

FISCAL RESPONSIBILITY

Manage public resources prudently to ensure stability, resilience, and long-term value for the community.

RESPECT FOR PEOPLE AND PLACE

Recognize and honour the people, land, and culture by approaching the planning, delivery, and communication of services with humility, care, and accountability, demonstrating respect for residents, taxpayers, neighbours, and the Tsuut'ina Nation.



TAZA TOWNSHIP BRAND



**TAZA
TOWNSHIP**

The Taza Township brand builds on the established Taza identity, using geometric forms to reflect the surrounding landscape: land, water, sun, and mountains. These elements reinforce stewardship and connection to place, while creating a visual language that feels bright, friendly, and easy to engage with.

Bright, energetic colours are layered with Taza Navy to maintain brand continuity while giving the Township its own approachable expression. The brand should be used to communicate clearly and warmly with residents, helping information feel accessible, welcoming, and connected to everyday community life.

TAZA TOWNSHIP LOGO



**TAZA
TOWNSHIP**

Vertical full colour logo



**TAZA
TOWNSHIP**

STEWARDING PLACE, TOGETHER.

Vertical full colour logo with tagline



**TAZA
TOWNSHIP**

Horizontal full colour logo



**TAZA
TOWNSHIP**

STEWARDING PLACE, TOGETHER.

Horizontal full colour logo with tagline

LOGO

There are two versions of the Taza Township logo: vertical and horizontal. The vertical logo is the primary version and should be used whenever possible.

The horizontal logo may be used when space or layout restrictions do not allow for the vertical format.

TAGLINE

The Township tagline supports the Township's messaging. It may be used as part of the logo lockup, as shown, or appear separately within a layout.

When used separately, the Taza Township logo must also appear somewhere on the application to clearly support the tagline.

LOGO COLOUR VARIATIONS



**TAZA
TOWNSHIP**

Full colour on a light background



**TAZA
TOWNSHIP**

Navy on a light background



White on a dark background

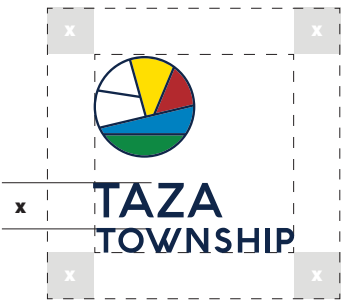


Black on a light background

The full colour Township Logo should appear on a white or light coloured background as long as there is sufficient contrast.

In the situation where the full colour logo cannot be used either because of tonal issues with the background, or a single colour print. The “knockout” logo can be used as an alternative on dark coloured backgrounds or the black or navy logo may be used as an alternative on light coloured backgrounds.

LOGO CLEARSPACE AND MINIMUM SIZE



Vertical logo

0.625"
(200 px)



Vertical logo with tagline

1.25" (375 px)



Horizontal logo

1" (300 px)



Horizontal logo with tagline

2" (592 px)



LOGO CLEARSPACE

To maintain its visual integrity, a minimum amount of clearspace must be allowed to surround the logo. It should never appear crowded by other elements such as text, titles and other symbols.

The minimum clearspace surrounding the logo or icon is represented by the distance from the top of the "T" in Taza to the top of the "T" in Township as demonstrated on the left.

LOGO MINIMUM SIZE

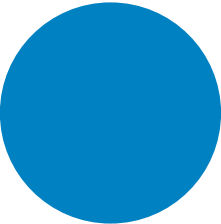
To ensure legibility of the logo, a minimum size has been determined. The logo must never appear smaller than what is indicated.

The minimum size for the vertical logo without the tagline is equivalent to 0.625" in width or 200 px. The minimum size for the vertical logo with the tagline is equivalent to 1.25" in width or 375 px.

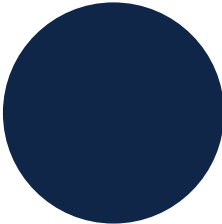
The minimum size for the horizontal logo without the tagline is equivalent to 1" in width or 300 px. The minimum size for the horizontal logo with the tagline is equivalent to 2" in width or 592 px.

Minimum size for the icon is .312" width or 100 px.

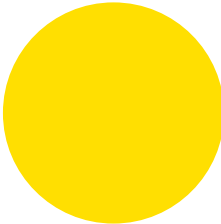
BRAND COLOURS



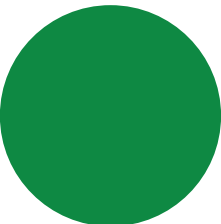
TOWNSHIP BLUE
PANTONE 2925 C
CMYK: 85 / 35 / 0 / 5
RGB: 0 / 129 / 193
HEX# 0081C1



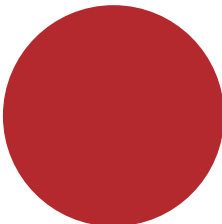
TOWNSHIP NAVY
PANTONE 2767 C
CMYK: 100 / 87 / 42 / 41
RGB: 18 / 40 / 76
HEX# 12284C



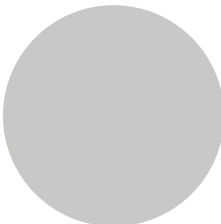
TOWNSHIP YELLOW
PANTONE 803 C
CMYK: 0 / 9 / 100 / 0
RGB: 255 / 233 / 0
HEX# E3E836



TOWNSHIP GREEN
PANTONE 356 C
CMYK: 86 / 20 / 100 / 8
RGB: 0 / 137 / 52
HEX# 008934



TOWNSHIP RED
PANTONE 1805 C
CMYK: 20 / 96 / 90 / 12
RGB: 179 / 41 / 46
HEX# B3292E



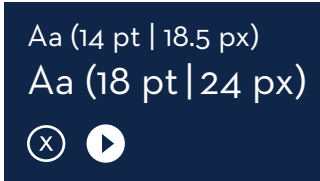
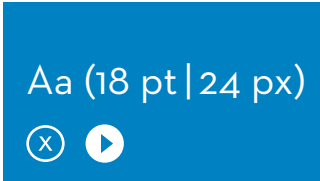
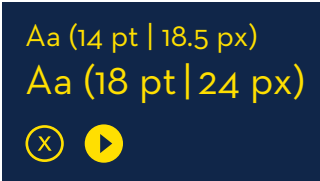
TOWNSHIP GREY
PANTONE COOL GREY 3C
CMYK: 1 / 0 / 1 / 22
RGB: 200 / 201 / 199
HEX# C8C9C7

The brand colours should be used consistently across all Taza Township materials to create a strong and recognizable visual identity. Township Blue is the primary brand colour and may be used for backgrounds, headlines, and key brand elements. Yellow adds a bright, energetic contrast against Township Blue and Green, helping create a sense of warmth and vibrancy. Red should be used sparingly as an accent colour to draw attention or add emphasis. The Navy works well as a text colour, providing clarity and brand continuity. Township Grey serves as a neutral that complements the full colour palette. It may be used as a background colour or tinted back to create a subtle supporting shade.

ACCESSIBILITY

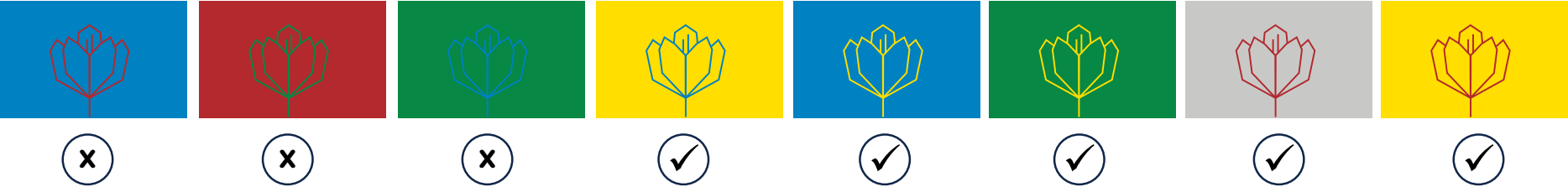
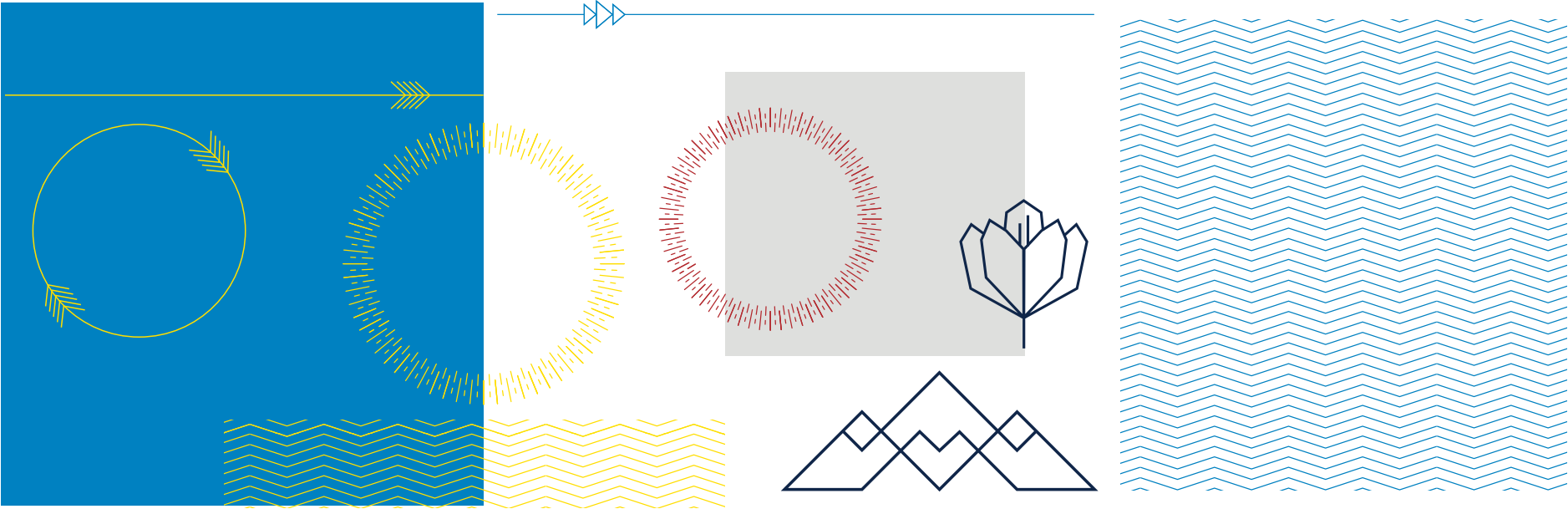
When applying the brand colours in digital environments, all colour combinations must meet accessibility standards for legibility and contrast. Text, buttons, icons, links, and key interactive elements should be checked against WCAG contrast requirements to ensure they are readable for users with varying visual abilities.

Accessibility colour combinations for digital:



BRANDING ELEMENTS

A collection of graphic patterns and elements have been developed to support and enhance the brand's visual expression. The elements can be used in the various brand colours provided there is sufficient contrast between the element colour and the background colour as shown below.



TYPOGRAPHY

PRIMARY TYPEFACES FOR EXTERNAL USE

NUNITO SANS

Nunito Sans is the primary typeface for Taza Township Brand. It should be used primarily in body copy but can also be used in Headings and Subheadings.

Nunito Sans is a Google font and can be downloaded [here](#).

Hello! I'm Nunito Sans Black.
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
0123456789!@£\$%^&*()

Hello! I'm Nunito Sans Light.
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
0123456789!@£\$%^&*()

AQUAWAX

Aquawax is one of the primary typefaces of the Taza Township Brand. It should be used primarily in Headlines, Headings and Subheadings paired with Nunito Sans for body copy.

Aquawax is licensed font.

Hello! I'm Aquawax Bold.
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
0123456789!@£\$%^&*()

Hello! I'm Aquawax Regular.
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
0123456789!@£\$%^&*()

SECONDARY TYPEFACE FOR INTERNAL USE

APTOS

Aptos is the secondary typeface that can be used on internal applications such as Word and Powerpoint documents when the primary typefaces are not readily available.

Aptos is the default font for Microsoft.

Hello! I'm Aptos Bold.
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
0123456789!@£\$%^&*()

Hello! I'm Aptos Regular.
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
0123456789!@£\$%^&*()

TYPOGRAPHY

HEADINGS

Use Aquawax Extra Bold or Nunito Sans Bold set in all uppercase, they can be set in Township Blue or Navy.

BODY COPY

Body copy should be set in Nunito Sans Regular.

SUBHEADINGS

Use Aquawax Bold or Nunito Sans Bold set in all uppercase Tracked out by 30 points but set in a smaller scale than the headings.

HEADING

Vit ulliquat latempo rporum quiae es-
erenis nienias natorit ut ellaboris repero
exerrum repelici blaut quo invelignate ped
eicietur sum as pelesed qui voluptatiis
dolorum, simi.

SUBHEADING

Vit ulliquat latempo rporum quiae es-
erenis nienias natorit ut ellaboris repero
exerrum repelici blaut quo invelignate ped
eicietur sum as pelesed qui voluptatiis
dolorum, simi, same nda.

HEADING

Vit ulliquat latempo rporum quiae es-
erenis nienias natorit ut ellaboris repero
exerrum repelici blaut quo invelignate ped
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dolorum, simi.

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Vit ulliquat latempo rporum quiae es-
erenis nienias natorit ut ellaboris repero
exerrum repelici blaut quo invelignate ped
eicietur sum as pelesed qui voluptatiis
dolorum, simi, same nda.

STATIONERY



BRENDA HEWKO
Executive Director

TAZA TOWNSHIP
Suite 240, 5894 Tsuut'ina Parkway
Tsuut'ina, AB T3T 0E6
bhewko@canderel.com
C 780.387.0777
tazatownship.ca



Suite 240, 5894 Tsuut'ina Parkway
Tsuut'ina, AB T3T 0E6



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

March 31, 2026

Dear John Smith,

Te pa se optus rest etur sinis eos saperuptatum quiatessin net, ut laut qui andandanis eum que explige nienia dolorib usdaectiorum qui duscita doloris autatem. Experfe roribea quossunte necti bla nus susci rest, untus aliqui vercipsam, ut porumquam est mo excesequat.

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Regards,

STEWARDSHIP PLACE. TOGETHER.



POWERPOINT



TAZA
TOWNSHIP
STEWARDED PLACE, TOGETHER.

PRESENTATION TITLE

APRIL 15, 2026



TAZA
TOWNSHIP

BACKGROUND





TAZA
TOWNSHIP

AGENDA

- Background
- Property Tax Rates
- Business Plan
- Operating Budget
- Capital Budget
- Restricted Surplus Account
- Resolutions
- Additional Information





TAZA
TOWNSHIP

SLIDE TITLE HERE

Eenteati uresum hor hoste tervit adhuit publis; nit.
Mo vid concul tem et, consimuntus ingulin atusquo haciae mantem, atius ate
cristra tem, tantem, cone ina, nem utuasti mmorem nortem, condit, se con-
susquem dero cre adducta muliceret, novem silicio utelabente, forentiliis nocul-
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dem Romnoctam fue atissul torimov erter