



Canada Lands Company
Société immobilière du Canada

RFP No.

CLC-COM-0823

Issue Date:

September 29, 2023

Submission Deadline:

November 3, 2023



Request for Proposals

Website Maintenance and Management Service

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REQUEST FOR PROPOSALS
RFP NO: CLC-COM-0823

1. Introduction

1.1. Company Description

Canada Lands Company CLC Limited (the “**Company**”) is a non-agent Crown corporation that carries out real estate business in all regions of Canada. The Company also owns and operates the CN Tower in Toronto, Ontario.

The Company’s activities ensure that government properties are redeveloped or managed in accordance with their highest and best use, and that they are harmoniously reintegrated into local communities to meet the needs of Canadians and provide them and their families with inspiring and sustainable new neighbourhoods in which they can live, work and play.

1.2. Scope of Work

This RFP is issued for the purpose of obtaining Proposals for website hosting, maintenance, design and management services (the “**Scope of Work**”).

This is described in more detail in the Scope of Work Schedule.

1.3. Form of Agreement

The Preferred Proponent shall be required to enter into an agreement (the “**Agreement**”) that is substantially in the form of the draft agreement attached in the Form of Agreement Schedule.

No obligation to proceed with the activities contemplated by the Scope of Work shall arise until such time as the Agreement is signed by all parties.

The term of the Agreement is five (5) years, with an option in favour of the Company to extend the Term by three (3) additional one- (1) year periods. The agreement will be renewed through amending agreements following the initial five (5) year term.

1.4. RFP Tentative Timetable

The following is a summary of the key dates in the RFP process:

Event	Date
RFP Issue Date	September 29, 2023
Oral Presentation (see Section 3.4)	December 1 – 14, 2023 (TBC)
Deadline for Questions to be Submitted in Writing (see Section 2.5.1 (Submission))	October 13, 2023 9:00 AM EDT

Addenda Deadline (see Section 2.5.3 (Issued Addenda))	October 20, 2023
RFP Submission Deadline	November 3, 2023
Anticipated Agreement Start Date	January 2, 2024

The Company may change any of the above dates and times, including the RFP Submission Deadline, in its sole discretion and without liability, cost, or penalty. In the event a change is made to any of the above dates, the Company will post any such change on CanadaBuys.ca.

1.5. RFP Coordinator

1.5.1. Restricted Communications

All communications with the Company regarding any aspect of this RFP (up until any contract award notification) should be directed to the RFP Coordinator:

Name: Rev Brifkani
Title: Corporate Communications Specialist
Address: 1 University Avenue, Suite 1700 Toronto ON, M5J 2P1
E-mail address: rbrifkani@clc-sic.ca

Proponents that fail to comply with the above communication restrictions may be disqualified from the RFP process.

1.5.2. Authorized Amendments, Waivers, Information or Instructions

From the date of issue of the RFP through any award notification, only the RFP Coordinator is authorized to amend or waive the requirements of the RFP pursuant to the terms of this RFP.

Under no circumstances shall a Proponent rely upon any information or instruction regarding the RFP process unless the information or instruction is provided in writing by the RFP Coordinator. No officer, director, employee, agent of the Company or its subsidiaries shall be responsible for any information or instructions provided to the Proponent, with the exception of information or instructions provided in writing by the RFP Coordinator.

2. RFP Terms and Procedures

2.1. Definitions

In this RFP, unless the context otherwise requires, the following defined terms have the meanings indicated below:

“**Addendum**” means a formal written document issued by the Company and labelled as an “addendum”, which is generally used to modify or supplement this RFP (and “**Addenda**” has a corresponding meaning).

“Agreement” has the meaning ascribed in Section 1.3 (Form of Agreement).

“Applicable Law” and **“Applicable Laws”** means any common law or equity requirement and all applicable and enforceable statutes, regulations, directives, policies, administrative interpretations, orders, by-laws, rules, guidelines, approvals, and other legal requirements of any government and/or regulatory authority in effect from time to time.

“Business Day” or **“Business Days”** means Monday to Friday between the hours of 9:00 a.m. to 5:00 p.m., except when such a day is a statutory holiday under the laws of Ontario, or as otherwise agreed to by the parties in writing.

“Company” has the meaning ascribed to it in Section 1.1 (Company Description).

“Conflict of Interest” means any situation or circumstance where, in relation to the performance of its obligations under the Agreement, the Proponent’s other commitments, relationships or financial interests (i) could or could be seen to exercise an improper influence over the objective, unbiased, and impartial exercise of its independent judgement; or (ii) could or could be seen to compromise, impair, or be incompatible with the effective performance of its obligations under the Agreement.

“Days” means calendar days.

“Eligible Proposal” means a Proposal that meets or exceeds a prescribed requirement, allowing it to proceed to the next phase.

“Evaluation Team” means the individuals who have been selected by the Company to evaluate the Proposals.

“Personal Information” means information about an identifiable individual that is recorded in any form, as prescribed by the *Privacy Act*.

“Preferred Proponent” means the Proponent(s) that the Company has identified as the highest-ranked Proponent(s) in accordance with the evaluation process.

“Proponent” or **“Proponents”** means an entity that submits a Proposal in response to this RFP and, as the context may suggest, refers to a potential Proponent.

“Proposal” or **“Proposals”** means all of the documentation and information submitted by a Proponent in response to the RFP.

“Request for Proposals” or **“RFP”** means this Request for Proposals issued by the Company and all schedules thereto.

“RFP Submission Deadline” means the Proposal submission date and time as set out in Section 1.4 (RFP Tentative Timetable) and as may be amended from time to time in accordance with the terms of the RFP.

“RFP Coordinator” means the individual identified in Section 1.5 (RFP Coordinator).

“Schedule” means one of the schedules to this RFP listed at Section 2.2 (and “Schedules” has a corresponding meaning).

“Unfair Advantage” means any conduct, direct or indirect, by a Proponent that may result in gaining an unfair advantage over other Proponents, including but not limited to (i) possessing, or having access to, information in the preparation of its Proposal that is confidential to the Company and which is not available to other Proponents, (ii) communicating with any person with a view to influencing, or being conferred preferred treatment in, the RFP process, or (iii) engaging in conduct that compromises or could be seen to compromise the integrity of the RFP process and result in any unfairness.

2.2. Definitions of Schedules

In this RFP, unless the context otherwise requires, the following terms refer to the Schedules indicated below:

“Scope of Work”	Schedule 1
“Declaration and Certification Schedule”	Schedule 2
“Unfair Advantage and Conflict of Interest Statement Schedule”	Schedule 3
“References Schedule”	Schedule 4
“Proponent Consortium Schedule”	Schedule 5
“Certificate of Compliance Schedule”	Schedule 6
“Corporate Overview Schedule”	Schedule 7
“Pricing Schedule”	Schedule 8
“Form of Agreement Schedule”	Schedule 9

2.3. Rules of Interpretation

This RFP shall be interpreted according to the following provisions, unless the context requires a different meaning:

In construing the RFP, general words introduced or followed by the word “other” or “including” or “in particular” shall not be given a restrictive meaning because they are followed or preceded (as the case may be) by particular examples intended to fall within the meaning of the general words. The plural includes the singular, the singular includes the plural, and each of the masculine and feminine includes all genders.

2.4. RFP Information

2.4.1. Proponent to Review

Each Proponent should carefully review the RFP to ensure that it has no reason to believe there are any uncertainties, inconsistencies, errors, omissions, or ambiguities in any part of the RFP. Every Proponent is responsible for conducting its own investigations and due diligence necessary for the preparation of its Proposal.

2.4.2. Proponent to Notify

If a Proponent has any reason to believe that there are any uncertainties, inconsistencies, errors, omissions, or ambiguities in any part of the RFP, the Proponent must notify the RFP Coordinator in writing prior to submitting a Proposal. The RFP Coordinator will then clarify the matter for the benefit of all Proponents.

Proponents shall not:

- a. after submission of a Proposal, claim that there was any misunderstanding or that there are any uncertainties, inconsistencies, errors, omissions, or ambiguities in any part of the RFP; or
- b. claim that the Company is responsible for any of the foregoing.

2.5. Clarification and Questions

2.5.1. Submission

Proponents must submit requests for clarification in writing by email to the RFP Coordinator, or as may otherwise be directed by the RFP Coordinator. In submitting a request for clarification, a Proponent must include its address, telephone number, and email address. Where a question relates to a specific section of this RFP, reference should be made to the specific section number and page of the RFP.

Requests for clarification must be submitted by the Questions to be Submitted in Writing Deadline as set out in Section 1.4 (RFP Tentative Timetable).

2.5.2. Questions and Answers

The Company shall make reasonable efforts to provide Proponents with written responses to questions that are submitted in accordance with Section 2.5.1 (Submission). Questions and answers will be distributed in numbered Addenda to Proponents by posting such Addenda on CanadaBuys.ca. In answering a Proponent's questions, the Company will set out the question(s), but without identifying the Proponent that submitted the question(s). Also, the Company may, in its sole discretion:

- a. edit the question(s) for clarity;
- b. exclude questions that are either unclear or inappropriate; and
- c. answer similar questions from various Proponents in one Addendum.

2.5.3. Issued Addenda

Before submitting a Proposal, a Proponent shall be responsible to verify that it has received all of the Addenda that have been issued, which shall be posted on CanadaBuys.ca by the Addenda Deadline as set out in Section 1.4 (RFP Tentative Timetable), unless it is an Addendum that extends the RFP Submission Deadline. Any amendment or supplement to the RFP made in any other manner will not be binding on the Company.

2.6. Proposal Submission

To be considered in the RFP process, a Proponent's Proposal must be received by the RFP Submission Deadline, as set out in Section 1.4 (RFP Tentative Timetable), by email to the following email address: **rbrifkani@clc-sic.ca**, and the subject of the email should be the Proponent's name, and **RFP # CLC-COM-0823**. The email should be addressed to CANADA LANDS COMPANY CLC LIMITED, to the attention of the RFP Coordinator. The Proposal should be included as an attachment to the email following the terms and conditions set out in Section 3.2 (Proposal Format).

Proposals received after the RFP Submission Deadline shall not be considered. Each Proponent is responsible for the actual delivery of its Proposal to the email address listed above. Proposals are to be submitted in English or French only, and any Proposal received by the Company that is not entirely in English and/or French may be disqualified.

2.6.1. Receipt

Every Proposal received will be date/time stamped according to the date/time of the email received by the RFP Coordinator at the email address referred to in Section 2.7.1 (General).

2.7. Withdrawal of Proposal

A Proponent may withdraw its Proposal only by providing written notice to the RFP Coordinator before the RFP Submission Deadline. A Proposal may not be withdrawn after the RFP Submission Deadline. The Company has no obligation to return withdrawn Proposals.

2.8. Amendment of Proposal

A Proponent may amend its Proposal after submission, but only if the Proposal is amended and resubmitted before the RFP Submission Deadline. The Proponent must provide notice to the RFP Coordinator in writing and replace its Proposal with a revised Proposal, in accordance with the requirements of this RFP. The Company has no obligation to return amended Proposals.

2.9. Completeness of Proposal

As of the RFP Submission Deadline, the submission of a Proposal shall constitute a representation by the Proponent that:

- a. it has complied with this RFP;
- b. it is qualified and experienced to perform the Scope of Work in accordance with this RFP and the Form of Agreement Schedule;
- c. the Proposal (including pricing) is based on performing the Scope of Work in accordance with this RFP, without exception; and
- d. the pricing set out in the Proposal addresses all of the Proponent's obligations under the Form of Agreement Schedule necessary for the performance of the Scope of Work in accordance with this RFP.

2.10. Proponent's Proposals

All Proposals submitted by the Submission Deadline shall become the property of the Company and will not be returned to the Proponents.

2.11. Proposal Irrevocability

Subject to a Proponent's right to withdraw a Proposal in accordance with the procedure described in Section 2.7 (Withdrawal of Proposal), a Proposal shall be irrevocable by the Proponent for 90 Days from the RFP Submission Deadline. Proposals will not be opened publicly.

2.12. Acceptance of RFP

By submitting a Proposal, a Proponent agrees to accept and to be bound by all of the terms and conditions contained in this RFP, and by all of the representations, terms, and conditions contained in its Proposal (to the extent that they do not conflict with the terms and conditions contained in this RFP).

2.13. Amendments to the RFP

Subject to Section 1.4 (RFP Tentative Timetable) and Section 2.5.3 (Issued Addenda), the Company shall have the right to amend or supplement this RFP in writing prior to the RFP Submission Deadline. No other statement, whether written or oral, shall amend this RFP. The Proponent is responsible to ensure it has received and reviewed all Addenda details.

2.14. Clarification of Proponent's Proposal

The Company shall have the right at any time after the RFP Submission Deadline to seek clarification from any Proponent in respect of that Proponent's Proposal, without contacting any other Proponent. The Company shall not be obliged to seek clarification of any aspect of any Proposal.

Any clarification sought shall not be an opportunity for the Proponent to either correct errors or to change the Proponent's Proposal in any substantive manner. Subject to the qualification in this provision, any written information received by the Company from a Proponent in response to a request for clarification from the Company may be considered to form an integral part of the Proponent's Proposal, in the Company's sole discretion.

2.15. Verification of Information

The Company shall have the right, in its sole discretion, to:

- a. verify any Proponent's statement or claim made in the Proponent's Proposal or made subsequently in an interview, site visit, oral presentation, demonstration, or discussion by whatever means the Company may deem appropriate, including contacting persons in addition to those offered as references;

- b. reject any Proponent's statement, claim or Proposal, if such statement, claim or Proposal is patently unwarranted or is questionable; or
- c. access the Proponent's premises where any part of the work is to be carried out to confirm Proposal information, quality of processes, and to obtain assurances of viability, provided that, prior to providing such access, the Proponent and Company shall agree on reasonable access terms, including pre-notification, extent of access, security, confidentiality and the allocation and amount of any costs incurred in connection with such access.

The Proponent shall co-operate in the verification of information and is deemed to consent to the Company verifying such information.

2.16. Proposal Acceptance

The lowest price Proposal or any Proposal shall not necessarily be accepted. While price is an evaluation criterion, other evaluation criteria, as set out in Article 3 – Proposal Evaluation, Format and Contents, will form a part of the evaluation process.

2.17. Substantial Compliance

The Company shall be required to reject Proposals which are not substantially compliant with this RFP.

2.18. No Publicity or Promotion

No Proponent, including the Preferred Proponent, shall make any public announcement or distribute any literature regarding this RFP or otherwise promote itself in connection with this RFP or any arrangement entered into under this RFP without the prior written approval of the Company.

If a Proponent, including the Preferred Proponent, makes a public statement either in the media or otherwise in breach of this requirement, in addition to any other legal remedy it may have in law, in equity or within the context of this RFP, the Company shall be entitled to take all reasonable steps as may be deemed necessary by the Company, including disclosing any information about a Proponent's Proposal, to provide accurate information and/or to rectify any false impression which may have been created.

2.19. Debriefing

Not later than 15 Days following the date of posting of a contract award notification in respect of the RFP, a Proponent may contact the RFP Coordinator to request a debriefing.

Any request that is not received within the foregoing timeframe will not be considered and the Proponent will be notified of same in writing.

Proponents should note that, regardless of the time of submission of a request by a Proponent, debriefings will not be provided until a contract award notification has been posted.

2.20. Confidentiality

2.20.1. Company Confidential Information

All correspondence, documentation, and information of any kind provided by or on behalf of the Company to a Proponent in connection with or arising out of this RFP or the acceptance of any Proposal (“**Company Confidential Information**”) constitutes the confidential information of the Company. The foregoing does not apply to any information that is or becomes generally available to the public other than as a result of disclosure by a Proponent.

The Proponent shall protect all Company Confidential Information as confidential, using reasonable measures no less stringent than those that it uses to protect its own confidential information of a like nature. In respect of all Company Confidential Information, the Proponent agrees that:

- a. it must not use that information for any purpose other than for replying to this RFP and for the fulfillment of any related subsequent agreement, if applicable;
- b. it shall prevent any use or disclosure of such information except as provided otherwise in this RFP, as expressly consented to by the Company in writing, or as may be required by Applicable Laws;
- c. it shall only disclose or grant access to such information to its employees or advisors who require access to that information for the purposes of this RFP and who are subject to binding confidentiality obligations substantially similar to those set out in this RFP;
- d. such information remains the property of the Company; and
- e. it shall return such information to the Company upon request.

The foregoing is subject to any other confidentiality agreement required by the Company as part of this RFP.

2.20.2. Proponent Confidential Information

Except as provided otherwise in this RFP, or as may be required by Applicable Laws (including the *Access to Information Act*), the Company shall treat the Proponents’ Proposals and any information about the Proponent gathered as part of this RFP process as confidential, and shall neither disclose nor divulge such information (except to its employees or advisors who require access to the information for the purposes of this RFP and who are subject to binding confidentiality obligations substantially similar to those set out in this RFP) without the express written permission and consent of the Proponent; provided that such obligation shall not include any information that is or becomes generally available to the public other than as a result of disclosure by the Company.

2.20.3. Copies of Materials

All correspondence, documentation, and information provided in response to or because of this RFP may be reproduced for the purposes of evaluating the Proponent's Proposal.

2.21. Personal Information

The Proponent should not submit as part of its Proposal any information related to the qualifications or experience of individuals who will be assigned to perform any work unless specifically requested.

Any Personal Information that is requested as part of this RFP process shall only be used (a) to select the qualified individuals to undertake the Scope of Work; (b) to confirm that the work performed is consistent with these qualifications; (c) for any audit of this RFP process; and (d) in the case of the successful Proponent, for contract management purposes. Such Personal Information will be maintained as part of the Personal Information Bank listed in Info Source: Professional Service Contracts - PSU 912.

It is the responsibility of each Proponent to obtain the consent of applicable individuals prior to providing their Personal Information as part of this RFP process. If any Personal Information is disclosed to the Company by a Proponent, the Company will consider that the appropriate consents have been obtained for the disclosure to and use by the Company of the requested information for the purposes described herein.

2.22. Access to Information Act

The Company is subject to the *Access to Information Act*. Any information provided by Proponents in connection with this RFP may be subject to requests for access under that Act, and can only be withheld from disclosure in specific circumstances.

A Proponent should identify any information in its Proposal that, if disclosed to any other person, would harm that Proponent's competitive position. Generally, only specific portions of a Proposal should be identified.

2.23. Reserved Rights (General)

In addition to any other express rights or any other rights which may be implied in the circumstances, the Company reserves the right to:

- a. make public the names of any or all Proponents;
- b. request written clarification or the submission of supplementary written information from any Proponent and to incorporate such clarification or supplementary written information into the Proponent's Proposal, at the Company's discretion, provided that any clarification or submission of supplementary written information shall not be an opportunity for the Proponent to correct errors in its Proposal or to change or enhance the Proponent's Proposal in any material manner;
- c. waive formalities and accept Proposals that substantially comply with the requirements of this RFP, in the Company's sole discretion;

- d. verify with any Proponent or with a third party any information set out in a Proposal, as described in Section 2.16 (Verification of Information);
- e. check references other than those provided by Proponents;
- f. disqualify any Proponent whose Proposal contains misrepresentations or any other inaccurate or misleading information, or any Proponent whose reasonable failure to cooperate with the Company impedes the evaluation process, or whose Proposal is determined to be non-compliant with the requirements of the RFP;
- g. disqualify any Proponent where that Proponent, or one or more principles or key personnel of that Proponent, have (i) previously breached a contract with the Company, (ii) otherwise failed to perform to the reasonable satisfaction of the Company, (iii) engaged in conduct prohibited by this RFP (including where there is any evidence of collusion with any other Proponent, its personnel or agents), (iv) been charged or convicted of an offence in respect of a prior or current contract with the Company or any of its affiliates, (v) breached any law that the Company deems relevant to this RFP or the Agreement, or (vi) a Conflict of Interest or Unfair Advantage, or where reasonable evidence of any Unfair Advantage or Conflict of Interest is brought to the attention of the Company;
- h. make changes, including substantial changes, to this RFP provided that those changes are issued by way of Addenda in the manner set out in this RFP;
- i. accept or reject a Proposal if only one Proposal is submitted;
- j. reject a subcontractor proposed by a Proponent within a consortium;
- k. select a Proponent other than the Proponent whose Proposal reflects the lowest cost to the Company;
- l. cancel this RFP process at any stage, do so without providing reasons, and thereafter initiate a new procurement process for the same or similar matters contemplated by this RFP, or take no further action in respect of the matters contemplated by this RFP;
- m. discuss with any Proponent different or additional terms to those contained in this RFP or in any Proponent's Proposal; and
- n. reject any or all Proposals in its absolute discretion, including where a Proponent has launched legal proceedings against the Company and/or its affiliates, or is otherwise engaged in a dispute with the Company and/or its affiliates.

By submitting a Proposal, the Proponent authorizes the collection by the Company of the information identified in this RFP, which the Company may request from any third party.

2.24. Reserved Rights (as to Preferred Proponent)

If the Preferred Proponent fails or refuses to execute the Agreement within 30 Business Days from the date of being notified that it is the Preferred Proponent, the Company may, in its sole discretion:

- a. extend the period for concluding the Agreement, provided that if sufficient progress towards executing the Agreement is not achieved within a reasonable period of time, the Company may, in its sole discretion, terminate the discussions (and proceed per (b) below);

- b. exclude the Preferred Proponent's Proposal from further consideration, rescind any invitation to execute the Agreement, and begin discussions with the next highest-ranked Proponent; and
- c. exercise any other applicable right set out in this RFP, including but not limited to, cancelling the RFP.

2.25. Proponent's Costs

Every Proponent shall bear all costs and expenses incurred by the Proponent relating to any aspect of its participation in this RFP process, including all costs and expenses relating to the Proponent's participation in:

- a. the preparation, presentation, and submission of its Proposal;
- b. the Proponent's attendance at any meeting in relation to the RFP process, including any oral presentation and/or demonstration;
- c. the conduct of any due diligence on its part, including any information gathering activity;
- d. the preparation of the Proponent's own questions prior to the RFP Submission Deadline; and
- e. any discussion and/or finalization of the Agreement.

2.26. No Liability

The Proponent agrees that:

- a. Any action or proceeding relating to this RFP process shall be brought in any court of competent jurisdiction in the Province of Ontario and for that purpose the Proponent irrevocably and unconditionally attorns and submits to the jurisdiction of that Ontario court.
- b. It irrevocably waives any right to and shall not oppose any Ontario action or proceeding relating to this RFP process on any jurisdictional basis.
- c. It shall not oppose the enforcement against it, in any other jurisdiction, of any judgement or order duly obtained from an Ontario court as contemplated by this RFP.

The Proponent further agrees that if the Company commits a material breach of this RFP, the Company's liability to the Proponent, and the aggregate amount of damages recoverable against the Company for any matter relating to or arising from that material breach, whether based upon an action or claim in contract, warranty, equity, negligence, intended conduct, or otherwise, including any action or claim arising from the acts or omissions, negligent or otherwise, of the Company, shall be no greater than the Proposal preparation costs that the Proponent seeking damages from the Company can demonstrate.

2.27. Assignment

The Proponent shall not assign any of its rights or obligations hereunder during the RFP process without the prior written consent of the Company.

2.28. Priority of Documents

In the event of any inconsistencies between the terms, conditions, and provisions of the main part of the RFP and the Schedules, the RFP shall prevail over the Schedules during the RFP process.

2.29. Governing Law

The RFP and the Proponent's Proposal shall be governed by the laws of Ontario and the federal laws of Canada applicable therein.

3. Proposal Evaluation, Format and Contents

3.1. General

The evaluation of the Proposals will be conducted by the Evaluation Team in several stages, as described below. The stages and the points allocated to each stage of the evaluation process are as follows:

Stage	Description	Points
I	Mandatory Requirements	(Pass/Fail)
II	Rated Information (Excluding Pricing)	140
III	Oral Presentation	(Pass/Fail)
IV	Pricing	10
V	Reference Verification	(Pass/Fail)
	Total	150

3.2. Proposal Format

3.2.1. General

The Proponent's Proposal should be comprised and formatted as follows:

- a. One (1) attachment named "Name of the Proponent – Proposal" to the email containing one (1) electronic copy in PDF format, excluding the Pricing Schedule; and
- b. One (1) attachment named "Name of the Proponent – Pricing Schedule" to the same email containing one (1) electronic copy in PDF format of the Pricing Schedule.

3.2.2. Technical Issues

In preparing its Proposal, the Proponent should adhere to the following:

- a. all pages should be numbered;
- b. avoid using symbols in the file name such as &, #, etc.;
- c. each electronic document should not exceed twenty-five (25) MB in size.
- d. avoid using scanned copies of documents, where possible (scanned copies tend to be of greater size than original electronic versions);
- e. no embedded hyperlinks to online literature about the Proponent are permitted unless online literature is specifically requested in this RFP;
- f. completely address, on a point-by-point basis, each rated information identified in section 3.3.8 and following (*Rated Information and Pricing*); and
- g. as appropriate, incorporate the Schedules in its Proposal.

Proposals should be submitted in accordance with the instructions set out in this RFP and by completing the Schedules referred to below (without delineations, alterations, or erasures).

3.3. Proposal Contents – Mandatory Requirements and Rated Information

Proposals should respond to the requirements and questions listed in the chart below in a written document.

Proposals must contain the information listed under the heading “Mandatory Requirements” below. A failure to do so will result in the Proposal being disqualified. If a “Mandatory Requirement” refers to a Schedule, then Proponents should provide responses to the “Mandatory Requirements” in the corresponding Schedule.

Proposals should address the information listed under the heading “Rated Information” below. Rated information will be scored and failure by a Proponent to fully address any rated information will affect the Proponent’s evaluation and final score. Proponents should provide responses to the “Rated Information” in the body of their Proposals under corresponding headings, or in a Schedule, if directed.

MANDATORY REQUIREMENTS	Evaluation
<p>3.3.1. Declaration and Certification Schedule</p> <p>The Proposal must include a completed Declaration and Certification Schedule, completed by the Proponent in accordance the instructions contained in that schedule.</p>	<p><i>Pass or Disqualification</i></p>

<p>3.3.2. Unfair Advantage and Conflict of Interest Statement Schedule</p> <p>The Proposal must include a completed Unfair Advantage and Conflict of Interest Statement Schedule, completed by the Proponent in accordance with the instructions contained in that schedule.</p>	<p><i>Pass or Disqualification</i></p>
<p>3.3.3. References Schedule</p> <p>The Proposal must include a completed References Schedule, completed by the Proponent in accordance with the instructions contained in that schedule.</p>	<p><i>Pass or Disqualification</i></p>
<p>3.3.4. Proponent Consortium Information Schedule</p> <p>The Proposal must include a completed Proponent Consortium Schedule, completed by the Proponent in accordance with the instructions contained in that schedule.</p> <p><u>Even if a consortium is not responding to this RFP</u>, this schedule must be completed by the Proponent and included to the Proposal.</p> <p>Where a consortium is responding to this RFP, the following shall apply:</p> <ul style="list-style-type: none"> a. one member of the consortium shall be the Proponent; and b. the Proponent shall confirm that the Proponent shall assume full responsibility and liability for the work and actions of all consortium members (who are subcontractors to the Proponent) with respect to the obligations to be assumed pursuant to this RFP, provided that the Company shall be entitled to reject a subcontractor and may consent to a replacement. 	<p><i>Pass or Disqualification</i></p>
<p>3.3.5. Complete Proposal Submission</p> <p>The Proposal must include and address all of the information requested in the rated information. Proponents who fail to adequately demonstrate the necessary capabilities across each evaluation criterion will be disqualified by the Company.</p>	<p><i>Pass or Disqualification</i></p>
<p>3.3.6. Accessibility Compliance</p> <p>In its Proposal the Proponent must demonstrate a thorough and fulsome understanding of applicable legislation and the Company’s obligations with tangible examples, as well as its capacity to deliver and to maintain the Scope of Work in a manner which meet or exceed AODA/WCAG 2.0 Level AA compliance and standards.</p>	<p><i>Pass or Disqualification</i></p>

<p>3.3.7. Certificate of Compliance Schedule</p> <p>The Proposal must include a completed and signed Certificate of Compliance, completed by the Proponent in accordance with the instructions contained in that schedule. The Proponent does not need to complete a Certificate of Compliance if the Company has received a completed Certificate of Compliance within the previous two (2) years and there has been no change of ownership as defined within the Certificate of Compliance, but the Proponent must state that there has been no change in ownership in its Proposal. Failure to indicate in the Proposal that a Certificate of Compliance has been submitted in the previous two (2) years and that no change of ownership has occurred may result in the Proponent being disqualified.</p>	<p><i>Pass or Disqualification</i></p>
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RATED INFORMATION	Scoring	Evaluation: Pass or Disqualification
Part A Corporate Overview		
<p>3.3.8. Legal Actions</p> <p>The Proponent should disclose any pending or threatened legal action against the Proponent or by the Proponent against any third party that may have an impact on its ability to perform the activities contemplated by the Scope of Work and otherwise set out in this RFP. Such information should be submitted in the Corporate Overview Schedule.</p>	<p>Pass or Disqualification</p>	<p>The Proponent must disclose if they are currently facing any pending or threatened legal action that would impact their ability to perform the services outlined in the Scope of Work. If there is no pending or threatened legal action, the Proponent shall respond by stating “Not applicable.”</p> <p>A failure to respond will result in disqualification.</p>

3.3.9. Scope of Work Capabilities

The Proponent should review the Scope of Work and demonstrate its understanding of, and ability to perform, the activities contemplated therein. The Proponent should describe the approaches the Proponent proposes to take to meet the Scope of Work requirements.

PART 1 – Website Maintenance, Hosting, Security, and Administration

The Proponent must provide pertinent materials and examples of past work to sufficiently demonstrate each of the necessary capacities described in Part 1 of the Scope of Work Schedule and ensure that Proposals are responsive to each aspect described, including website development, security, overall management, analytics reporting, liaising with external service providers, etc.

Accessibility Standards

The Proponent must demonstrate their expertise and capacity to meet or exceed all of the Company’s accessibility standards and provide tangible website examples of successfully implementing their accessibility methodology.

Service Level Requirements

The Proponent must demonstrate through the provision of recent examples that it can meet or exceed each service level requirements described in the Scope of Work Schedule, including full alignment with the Service Levels determined by the Company.

120

PART 1 (90 Points)

A maximum of ten (10) points will be awarded to Proponents that can clearly, credibly and convincingly demonstrate how they will manage, maintain, secure and administer all of the Company’s online assets.

Ten (10) points will be awarded to Proponents that can provide a service portal for ticket requests and tracking (or an equivalent third-party platform at no additional cost to the Company).

A maximum of ten (10) points will be awarded to Proponents that can demonstrate their proficiency with providing Google Analytics and Tag Manager support on a regular basis.

A maximum of ten (20) points will be awarded to Proponents who can demonstrate exceptional know-how and understanding of the Company’s Accessibility obligations as described in the Scope of Work Schedule while providing details of how they will best meet or exceed these standards using previous examples.

A maximum of forty (40) points will be awarded to the Proponent that can demonstrate that it can address, meet and/or exceed each of the Service Level requirements set out in the Scope of Work Schedule.

<p>PART 2 – Website Design and Web Application Development</p> <p>The Proponent must demonstrate their proficiency, creativity and technical capability in the Canadian website development marketplace with at least three (3) tangible examples that are less than four (4) years old (with links for Company review) of previous successful Canadian website building experience. The Proponent will be measured on their capacity in being able to provide web design, development, and deployment of entirely new websites and/or portals for the Company.</p> <p>The following activities may be associated with this service include but are not limited to:</p> <ul style="list-style-type: none"> • Reviewing, assessing and analyzing business requirements and needs; • Developing specifications and designing solutions; • Apply appropriate theming (colours, fonts, animations, transitions, etc.) to individual websites; • Consultations with stakeholders; • Converting, updating or adding content on existing or entirely new pages/websites; • Accessibility compliance • SEO and GA4 analytics setup and implementation. • Developing and testing code; • Updating/creating user documentation; and • Staging/production/deployment environments. 		<p>PART 2 (30 Points)</p> <p>Maximum points will be awarded to the Proponent who can effectively demonstrate their Canadian marketplace experience, knowledge, creativity, and successful implementation in website design and building capacity as described in Part 2 of the Scope of Work, taking into particular attention the activities listed in the left column for this criterion.</p>
<p>3.3.10. Personnel</p> <p>The Proponent should submit information related to the qualifications and experience of personnel who will be assigned to perform activities contemplated by the Scope of Work, which may include resumes, documentation of accreditation, and/or letters of reference. See</p>	<p>10</p>	<p>Maximum points will be awarded to Proponents who convincingly provide the appropriate and relevant proof of qualifications and experience of personnel to successfully provide the services listed in the Scope of Work.</p>

Section 2.22 (Personal Information) before submitting any such personal information.		
Part C Form of Agreement		<i>Available Points: 10</i>
<p>3.3.11. Acceptance of the Form of Agreement</p> <p>If the Proponent objects to any clauses in the Form of Agreement Schedule, that Proponent must clearly identify in its proposal (i) any clauses in the Form of Agreement Schedule to which it objects, with an explanation as to the nature of the objection, and (ii) alternate clauses that would be acceptable.</p> <p>A Proponent who submits conditions, options, variations, or contingent statements to the terms set out in the Form of Agreement, either as part of its Proposal or after receiving notice of selection, not acceptable by the Company, may be disqualified.</p> <p>The Proponent should not submit its own Form of Agreement or terms and conditions as part of its Proposal, but only the modifications, variations or alterations the Proponent would like. The Company is not required to negotiate the Form of Agreement Schedule, or to agree to any changes to the Form of Agreement put forward by any Proponent.</p>	10	<p>Proponents that indicate that they have no proposed changes to the Form of Agreement Schedule will receive the maximum number of points for this section.</p> <p>Proponents who propose changes to the Form of Agreement Schedule will be scored based on the degree to which their proposed change(s) increase the risks or costs to the Company or diminish (or create a reasonable risk of diminishing) the effectiveness, timeliness, or cost-effectiveness of the Proponent's delivery of the Scope of Work.</p> <p>If a Proponent proposes significant changes in light of the foregoing list, it may receive zero points for this section.</p>
Part D Pricing		<i>Available Points: 10</i>
<p>3.3.12. Pricing</p> <p>Pricing is to be set out in a completed version of the Pricing Schedule. Failure to complete the Pricing Schedule in full and in accordance with the instructions contained in that schedule may result in a lower score (or a zero score), as deviations may render it difficult for the Company to evaluate Proponent's pricing</p>	10	<p>Each Proponent will receive a percentage of the total possible points allocated to price by dividing the lowest average bid price under this RFP by that Proponent's price.</p>

<p>relative to each other and to the Company's needs.</p> <p>The Proponent is to prepare its Proposal with reference to all of the provisions of the Form of Agreement Schedule, and to factor all of the provisions of the Agreement into its pricing assumptions, calculations and into its proposed pricing.</p> <p>If applicable, Proponents agree that all subsequent years of the term of the Agreement, including any additional period according to the option of the Company, shall only be increased by the Consumer Price Index rate of inflation calculation based on the published rate provided by the Government of Canada in the month (to a maximum of 3%) of the Agreement anniversary and/or renewal. The Proponent should clearly specify in the Pricing Schedule if such increases would happen, and at which frequency.</p>		$\frac{\text{Lowest Price}}{2^{\text{nd}} \text{ lowest Price}} \times \text{Total available points} = \text{Score for Proposal with } 2^{\text{nd}} \text{ lowest Price}$ $\frac{\text{Lowest Price}}{3^{\text{rd}} \text{ lowest Price}} \times \text{Total available points} = \text{Score for Proposal with } 3^{\text{rd}} \text{ lowest Price}$
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3.4. Oral Presentation

The purpose of the oral presentation will be to allow the Proponent to address the major elements of its Proposal, to obtain any required clarification, and to allow members of the Evaluation Team to interact directly with key representatives of the Proponent's proposed team. In advance of the oral presentation, each Proponent invited to make a presentation will be provided with an agenda for the meeting. The Proponent will not have the opportunity to modify its written Proposal or otherwise introduce new information during the oral presentation stage. The oral presentation will be used to validate and, if required, to make final adjustments to the evaluation results of the written Proposal. Only up to three (3) of the highest ranked Proposals will be invited to participate in the oral presentation stage. In addition, the oral presentation will be evaluated on a pass/fail basis according to the following framework:

Oral Presentation	
1	Demonstration of Proponent knowledge of the Company
2	Responses to pre-defined questions developed from all Proposals
3	Demonstrate credibility in Proponent's ability to effectively perform the activities contemplated by the Scope of Work in a way that meets or exceeds the needs of the Company within the required delivery time and at no additional cost.

3.5. Reference Verification

At this stage, the Evaluation Team will verify as many references provided by the Preferred Proponent in the References Schedule as the Evaluation Team may deem appropriate, and such references may be conducted in-person, as the Evaluation Team may determine in its sole discretion. References will be assessed on a pass/fail basis as to their satisfaction with the project, and will serve to validate (or not, as the case may be) the evaluation conducted by the Evaluation Team.

3.6. Tie Break Process

Where two or more Proposals achieve a tie score on completion of the evaluation process, the Company may select any or all of those tied Proponents in its sole discretion.

3.7. Preferred Proponent

After the references have been successfully verified, the Company will notify the Preferred Proponent of its position as the Preferred Proponent and invite it to enter into discussions to finalize the terms of the Agreement, attached in the Form of Agreement Schedule. The Company expects that the Agreement will be executed substantially in the form in which it appears in this RFP.

The Company shall at all times be entitled to exercise its rights under Section 2.25 (Reserved Rights (as to Preferred Proponent)) and Section 3.3.17 (*Acceptance of Form of Agreement*).

For certainty, the Company makes no commitment to the Preferred Proponent that the Agreement will be executed. The Preferred Proponent acknowledges that the commencement of any discussions does not obligate a Company to execute the Agreement.

Schedule 1
Scope of Work
CLC CORPORATE, DOWNSVIEW PARK AND CN TOWER

OBJECTIVES

The Company (including the CN Tower, and Parc Downsview Park Inc.) is seeking a service provider in website maintenance and administration, development, security services, hosting management and any other services required for the good functioning, wellbeing, and improvement of the Company's portfolio of websites and various content management systems on a monthly basis. Furthermore, ad-hoc website and web application development services for its portfolio of websites and various content management systems as needed. The websites are all hosted on Pantheon.io and/or Acquia and have been created by a variety of different developers using different versions of Drupal and WordPress.

There may be future requirements to develop, maintain, administer, service or upkeep new websites (either net new or new websites that become added to the Company portfolio of websites), hosted on different servers, or using different platforms (if technically required). Some websites require ticketing and e-commerce support to ensure proper functionality.

The Company does not employ the internal technical skills required to maintain and update its portfolio of websites, nor to implement new features or develop new websites.

NON-AGENT STATUS AND GOVERNMENT OF CANADA WEB-RELATED POLICIES

As a non-agent Crown corporation, the Company respects the spirit of all web standards for the Government of Canada but is not bound to them. The Company is bound by the *Accessibility for Ontarians with Disabilities Act* or AODA (Canada), including *Web Content Accessibility Guidelines* or WCAG 2.0 Level AA and the *Accessible Canada Act* (Canada).

REQUIREMENTS

The Preferred Proponent must be proficient and well-versed in the Canadian website development marketplace and accessibility requirements and be able to demonstrate its capabilities. The Preferred Proponent shall provide all of the following services and respect the following requirements. Staff employed by the Preferred Proponent do not need to be on site at the Company's offices; this is a remote support relationship.

This Scope of Work involves the following:

PART 1

WEBSITE MAINTENANCE, HOSTING, SECURITY, AND ADMINISTRATION

- Develop and maintain Drupal, WordPress, or any other type of website as requested (regardless of what version they are)
 - Maintain existing infrastructures and develop additional flexibility and functionality if and as required.
 - Apply appropriate themed (colours, fonts, animations, transitions, etc.) to individual websites per Company direction.
- Stay abreast of all technical-related updates including (but not limited to) system, security and content.
- Apply CMS software and security updates, upgrades, improvements modules and patch CMS modules and plugins as and when required to ensure that Company websites are kept up to date

with the latest release levels for each respective operating system;

- Protect against spam, hackers, unplanned outages, data corruption, and other vandalism or theft; while reporting and resolving any vulnerabilities discovered in a timely manner per “Levels” of support urgency found under the “Service Level Requirements” heading.
- Proactively administer, renew and register domains and DNS addresses as and when required;
- Create/facilitate backups of all websites as necessary, and work collaboratively with the Company on any potential security, backup or technical issues that may arise.
- Remain informed of changing and evolving web standards, and proactively make recommendations on how best to align the Company’s websites to these standards as appropriate;
- Produce, manage and maintain custom dashboards and reports on traffic and website engagement via Google Analytics (GA4) and Google Tag Manager on a regular basis and as requested. Ensure that these tools are correctly implemented and programmed appropriately so that the Company can effectively capture user data. Produce monthly analytics reports that are tailored to the Company’s preferences which describe traffic, trends and other helpful information as needed.
- Liaise with external service providers as needed and as directed by the Company;
- Repair broken links and images as well as overall software defects or bugs per “Levels” of support urgency described below;
- Add functionality to existing website(s), perform content updates as needed and upon request by the Company. Assist the Company in protecting its intellectual property standards.
- Ensure that Company websites are up to date and can accommodate the necessary compatibility for people using modern devices and browsers as well as those using less up-to-date technologies; including but not limited to: Chrome, Firefox, Safari and Edge. Mainstream mobile browsers: Chrome, Safari, Samsung Internet, Internet Explorer and other platforms typically used.
 - Ensure the technological compatibility for differently abled communities to use accessibility screen readers, interactive keyboard compatibility and overall functionality.
- Ensure the continued proper functioning of existing development (DEV), staging (STAGE) and production (PROD) environments with the ability to refresh STAGE with the latest copy from PROD across all Company websites including any new websites developed by the Preferred Proponent.
- Maintain a fast performing, visually appealing and easy-to-navigate website that features creative, imaginative and attention-grabbing content in both official languages of English and French,
- Any other website development, design, maintenance, security, accessibility and administration tasks required for the proper functioning, wellbeing, and improvement of all the Company’s portfolio of websites and various management systems.

HOSTING

- Administration and security of website hosting on Pantheon.io, Acquia, or any alternate hosting service provider as needed on the respective Drupal and WordPress websites (regardless of what version they are);
- Act as the Company's representative with Pantheon.io, Acquia or any other hosting provider that the Company may have;
- Knowledgeable and capable to work on behalf of the Company with Pantheon.io, Acquia or any other alternative hosting provider directly to setup new website(s) with hosting services;
- Provide support with functionality and the correct integration and possible troubleshooting to ensure connectivity of third-party applications on all Company websites as needed and requested.
- Transfer, if required, complete web application functionality between hosting service provider(s);
- Administration and security of hosting at Pantheon.io, and Acquia or any alternate hosting service as needed;
- Any other hosting maintenance, security and administration tasks required for the proper functioning, wellbeing, and or overall improvement of Company websites and management systems.

ACCESSIBILITY STANDARDS:

- Maintain, correct and ensure that all Company websites meet or exceed AODA/WCAG 2.0 Level AA compliance (or such higher standard as may be required by the Company from time to time) including but not limited to:
 - Conducting consultations as needed with members of relevant disability communities during development of new or redesigned websites as required by applicable legislation.
 - Make recommendations on design, tools and other means to ensure compliance.
 - Conduct audits as directed or requested by the Company.
 - Search Engine Optimization (SEO) standards must be adhered to including but not limited to; the appropriate use of title tags, header tags, alt tags, meta descriptions, robots.txt, XML sitemaps etc. SEO best practices must include the following:
 - ❖ Security – an SSL certificate is given, and the use of CAPTCHA's (ReCAPTCHA version 3 preferred) is implemented. Web application firewalls and other security best practices are adhered to.
 - ❖ Accessibility – AODA/WCAG 2.0 Level AA compliance is met or exceeded.
 - ❖ Fast – scoring at least 80 (preferably 90 or higher) as measured by Google PageSpeed for both mobile and desktop versions of Company websites.
- Maintain, correct and ensure that the Company meets or exceeds applicable accessibility standards and compliance;
- Have the capacity to convert PDFs and other types of documents into accessible format for posting online.
- The Company uses the SiteImprove platform to maintain proper accessibility standards for its websites. Assist the Company in managing its Siteimprove account upon request to review and resolve any quality assurance issues and produce reports for the Company as needed.

SERVICE LEVEL REQUIREMENTS

The Company expects all Proposals be structured to align or exceed the below service level requirements regardless of any existing service level frameworks that a Proponent may offer to other clients. The Company expects to be in the top tier of preferred clients in terms of response time, customer service, and priority. Each Proponent's fee schedule and proposal should align and reflect these requirements.

The Preferred Proponent will (within reason) attempt to resolve issues in a timely manner and assess and report to the Company on which issues require more time than others as part of their resolution time. The Preferred Proponent will also advise the Company of any issue that may require a more involved or time-consuming approach per the timing below so that the Company is made aware of such situations and provide approvals on what next steps are taken to ensure the most economical use of time.

- Website and hosting maintenance support requests submitted by the Company must have a response time per the following:
 - Regular support hours are from Monday to Friday, 8:00 am – 5:30 pm EDT
 - Weekend support is from Saturday – Sunday from 8:00 am – 5:30 pm EDT, as well as any public holidays across Canada. This can be considered Level 2 or Level 3 in terms of urgency and should be treated as such. Weekend support is not a regular occurrence.
 - All requests, regardless of urgency, must be acknowledged at minimum within two (2) business hours of submission and as follows per the following “Levels” as determined by the Company:
 - **Level 1 (low urgency) defined as: issues requiring attention but are prefaced as being low in priority or as being “not critical.”**
 - ❖ Response time to confirm receipt of ticket being created: two (2) business hours.
 - ❖ Expected resolution update: within 48 business hours ticket being created, report back with a proposed resolution plan and agreement on timelines.
 - **Level 2 (moderate urgency) defined as: customer assistance with content updating or form adjustments, specific feature or functionality changes.**
 - ❖ Response time to confirm receipt of ticket being created: one and a half (1.5) business hours.
 - ❖ Expected resolution update: within 24 business hours ticket being created, report back with a proposed resolution plan and agreement on timelines.
 - **Level 3 (high urgency) defined as: website or web page down time, code issue, service interruption, issues with performance, outages, or other critical public-facing functionality that requires immediate or “emergency” attention.**
 - ❖ Response time to confirm receipt of ticket being created: within one (1) business hour.
 - ❖ Expected resolution update: within 12 business hours ticket being created, report back with a proposed resolution plan and agreement on timelines.
- Accommodate different levels of support and have a process setup for requests from the Company outside of regular support hours (weekends, holidays, etc.).

- Provide an online portal or some other mechanism for request ticketing and tracking of service requests and completed service hours at no additional cost to the Company - as well as a key customer service contact and an alternate. Note that there will be approximately six (6) individuals across the Company that may submit tickets. The Preferred Proponent is expected to provide the Company with an example of the online portal or other mechanism.
- A minimum of two (2) developer resources that are familiar with the Company's infrastructure and platforms.
- Provide training to Company employees as needed or requested at no additional charge per the following:
 - This training includes providing staff members (as identified by the Company) with knowledge to manage content updates in a straightforward manner – including basic content management updates, page title and copy changes, inputting of reports or documents, updates to hours of operations, pricing, etc. or other topics that are not mentioned here but would be a benefit for Company staff to know about.
- Detailed monthly backup reports must be submitted along with each monthly invoice to the Company that itemizes all hours used for every ticket and request being billed. Each monthly backup report must clearly detail what efforts were made for the hours being billed and in what capacity the resolution was provided.
 - The Company defines a detailed monthly report as: a line-by-line document that outlines sufficient detail (the level of detail is per Company discretion) related to each hour being billed to support the amounts shown on each monthly invoice. The time spent preparing the invoice and detailed monthly report are not eligible to be billed to the Company.
 - Upon request, the Company may ask for a brief status on open tickets and what steps are being taken to resolve ongoing issues per the frequency described by the Company (likely on a weekly basis but open to Company discretion) at no extra cost to the Company.

INITIAL ONBOARDING

The below activities would be at no cost to the Company.

- The Preferred Proponent must allocate enough time to develop and execute an onboarding plan to ensure their utmost familiarity with the Company's websites, both front and back end, applications, security, and maintenance environments.
- The Preferred Proponent will be required to work with the incumbent Proponent to transfer all information, passwords, access, and files, and any other information to the Preferred Proponent's care and control, as needed. (This applies if a new Proponent is selected).

GENERAL INFORMATION

- Based on previous records, the Company estimates it will require approximately 900 service hours (notwithstanding any new/additional development projects) to fulfill its annual website and hosting, maintenance, administration and security services. This is simply an estimate provided and shall in no event be taken as a guarantee nor an engagement of the number of service hours to be requested by the Company in any given year.
- The following information is provided without any warranty or representation made by the Company as for its accuracy. The inventory is provided simply for Proponents to have an idea of the potential workload and estimate the number of service hours required per year to achieve

the Scope of Work.

- The Company's current inventory includes approximately 2,250 pages of content spread out over several websites. Its main websites are clc-sic.ca, downsviewpark.ca, parcdownsview.ca, cntower.ca and latourcn.ca and its other websites include: currielife.ca, wateridge.ca, and arbodownsview.ca.

PART 2

WEBSITE DESIGN AND WEB APPLICATION DEVELOPMENT

- New website services or requests to be executed by way of Statement of Work (as described in the Form of Agreement) may be requested from the Preferred Proponent.
- The Preferred Proponent may be required to develop new features or modules to be integrated into the content management system. This could include social media integration, online public engagement tools, analytics tracking tools, accessibility validation tools, interactive maps, videos, online forms (Google, Drupal, Microsoft, or others as described by the Company), etc.
- The Preferred Proponent may additionally be required on an ad-hoc basis to design, develop, project manage and deploy entirely new websites and portals for the Company including its main website at www.clc-sic.ca. The Preferred Proponent must have the creative and technical capability to develop new websites, subsites and portals, while also providing the necessary support for the maintenance of these new websites based on the same definitions as this RFP provides.
- The Preferred Proponent will ensure the optimal performance of any Company website and application that the Preferred Proponent has developed by resolving or addressing any issues such as bugs, broken links, glitches, overall functionality within its control and accountability (this is strictly related to work that has been performed/created by the Proponent) for a period of two (2) years after launch. In this context, the Company defines bugs and glitches as any anomaly that interferes with the proper functioning of the website that has occurred post-launch and not as a result of the Company's actions.
- The following activities may be associated with this service include but are not limited to:
 - Reviewing, assessing and analyzing business requirements and needs;
 - Developing specifications and designing solutions;
 - Apply appropriate theming (colours, fonts, animations, transitions, etc.) to individual websites;
 - Consultations with stakeholders;
 - Converting, updating or adding content on existing or entirely new pages/websites;
 - Accessibility compliance
 - SEO and GA4 analytics setup and implementation.
 - Developing and testing code;
 - Updating/creating user documentation; and
 - Staging/production/deployment environments.
- Any other website development, design, tasks required for the proper functioning, wellbeing, and improvement of website design and implementation of all the Company's portfolio of websites and various management systems.

- The Company shall have the sole discretion to not proceed with any such services and have another service provider complete the same. However, the resulting website may fall within the scope of the Preferred Proponent’s management functions as detailed in this document.

PART 3
CN TOWER-SPECIFIC SCOPE OF WORK

The below describes any additional necessary monthly proactive and reactive work for the CN Tower websites (cntower.ca and latourcn.ca) further to what is described in Part 1 and Part 2.

- Integration, proper functioning and connectivity of third-party services such as: Gateway, SevenRooms, Google, social media, CityPASS, EarthCam, Juicer, etc. or others in future as described by the Company.
- The CN Tower requires a seamless digital experience that allows for reporting in the following business units:

BUSINESS UNIT	THIRD-PARTY APPLICATION USAGE
CN Tower	Ticket Sales Gift Card Purchases, Package Sales APP Downloads, Newsletter sign-ups, Job Applications
360 Restaurant	Reservations/Bookings, Gift Card Purchases
EdgeWalk	Ticket Sales Gift Card Purchases, Wedding Inquiries

- Although the workflows and transactional interactions that drive these functions will be handled by third-parties outside of the Preferred Proponent’s scope, an exceptional experience for each of the above noted business units must be facilitated, meaning link and page functionality with no errors, a continuously harmonious digital experience for the user is to be enabled by the Preferred Proponent to the best of their ability.
- Further to the above, the overall digital experience of forms (Drupal, Microsoft, or others as needed or described by the Company) will need to be maintained and supported by the Preferred Proponent while also allowing the Company to have flexibility to modify and add new forms as needed without relying on the Preferred Proponent to facilitate the updates.

DOWNSVIEW PARK-SPECIFIC SCOPE OF WORK

- The below describes any additional necessary monthly proactive and reactive work for the Downsview Park websites (downsviewpark.ca and parcdownsview.ca) further to what is described in Part 1 and Part 2.
- Integration, proper functioning and connectivity of third-party services such as: Juicer, Google, or others in future as described by the Company.

**Schedule 2
Declaration and Certification Schedule**

RE: Proposal dated _____, in response to RFP No. CLC-COM-0823

I am duly authorized by the Proponent, including the persons, firms, corporations, and advisors joining in the submission of this Proposal, to execute this declaration and certification. I solemnly declare and certify as follows:

1. Proponent Information

(a) The full legal name of the Proponent is:

(b) Any other registered business name under which the Proponent carries on business is:

(c) The jurisdiction under which the Proponent is formed is:

(d) The name, address, telephone, and e-mail address of the contact person for the Proponent:

2. Offer

The Proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of what is required under the RFP. By submitting it Proposal, the Proponent agrees and consents to the terms, conditions, and provisions of the RFP, including the Form of Agreement Schedule, except as otherwise noted, and offers to fully perform the Scope of Work in accordance therewith at the rates set out in the form of the Pricing Schedule submitted as part of its Proposal.

3. Addenda

The Proponent is deemed to have read and accepted all Addenda issued by the Company prior to the RFP Submission Deadline. The Proponent acknowledges that it is solely responsible to make any necessary amendment to its Proposal based upon the Addenda. The Proponent hereby confirms that it has received all Addenda by listing the Addenda numbers, or if no Addenda were issued, by noting "None":

4. Proposal Irrevocable

The Proponent agrees that its Proposal shall be irrevocable for **90** Days following the Proposal RFP Submission Deadline.

5. Disclosure of Information

The Proponent hereby agrees that any information provided in this Proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The Proponent hereby consents to the disclosure, on a confidential basis, of its Proposal to the Company's advisors retained for the purpose of evaluating or participating in the evaluation of this Proposal.

6. Execution of Agreement

If its Proposal is selected by the Company, the Proponent agrees to finalize and execute the Agreement substantially in the form set out in the Form of Agreement Schedule in accordance with the terms of the RFP.

All capitalized terms herein shall have the meaning ascribed to them in the RFP.

INSERT LEGAL NAME OF PROPONENT

Signature of Witness

Signature of Proponent representative

Name of Witness

Name and Title

Date:

I have authority to bind the Proponent.

Schedule 3
Unfair Advantage and Conflict of Interest Statement Schedule

Prior to completing this Statement, the Proponent is advised to review the definitions of Unfair Advantage and Conflict of Interest set out in Section 2.1 (Definitions) of the RFP.

Check the appropriate box(es) based on which statements below apply:

- The Proponent declares that there is an actual or potential Unfair Advantage relating to the preparation of its Proposal.
- The Proponent declares that there is an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.
- The Proponent declares that it has had **no** actual or potential Unfair Advantage relating to the preparation of its Proposal.
- The Proponent declares that there are **no** foreseeable actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

In the event the Proponent declares an actual or potential Unfair Advantage and/or an actual or potential Conflict of Interest (by marking either of the boxes above), the Proponent shall provide all relevant detailed information below.

The Proponent agrees to provide any additional information which may be requested by the RFP Coordinator, in the form prescribed by the RFP Coordinator. Where, in its sole discretion, the Company concludes that an Unfair Advantage and/or Conflict of Interest arises, it may, in addition to any other remedy available to it at law or in equity, disqualify the Proponent's Proposal, or terminate any Agreement awarded to the Proponent under the RFP.

INSERT LEGAL NAME OF PROPONENT

Signature of Witness

Signature of Proponent representative

Name of Witness

Name and Title

Date:

I have authority to bind the Proponent.

**Schedule 4
References Schedule**

Proponent Name: _____

The Proponent should identify a minimum of three (3) references with respect to its ability to perform the activities contemplated by the Scope of Work, and using the table below. All references should be in connection with work comparable to the activities contemplated by the Scope of Work, and that was completed within the last three (3) years from the issuance date of this RFP.

Reference 1	Proponent Response
Name	
Contact Person	
Address	
Telephone	
Email	
Description of the comparable work	
Date of completion	

Reference 2	Proponent Response
Name	
Contact Person	
Address	
Telephone	
Email	
Description of the comparable work	
Date of completion	

Reference 3	Proponent Response
Name	
Contact Person	
Address	
Telephone	
Email	
Description of the comparable work	
Date of completion	

**Schedule 5
Proponent Consortium Schedule**

(Check the box corresponding to your answer)

The Proponent, _____, declares that it is responding:
(insert full legal name of Proponent)

alone to this Request for Proposal # _____.

OR

as a member of a consortium, and that it shall assume full responsibility and liability for the work and actions of all consortium members (who are subcontractors to the Proponent) with respect to the obligations to be assumed pursuant to this RFP, provided that the Company shall be entitled to reject a subcontractor and may consent to a replacement.

Information about the consortium, if applicable.

The members of the consortium are: _____

[INSERT LEGAL NAME OF PROPONENT]

Signature of Witness

Signature of Proponent representative

Name of Witness

Name and Title

Date:

I have authority to bind the Proponent.

Schedule 6 Certificate of Compliance

On behalf of _____ *[insert name of Business Entity]* ("Business Entity"), I confirm that:

1. within the past five (5) years, the Business Entity has not been convicted of any offence under any of the following acts (the "Acts"), which has been tried on indictment:

Criminal Code of Canada, RSC 1985, c C-46
Competition Act, RSC 1985, c C-34
Income Tax Act, RSC 1985, c 1 (5th Supp)
Corruption of Foreign Public Officials Act, SC 1998, c 34
Controlled Drugs and Substances Act, SC 1996, c 19
Financial Administration Act, RSC 1985, c F-11
Lobbying Act, RSC 1985, c 44 (4th Supp);

2. all Owners¹ of the Business Entity are set out in the following list:

Full Name	Type of Ownership	Percentage of Ownership

If an Owner of the Business Entity is an individual, please provide the corresponding email address of each of those Owners:

Full Name	Email Address

3. within the past five (5) years, no Owner has been convicted of any offence under any of the Acts, which has been tried on indictment;
4. Canada Lands Company CLC Limited ("CLC") is hereby authorized to conduct criminal background checks and other verifications conducted by third-party providers with respect to each of the Business Entity and its Owner(s);
5. the Business Entity will advise CLC of any change in the Owner(s) of the Business Entity that occurs within two (2) years of the date of this Certificate; and
6. the Business Entity acknowledges and agrees that the provision of a false or misleading certification may lead to an immediate termination of the Business Entity's relationship with CLC and possible disqualification from future business opportunities with CLC.

Name:
 Title:
 Date:
 I have authority to bind the Company.

¹ "Owner" means: (a) for a corporation, all shareholders with a minimum 25% legal or beneficial ownership of the corporation's shares; (b) for a partnership, all general partners and those limited partners with at least a 25% interest in the partnership; and (c) for a sole proprietorship, the individual(s) owning the business.

**Schedule 7
Corporate Overview Schedule**

For any Proponent consortium, including joint ventures or partnerships, each member of the consortium should complete a separate Corporate Overview Schedule.

Please list any assumptions made when answering the questions below.

Proponent Name: _____

Consortium Member Name (if applicable): _____

Item	Proponent Response
Indicate whether incorporated, partnership, sole proprietorship or other	
Private company/public company (exchange listed on)	
Canadian head office location and registered office	
Corporate head office location (if different than above)	
Brief overview of the company background	
Organizational chart, if applicable	
Canadian sales revenue	
Worldwide sales revenue	
Number of years in business	
Number of years in Canada	
Has your company or division been involved in a merger or acquisition in the past five years?	
Financial Viability (Section 3.3.9)	<i>[Proponent to list all attached items]</i> Annual Report Banking Information Guarantees
Legal Actions (Section 3.3.10)	

Schedule 8 Pricing Schedule

The Proponent should use the following tables to set out its pricing. Where an item is irrelevant, indicate "N/A" in the space provided. The information listed below is not a complete description. All Proponents should refer to and review the applicable sections in the RFP before responding. In addition:

- a. all prices shall be provided in Canadian funds and shall include all applicable customs duties, tariffs, overhead, profit, permits, licenses, labour, carriage insurance, and warranties, and further shall not be subject to adjustment for fluctuation in foreign exchange rates. All prices shall be quoted exclusive of the harmonized sales taxes or other similar taxes, each of which, if applicable, should be stated separately;
- b. in the event of any discrepancy in the pricing, the lowest unit price submitted shall prevail.
- c. Part A: For greater clarity, Proponents should note that the Company is not able to accommodate any pre-payments in advance of services rendered.
- d. Part B: For website development projects, the Company will accommodate a pre-payment deposit or advance upon signing that respective Statement of Work.

Proponent Name _____

Part A – Pricing

Proponents agree that all subsequent years of the term of the Agreement, including any additional period according to the option of the Company, shall only be increased by the rate of inflation calculation based on the Consumer Price Index (CPI) published rate provided by the Government of Canada in the month (to a maximum of 3%) of the Agreement anniversary and/or renewal. The Proponent should clearly specify in the Pricing Schedule if such increases would happen, and at which frequency.

Part A – Pricing – PART 1 OF THE SCOPE OF WORK; WEBSITE MAINTENANCE, HOSTING, SECURITY, AND ADMINISTRATION

Activity	Rates and Costs/Fees/Expenses on a yearly basis
Hourly rate for regular support hours	
Hourly rate for weekend support (including public holidays)	
Hourly rate for emergencies (if applicable)	
Hourly rate for service outside of regular support hours (if applicable)	
Expenses (if applicable)	
Licenses, rental of equipment, software, others (if applicable)	
Administration fees (if applicable)	

Any other additional costs/expenses required to fulfill the Scope of Work Part 1 (please list)	
Total:	

Part B – Pricing – PART 2 OF THE SCOPE OF WORK; WEBSITE DESIGN AND WEB APPLICATION DEVELOPMENT

Activity	Rates and Costs/Fees/Expenses on a yearly basis
<p>Provide the hourly rates for each member of your team required to perform website design and web application development, and other services described in Part 2 of the Scope of Work. As described in the Form of Agreement, Section 13.2, the fees for such services shall be negotiated between the parties but shall not exceed the amount based on the hourly rates set out in this table.</p> <p>If any other fees, expenses or costs are applicable in the event of website development or the services described in Part 2 of the Scope of Work, please list them in the table.</p> <p>The Company shall have the sole discretion to not proceed with any such services and shall have the sole discretion to proceed to have another service provider complete the same.</p>	

**Schedule 9
Form of Agreement Schedule**

PRINCIPAL CONSULTING/PROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT dated as of this _____ day of _____, 202__

BETWEEN

**CANADA LANDS COMPANY CLC LIMITED
(the "Company")**

- and -

●
(the "Consultant")

WHEREAS:

- A. The Company is engaged in website hosting, maintenance, design and management services and (the "Project"); and
- B. The Company wishes to enter into a principal services agreement with the Consultant for the provision of certain services in connection with the Project.

THEREFORE, in consideration of the mutual covenants and agreements contained in this Agreement, each of the parties covenants and agrees with the other as follows:

1.0 DEFINITIONS

1.1 In this Agreement, the capitalized terms shall have the following meanings:

- (a) "**Agreement**" means this agreement executed by the Company and the Consultant, including all Schedules, all as amended from time to time.
- (b) "**Compensation**" means the Fees and the Expenses.
- (c) "**Confidential Information**" has the meaning set out in Section 5.1.
- (d) "**Dispute**" means a disagreement arising out of or in connection with this Agreement between the parties and includes any failure to reach agreement where an agreement is required or contemplated under this Agreement, but does not include a disagreement with respect to any matter outlined in Sections 4.3 and 4.5.
- (e) "**Effective Date**" means the date of this Agreement.
- (f) "**Expenses**" means those expenses or disbursements incurred in the performance of the Services as set out in Schedule "B" attached hereto.
- (g) "**Expiry Date**" means ●

- (h) **"Fees"** means the amount of fees that will be charged by the Consultant to the Company for the performance of the Services as specified in Schedule "B" and does not include Expenses.
- (i) **"Indemnified Party"** has the meaning set out in Section 7.1.
- (j) **"Project"** has the meaning set out in paragraph A of the preamble above.
- (k) **"Services"** means the services and deliverables described in Schedule "A" and/or a Statement of Work to be performed in accordance with the deadlines contained in the Statement of Work.
- (l) **"Statement of Work"** has the meaning set out in Section 13.2
- (m) **"Taxes"** means any and all federal, provincial, state, municipal, local and foreign taxes, assessments, reassessments and other governmental charges, duties, impositions and liabilities in the nature of a tax, including pension plan contributions, unemployment insurance contributions and employment insurance contributions, workers' compensation premiums and deductions at source, including taxes based on or measured by gross receipts, income, profits, sales, capital, use, occupation, goods and services, value added, ad valorem, transfer, franchise, withholding, customs duties, payroll, recapture, employment, excise and property taxes, together with all interest, penalties, fines and additions imposed with respect to such amounts, in all cases imposed by any governmental authority in respect thereof.
- (n) **"Term"** has the meaning set out in Section 4.1.

2.0 SERVICES

- 2.1 Subject to the terms and conditions in this Agreement, the Consultant agrees to provide the Services for the Company.
- 2.2 The Consultant represents that it and its personnel are knowledgeable and experienced in all of the professional disciplines required to properly perform the Services.
- 2.3 Except as otherwise expressly set forth in this Agreement, the Consultant shall provide all personnel, materials, supplies, equipment and other requirements for the timely and proper performance of the Services.
- 2.4 The Consultant shall assign one or more project managers, as appropriate, to the performance of the Services and shall keep the Company advised as to the identity of its Project related manager(s). If the Company becomes dissatisfied, at any time, with the performance of any of the Consultant's personnel, the Company shall notify the Consultant, providing reasonable details thereof, and that person shall be replaced by the Consultant with other suitable personnel as soon as reasonably practical following the Company's request.
- 2.5 The Consultant shall obtain the prior written approval of the Company before retaining any sub-consultants to perform any part of the Services and shall not be entitled to subcontract all of the Services. The Consultant shall be liable to the Company for all actions or inactions of its sub-consultants in the performance of the Services.

- 2.6** The Company may from time to time, by written notice to the Consultant, make changes in the scope of the Services. The fees described in Schedule "B" will be adjusted accordingly by agreement of the Company and the Consultant.
- 2.7** The Consultant will, if requested in writing by the Company, perform additional Services. The terms of this Agreement will apply to such additional Services, and the fees for the Consultant's performance of such additional Services will generally correspond to the fees described in Schedule "B".

3.0 FEES AND EXPENSES

- 3.1** Subject to the terms and conditions in this Agreement, the Company will pay the Consultant compensation comprised of the following for the Services performed in accordance with this Agreement:

- (a) Fees; and
- (b) Expenses;

plus any HST required to be collected by the Consultant from the Company in connection with the Services. The Compensation is the entire compensation owing to the Consultant for the Services and includes all profit and all costs and expenses incurred by the Consultant to perform the Services.

- 3.2** The Consultant shall submit written invoices to the Company for Fees and Expenses payable on a monthly basis, with each monthly invoice being submitted within 15 days following the end of the month to which the invoice relates. Each invoice shall provide adequate details with respect to Fees, including the dates on which Services were provided, as well as adequate supporting documentation with respect to Expenses, including a copy of any third-party invoices for which reimbursement is sought.
- 3.3** Invoiced amounts due will be paid by the Company within 30 days of the date of receipt by the Company of a proper and correct invoice and adequate supporting documents, where applicable or requested. Notwithstanding the foregoing, the Company shall not be required to pay an invoice unless and until the Services billed in such invoice have been provided in accordance with this Agreement and to the satisfaction of the Company, acting reasonably.
- 3.4** The Company may set-off the amount of any claims that the Company may have against the Consultant related to the Consultant's failure to perform, or the improper performance of, its obligations under this Agreement.
- 3.5** The Consultant shall prepare and maintain proper records related to the Services, including records, receipts and invoices relating to Expenses. On request from the Company, the Consultant will make the records available for examination by the Company at any time during regular business hours during the Term and for a period of one (1) year after the Services are complete.

4.0 TERM AND TERMINATION

- 4.1** Unless terminated earlier in accordance with the provisions of this Agreement, the term (the "**Term**") of this Agreement shall commence on the Effective Date and shall, except for those provisions that will continue in effect subsequent to termination, end

when the on the Expiry Date. The Company may, in its complete discretion and on sixty (60) days' written notice to the Consultant, may extend the Term by up to three (3) additional periods of one (1) year each. Where the Company exercises its right to extend the Term, each additional period shall be considered as part of the Term.

- 4.2** The Company may extend the timelines for deliverables and accordingly may extend this Agreement, under the same terms and conditions, for a period of time sufficient to complete the Services. The Company may renew this Agreement as required to complete the Project.
- 4.3** The Company may immediately terminate this Agreement at any time, for any reason, in its sole discretion, by written notice to the Consultant, and the termination shall be effective on the date of the notice.
- 4.4** On termination of this Agreement pursuant to Section 4.3, the Company will be responsible to pay, within 30 days of the date of termination, all undisputed invoices for Fees and Expenses submitted by the Consultant to the Company for Services provided to the date of termination.
- 4.5** The Company may terminate, without prejudice to other rights or remedies, this Agreement if:
- (a) the Consultant is in default of any of its obligations under this Agreement and such default continues after 10 business days' written notice stating the particulars of the default;
 - (b) there is a material breach or non-performance by the Consultant of its obligations under this Agreement, including failure of the Consultant to devote the necessary time, resources, staff and skill to the performance of the Services; or
 - (c) the Consultant becomes insolvent or bankrupt or winds up or ceases carrying on business,

and in such event the provisions of Section 4.4 shall not apply.

- 4.6** Prior to entering into this Agreement, the Consultant provided the Company with a certificate of compliance dated • (the "**Compliance Certificate**"). If the Company, acting reasonably, determines that:
- (a) the Consultant provided a false or misleading Compliance Certificate, or
 - (b) the Consultant or an Owner (as defined in the Compliance Certificate) of the Consultant has been convicted of any offence under any of the Acts (as defined in the Compliance Certificate), which has been tried on indictment,

the Consultant shall be deemed to have breached this Agreement, which breach cannot be remedied, and the Company shall have the right to terminate this Agreement immediately upon notice to the Consultant and in such event the provisions of Section 4.4 shall not apply.

The Consultant further covenants to proactively disclose to the Company if the Consultant, or an Owner of the Consultant (as defined in the Compliance Certificate),

is convicted of any offences under any of the Acts (as defined in the Compliance Certificate), which has been tried on indictment, during the term of this Agreement.

- 4.7 The Company may, at any time and for any reason and in its sole discretion, suspend the performance of the Services by the Consultant, by written notice to the Consultant. The suspension shall be effective on the date of the notice. The suspension of services shall continue to such date as the Company shall specify, in writing (whether specified in the notice of suspension or a subsequent notice).
- 4.8 The Consultant shall have no claims against the Company, of any nature or kind, related to any of the Services not yet provided or performed as at termination of this Agreement and the Consultant will not be entitled to payment for any loss of profits.
- 4.9 The provisions of Sections 4.4, 4.5, 4.6, 4.7 and 4.8 survive the termination of this Agreement.

5.0 CONFIDENTIALITY AND INTELLECTUAL PROPERTY

- 5.1 The Consultant shall keep confidential all confidential or proprietary (whether so designated by the Company or whether it is by its nature confidential or proprietary) information, data, documentation, designs, processes and techniques (in any medium or form) relating to the Project or to the business of the Company or its affiliates that comes to the attention of the Consultant in the course of performing the Services or arising out of any research and development work conducted for or on behalf of the Company by the Consultant, or is otherwise acquired or developed by the Consultant during the Term (collectively, "**Confidential Information**"). The foregoing restriction will not apply to any information which is (i) independently developed by the Consultant prior to or independent of the disclosure, (ii) publicly available, (iii) rightfully received by the Consultant from a third party without a duty of confidentiality, (iv) disclosed under operation of law to the extent only that disclosure is required by law, or (v) disclosed by the Consultant with the Company's prior written approval. The Consultant shall not use the Confidential Information except in the performance of the Services under this Agreement. If this Agreement is terminated for any reason whatsoever, the Consultant shall deliver forthwith to the Company all documents, records and reports and all other information or data relating to the Services, including all copies thereof, that the Consultant obtained from the Company or otherwise obtained in the course of its own investigations.
- 5.2 All research, reports, data, drawings, site plans, layouts, schematic drawings, surveys, plans and other documentation, material or information (in any medium or form) produced by or on behalf of the Consultant in the performance of the Services and all intellectual property of any nature or kind whatsoever therein are the sole property of the Company and are not to be used by the Consultant for any purpose other than the performance of its obligations under this Agreement. The Consultant waives all moral rights that it has or may have to the intellectual property and hereby undertakes to obtain waivers of moral rights from each of its employees, independent contractors, officers, directors and any others for whom the Consultant is responsible with respect to the intellectual property. The Consultant shall take all steps reasonably requested by the Company from time to time to perfect or register or evidence the Company's ownership interest in any intellectual property referred to above. The Consultant represents and warrants that none of the Services infringes or will infringe the intellectual property rights of any other person.

- 5.3** The Consultant shall not make any press releases or public statements with respect to the execution, delivery or manner of performance of this Agreement or as to any other matters related to this Agreement or the Services, unless the Company has given its prior written approval to such press release or public statement. The Consultant may not use the name of the Company in connection with any advertising or publicity materials or activities except as expressly permitted by the Company in writing.
- 5.4** The Consultant shall take all steps necessary to ensure that all of its employees, independent contractors, officers, directors, and any others for whom the Consultant is responsible at law shall comply with the obligations set out in Article 5.0 and shall be liable to the Company for any breach or non-compliance of these obligations by them.
- 5.5** The Consultant acknowledges that the Company is subject to the *Access to Information Act* (R.S.C., 1985, c. A-1) and the *Privacy Act* (R.S.C., 1985, c. P-21) and that information provided to the Company in connection with this Agreement may be subject to the provisions of these Acts.
- 5.6** The provisions of this Article 5.0 shall survive expiry or termination of this Agreement.

6.0 NON-COMPETITION AND CONFLICT OF INTEREST

- 6.1** The Consultant represents that it is free of all conflicts of interest with the Company, except those that are expressly disclosed by the Consultant to the Company on the Effective Date. In the event that the Consultant becomes aware of any conflict of interest with the Company during the Term, the Consultant shall immediately provide notice to the Company of such conflict of interest, together with any pertinent details of the same, including when the conflict of interest came into being and when it was discovered by the Consultant.
- 6.2** The Consultant shall not during the Term, directly or indirectly, engage in any business or activity that impedes, competes with or is contrary to the proper performance of the Services.
- 6.3** The Consultant shall take all steps necessary to ensure that all of its employees, independent contractors, officers, directors, and any others for whom the Consultant is responsible at law shall comply with the obligations set out in this Article 6.0 and shall be liable to the Company for any breach or non-compliance of these obligations by them.

7.0 INDEMNIFICATION AND LIABILITY

- 7.1** The Consultant shall be liable for, and shall indemnify the Company, including its board members, officers, employees, contractors, representatives, and any others for whom the Company is responsible at law (collectively, the “**Indemnified Party**”), from and against, any costs (including reasonable legal fees on a solicitor and his own client basis), losses, damages, actions and liabilities suffered or incurred by the Indemnified Party arising directly or indirectly in connection with or as a result of:
- (a) any breach, default, negligent act or omission or wilful misconduct of the Consultant, its employees, independent contractors, officers, directors and any others for whom the Consultant is responsible at law in the performance of its obligations under this Agreement,

- (b) any misrepresentation contained within this Agreement; or
- (c) any employee source deduction, employer contribution or other employer/employee obligation, including interest and penalties thereon, which the Company may be assessed or otherwise may incur under any federal, provincial or municipal law as a result of a federal, provincial or municipal governmental department or agency, authority or competent tribunal determining that the Consultant is an employee of the Company.

7.2 The Consultant is liable and responsible for all applicable Taxes imposed on the Consultant by any governmental authority relating to the performance of the Services by the Consultant and by its employees and independent contractors on behalf of the Consultant and the Consultant hereby indemnifies and holds harmless, and shall indemnify and hold harmless, the Company, from any and all losses, claims, expenses, damages, liabilities, taxes, interest, fines and penalties sought or recovered by any governmental entity, in relation to the foregoing.

7.3 The provisions of this Article 7.0 shall survive expiry or termination of this Agreement.

8.0 PERFORMANCE AND STANDARDS

8.1 The Consultant covenants and agrees that it shall:

- (a) perform the Services in a good and professional manner, diligently, honestly and expeditiously, all designed to achieve completion of the Services in a timely manner;
- (b) perform the Services in accordance with this Agreement and all applicable laws, professional practices, licensing requirements, codes and standards; and
- (c) ensure that the Services are performed by personnel who have the necessary qualifications, skills, knowledge, expertise and ability to provide the Services and who are, where applicable, licensed in accordance with all applicable standards, codes or laws.

9.0 INDEPENDENT CONTRACTOR

9.1 The relationship created by this Agreement between the Company and the Consultant is that of an independent contractor. Nothing in this Agreement shall at any time be construed to create the relationship of employer and employee, partnership, principal and agent, or joint venture as between the Consultant and the Company.

10.0 DISPUTE RESOLUTION

10.1 In the event that one party to this Agreement provides written notice to the other party of a Dispute and such Dispute remains unresolved ten (10) business days after notice is received, then unless the parties otherwise agree, the parties shall commence the following dispute resolution process:

- (a) the parties shall each appoint two (2) managers with settlement authority to meet to discuss and resolve the Dispute. Such a meeting may be in person or

by video teleconference and shall occur within twenty (20) business days of the date of notice of the Dispute being received;

- (b) if the managers are unable to resolve the Dispute within five (5) business days of the meeting, the parties shall proceed to mediate the Dispute. The place of mediation shall be Toronto, Ontario and the language of the mediation shall be English. Each party shall propose one experienced mediator. If the parties are unable to agree upon a mediator, the two (2) chosen mediators shall agree upon a third mediator. The mediator(s) shall be chosen within thirty (30) days of notice of the Dispute being received by the other party. The chosen mediator(s) shall establish the rules to be followed by the parties during the mediation; however, in the event of a conflict between the rules established by the mediator(s) and the provisions of this Article 10, this Agreement shall govern. The cost of the mediator(s) shall be split equally between the parties, unless the parties otherwise agree.

- 10.2** The parties shall continue the performance of their respective obligations during the resolution of any Dispute, including during any period of mediation, unless and until this Agreement is terminated or expires in accordance with its terms and conditions.
- 10.3** While mediating the Dispute, the parties shall use good faith and endeavor to avoid any business interruption; however, the parties shall reserve the right to refer the Dispute to a court of competent jurisdiction at any time (including during the process of mediation). If one party refers the Dispute to a court of competent jurisdiction, the parties may continue the mediation process, but shall not be obligated to do so.
- 10.4** Notwithstanding the foregoing, this Section shall not affect and shall not apply to the Company's ability to terminate this Agreement pursuant to Sections 4.3 and 4.5.

11.0 NOTICE

- 11.1** Any demand, notice, approval, consent or other communication required or authorized to be given pursuant to this Agreement shall be in writing and made or given by email transmission addressed to the party to receive such notice at the address specified below:

TO: Canada Lands Company CLC Limited

1 University Avenue, Suite 1700
 Toronto, ON M5J 2P1
 Attention: Senior Director, Corporate Communications
 Email: mlapensee@clc-sic.ca

with a copy to:

Canada Lands Company CLC Limited

1 University Avenue, Suite 1700
 Toronto, Ontario M5J 2P1
 Attention: Chief Legal Officer & Corporate Secretary
 Email: avislegalnotice@clc-sic.ca

TO: •
 •
 Attention: _____

 Email: _____

11.2 Any demand, notice, approval, consent or other communication sent by email transmission on a business day during business hours (9:00 a.m. to 5:00 p.m. Eastern Time) shall be deemed to be received on that day. Any demand, notice, approval, consent, or other communication sent by email transmission after business hours or on a weekend or holiday shall be deemed to be received on the next business day. Either party shall be entitled to change its address for notice to another address by notice in writing to the other.

12.0 INSURANCE

12.1 The Consultant shall obtain and maintain throughout the Term and for ONE (1) year after the Term, either by way of a new policy or by endorsement to an existing policy, the insurance coverage described in Schedule "C" attached hereto.

12.2 The Consultant shall also maintain such workers' compensation insurance as may be required by the applicable workers' compensation laws, covering all persons employed by the Consultant to perform the Services. At any time during the Term, the Consultant, on request, shall provide evidence and compliance by the Consultant with such legislation.

12.3 The provisions of Sections 12.1 and 12.2 shall survive termination or expiration of this Agreement.

13.0 STATEMENTS OF WORK

13.1 The Company will requisition Services from the Consultant by way of Statement(s) of Work, the form of which is attached as Schedule "D" to this Agreement (the "**Statement of Work**"). The Statement of Work shall be signed by duly authorized signatories of the Company and shall indicate the specific Services to be performed including, but not limited to, quantity, price, taxes, total price, shipping instructions, requested delivery dates, billing address and any other special instructions related to the Services.

13.2 Capitalized terms used but not defined in a Statement of Work have the meanings assigned to them in this Agreement.

13.3 In the event of any inconsistency between the terms of this Agreement and those of a Statement of Work, those of the Agreement shall prevail to the extent of the inconsistency.

14.0 GENERAL

- 14.1** The Consultant acknowledges and agrees that it was advised by the Company to seek independent legal advice regarding this Agreement and that the Consultant has had the opportunity to obtain the same.
- 14.2** The following principles of interpretation will apply to this Agreement:
- (a) Words importing the singular include the plural and vice versa, words importing gender include all genders and words importing persons include firms, corporations and any other legal entities;
 - (b) The laws of the Province of Ontario and the laws of Canada applicable therein shall govern the interpretation of this Agreement and the parties hereby attorn solely to the jurisdiction of the courts in the Province of Ontario;
 - (c) If any of the terms or conditions of this Agreement or their application to any party or circumstances shall be held invalid by any court or other authority having jurisdiction, the remainder of this Agreement and the application to parties or circumstances other than those as to which it is held invalid shall not be affected; provided, however, if the invalid terms or conditions are essential to the rights or benefits to be received by any party, the parties shall use reasonable efforts to negotiate acceptable substitutes. If acceptable substitutes are not agreed to, a party adversely affected by the invalidity shall not be prevented by this Section from advancing any rights to claim frustration of contract or other similar remedy;
 - (d) No action, or failure to act by a party shall constitute a waiver of any right or duty of that party under this Agreement except as specifically agreed to in writing. No waiver of any of the provisions of this Agreement shall be deemed or shall constitute a waiver of any other provision (whether or not similar) nor shall any waiver constitute a continuing waiver unless otherwise expressed or provided;
 - (e) This Agreement shall, when duly executed, supersede and replace all other existing agreements between the parties with respect to the subject matter. There are no representations, warranties or agreements, either written or oral, which are binding on the parties relating to the subject matter and which are not contained, or referred to, in this Agreement;
 - (f) The Consultant shall not assign, delegate or subcontract this Agreement or any part thereof to another party without the prior written consent of the Company, not to be unreasonably withheld. the Company shall have the right to assign its interests under this Agreement to any party on written notice to the Consultant;
 - (g) Except to the extent otherwise expressly provided, the duties and obligations imposed by this Agreement and the rights and remedies available under this Agreement shall not operate to limit any duties, obligations, rights and remedies otherwise imposed or available at law;
 - (h) This Agreement shall enure to the benefit of and be binding on the parties of this Agreement and their respective successors and permitted assigns;

- (i) Amendments to this Agreement shall require the agreement of both parties and shall be in writing;
- (j) Time is of the essence;
- (k) A reference to dollars means lawful money of Canada unless stated otherwise;
- (l) Schedules "A", "B", "C" and "D" are incorporated into and form part of this Agreement;
- (m) Inspection and acceptance of the manner of performance, or a product resulting from the performance, of any of the Services by the Company or anyone acting on the Company's behalf shall not be deemed to waive rights related to any failure by the Consultant to comply with this Agreement;
- (n) Any reference to "days" in this Agreement shall be construed as a reference to calendar days, unless otherwise provided;
- (o) Neither party shall be liable for delays in the performance of its obligations caused by the following conditions of "Force Majeure": acts of God or the public enemy, embargo, war, fire, flood, earthquake, terrorist attack, epidemic, abnormal weather conditions, or other calamity or cause beyond the reasonable control of the affected party; however, neither party shall be entitled to the benefit of the provisions this subsection (o) if the delay was caused by lack of funds, or with respect to a delay in payment of any amount or amounts due hereunder;
- (p) In the event that the term "Consultant" includes more than one person, each of them shall be jointly and severally liable to the Company for all of the Consultant's obligations hereunder;
- (q) The parties hereto have explicitly requested and hereby accept that this Agreement be drawn up in English. Les parties aux présentes ont expressément demandé et acceptent par les présentes que le présent document « Agreement » soit rédigé en anglais.
- (r) It is an express condition of this Agreement that no member of the House of Commons shall be admitted to any share or part of this Agreement or any benefit arising therefrom; and
- (s) This Agreement may be executed in any number of counterparts and delivered electronically, and each counterpart will be deemed an original and the counterparts will, together, constitute one and the same instrument.

[REMAINDER OF PAGE LEFT INTENTIONALLY BLANK]

IN WITNESS WHEREOF the parties to this Agreement have executed this Agreement as of the date first written above.

CANADA LANDS COMPANY CLC LIMITED

Per: _____
Name: Marcelo Gomez-Wiuckstern
Title: VP, Corporate Communications and
Public Affairs

Per: _____
Name: Matthew Tapscott
Title: Executive Vice President, Finance and
CFO

We have the authority to bind the Corporation.

●

Per: _____
Name:
Title:

Per: _____
Name:
Title:

I/We have the authority to bind the
Corporation.

Schedule "A" Services
Scope of Work
CLC CORPORATE, DOWNSVIEW PARK AND CN TOWER

NON-AGENT STATUS AND GOVERNMENT OF CANADA WEB-RELATED POLICIES

As a non-agent Crown corporation, the Company respects the spirit of all web standards for the Government of Canada but is not bound to them. The Company is bound by the *Accessibility for Ontarians with Disabilities Act* or AODA (Canada), the *Web Content Accessibility Guidelines* or WCAG 2.0 Level AA and the *Accessible Canada Act* (Canada).

The services shall consist of the following (the “**Services**”):

REQUIREMENTS

The Consultant must be proficient and well-versed in the Canadian website development marketplace and accessibility requirements and be able to demonstrate its capabilities. The Consultant shall provide all of the following services and respect the following requirements. Staff employed by the Consultant do not need to be on site at Company offices, this is a remote support relationship:

PART 1

WEBSITE MAINTENANCE, HOSTING, SECURITY, AND ADMINISTRATION

- Develop and maintain Drupal, WordPress, or any other type of website as requested (regardless of what version they are)
 - Maintain existing infrastructures and develop additional flexibility and functionality if and as required.
 - Apply appropriate themed (colours, fonts, animations, transitions, etc.) to individual websites per Company direction.
- Stay abreast of all technical-related updates including (but not limited to) system, security and content.
- Apply CMS software and security updates, upgrades, improvements modules and patch CMS modules and plugins as and when required to ensure that Company websites are kept up to date with the latest release levels for each respective operating system;
- Protect against spam, hackers, unplanned outages, data corruption, and other vandalism or theft; while reporting and resolving any vulnerabilities discovered in a timely manner per “Levels” of support urgency found under the “Service Level Requirements” heading.
- Proactively administer, renew and register domains and DNS addresses as and when required;
- Create/facilitate backups of all websites as necessary, and work collaboratively with the Company on any potential security, backup or technical issues that may arise.
- Remain informed of changing and evolving web standards, and proactively make recommendations on how best to align the Company’s websites to these standards as appropriate;
- Produce, manage and maintain custom dashboards and reports on traffic and website engagement via Google Analytics (GA4) and Google Tag Manager on a regular basis and as requested. Ensure that these tools are correctly implemented and programmed appropriately so

that the Company can effectively capture user data. Produce monthly analytics reports that are tailored to the Company's preferences which describe traffic, trends and other helpful information as needed.

- Liaise with external service providers as needed and as directed by the Company;
- Repair broken links and images as well as overall software defects or bugs per "Levels" of support urgency described below;
- Add functionality to existing website(s), perform content updates as needed and upon request by the Company. Assist the Company in protecting its intellectual property standards.
- Ensure that Company websites are up to date and can accommodate the necessary compatibility for people using modern devices and browsers as well as those using less up-to-date technologies; including but not limited to: Chrome, Firefox, Safari and Edge. Mainstream mobile browsers: Chrome, Safari, Samsung Internet, Internet Explorer and other platforms typically used.
 - Ensure the technological compatibility for differently abled communities to use accessibility screen readers, interactive keyboard compatibility and overall functionality.
- Ensure the continued proper functioning of existing development (DEV), staging (STAGE) and production (PROD) environments with the ability to refresh STAGE with the latest copy from PROD across all Company websites including any new websites developed by the Consultant.
- Maintain a fast performing, visually appealing and easy-to-navigate website that features creative, imaginative and attention-grabbing content in both official languages of English and French,
- Any other website development, design, maintenance, security, accessibility and administration tasks required for the proper functioning, wellbeing, and improvement of all the Company's portfolio of websites and various management systems.

HOSTING

- Administration and security of website hosting on Pantheon.io, Acquia, or any alternate hosting service provider as needed on the respective Drupal and WordPress websites (regardless of what version they are);
- Act as the Company's representative with Pantheon.io, Acquia or any other hosting provider that the Company may have;
- Knowledgeable and capable to work on behalf of the Company with Pantheon.io, Acquia or any other alternative hosting provider directly to setup new website(s) with hosting services;
- Provide support with functionality and the correct integration and possible troubleshooting to ensure connectivity of third-party applications on all Company websites as needed and requested.
- Transfer, if required, complete web application functionality between hosting service provider(s);
- Administration and security of hosting at Pantheon.io, and Acquia or any alternate hosting service as needed;

- Any other hosting maintenance, security and administration tasks required for the proper functioning, wellbeing, and or overall improvement of Company websites and management systems.

ACCESSIBILITY STANDARDS:

- Maintain, correct and ensure that all Company websites meet or exceed AODA/WCAG 2.0 Level AA compliance (or higher standard as may be required by the Company from time to time) including but not limited to:
 - Conducting consultations as needed with various differently abled communities during development of new or redesigned websites as required by applicable legislation.
 - Make recommendations on design, tools and other means to ensure compliance.
 - Conduct audits as directed or requested by the Company.
 - Search Engine Optimization (SEO) standards must be adhered to including but not limited to; the appropriate use of title tags, header tags, alt tags, meta descriptions, robots.txt, XML sitemaps etc. SEO best practices must include the following:
 - ❖ Security – an SSL certificate is given, and the use of CAPTCHA’s (ReCAPTCHA version 3 preferred) is implemented. Web application firewalls and other security best practices are adhered to.
 - ❖ Accessibility – AODA/WCAG 2.0 Level AA compliance is met or exceeded.
 - ❖ Fast – scoring at least 80 (preferably 90 or higher) as measured by Google PageSpeed for both mobile and desktop versions of Company websites.
- Maintain, correct and ensure that the Company meets or exceeds federal accessibility standards and compliance;
- Have the capacity to convert PDFs and other types of documents into accessible format for posting online.
- The Company uses the SiteImprove website platform to maintain proper accessibility standards for its websites. Assist the Company in managing its Siteimprove account upon request to review and resolve any quality assurance issues and produce reports for the Company as needed.

SERVICE LEVEL REQUIREMENTS

The Company expects that all Proponent proposals be structured to align or exceed the below service level requirements regardless of any existing service level frameworks that a Proponent may offer to other clients. The Company expects to be in the top tier of preferred clients in terms of response time, customer service, and priority. Each Proponent’s fee schedule and proposal must be structured to accommodate these requirements.

The Consultant will (within reason) attempt to resolve issues in a timely manner and assess and report to the Company on which issues require more time than others as part of their resolution time. The Consultant will also advise the Company of any issue that may require a more involved or time-consuming approach per the timing below so that the Company is made aware of such situations and provide approvals on what next steps are taken to ensure the most economical use of time.

- Website and hosting maintenance support requests submitted by the Company must have a response time per the following:
 - Regular support hours are from Monday to Friday, 8:00 am – 5:30 pm EDT
 - Weekend support is from Saturday – Sunday from 8:00 am – 5:30 pm EDT, as well as any public holidays across Canada. This can be considered Level 2 or Level 3 in terms of

urgency and should be treated as such. Weekend support is not a regular occurrence.

- All requests, regardless of urgency, must be acknowledged at minimum within two (2) business hours of submission and as follows per the following “Levels” as determined by the Company:
 - **Level 1 (low urgency) defined as: issues requiring attention but are prefaced as being low in priority or as being “not critical.”**
 - ❖ Response time to confirm receipt of ticket being created: three (3) business hours.
 - ❖ Expected resolution update: within 48 business hours ticket being created, report back with a proposed resolution plan and agreement on timelines.
 - **Level 2 (moderate urgency) defined as: customer assistance with content updating or small form adjustments, specific feature or functionality changes.**
 - ❖ Response time to confirm receipt of ticket being created: one and a half (1.5) business hours.
 - ❖ Expected resolution update: within 24 business hours ticket being created, report back with a proposed resolution plan and agreement on timelines.
 - **Level 3 (high urgency) defined as: website or web page down time, code issue, service interruption, issues with performance, outages, or other critical public-facing functionality that requires immediate or “emergency” attention.**
 - ❖ Response time to confirm receipt of ticket being created: within one (1) business hour.
 - ❖ Expected resolution update: within 12 business hours ticket being created, report back with a proposed resolution plan and agreement on timelines.
- Accommodate different levels of support and have a process setup for requests from the Company outside of regular support hours (weekends, holidays, etc.).
- Provide an online portal or some other mechanism for request ticketing and tracking of service requests and completed service hours at no additional cost to the Company - as well as a key customer service contact and an alternate. Note that there will be approximately six (6) individuals across the Company that may submit tickets.
- A minimum of two (2) developer resources that are familiar with the Company’s infrastructure and platforms.
- Provide training to Company employees as needed or requested at no additional charge per the following:
 - This training includes providing staff members (as identified by the Company) with knowledge to manage content updates in a straightforward manner – including basic content management updates, page title and copy changes, inputting of reports or documents, updates to hours of operations, pricing, etc. or other topics that are not mentioned here but would be a benefit for Company staff to know about.
- Detailed monthly backup reports must be submitted along with each monthly invoice to the Company that itemizes all hours used for every ticket and request being billed. Each monthly backup report must clearly detail what efforts were made for the hours being billed and in what capacity the resolution was provided.

- The Company defines a detailed monthly report as: a line-by-line document that outlines sufficient detail (the level of detail is per Company discretion) related to each hour being billed to support the amounts shown on each monthly invoice. The time spent preparing the invoice and detailed monthly report are not eligible to be billed to the Company.
- Upon request, the Company may ask for a brief status on open tickets and what steps are being taken to resolve ongoing issues per the frequency described by the Company (likely on a weekly basis but open to Company discretion) at no extra cost to the Company.

INITIAL ONBOARDING

- The Consultant shall allocate enough time to develop and execute an onboarding plan to ensure their utmost familiarity with the Company's websites, both front and back end, applications, security, and maintenance environments.
- The Consultant shall work with the incumbent service provider to the Company (if any) to transfer all information, passwords, access, and files, and any other information to the Consultant's care and control, as needed.

PART 2

WEBSITE DESIGN AND WEB APPLICATION DEVELOPMENT

- New website services or requests to be executed by way of Statement of Work may be requested from the Consultant.
- The Consultant may be required to develop new features or modules to be integrated into the content management system. This could include social media integration, online public engagement tools, analytics tracking tools, accessibility validation tools, interactive maps, videos, online forms (Google, Drupal, Microsoft, or others as described by the Company), etc.
- The Consultant may additionally be required on an ad-hoc basis to design, develop, project manage and deploy entirely new websites and portals for the Company including its main website at www.clc-sic.ca. The Consultant must have the creative and technical capability to develop new websites, subsites and portals, while also providing the necessary support for the maintenance of these new websites based on the same definitions as this RFP provides.
- The Consultant will ensure the optimal performance of any Company website and application that the Consultant has developed by resolving or addressing any issues such as bugs, broken links, glitches, overall functionality within its control and accountability (this is strictly related to work that has been performed by the Proponent) for a period of two (2) years after launch. In this context, the Company defines bugs and glitches as any anomaly or issue that interferes with the proper functioning of the website that has occurred post-launch.
- The following activities may be associated with this service include but are not limited to:
 - Reviewing, assessing and analyzing business requirements and needs;
 - Developing specifications and designing solutions;
 - Apply appropriate theming (colours, fonts, animations, transitions, etc.) to individual websites;
 - Consultations with stakeholders;
 - Converting, updating or adding content on existing or entirely new pages/websites;
 - Accessibility compliance
 - SEO and GA4 analytics setup and implementation.
 - Developing and testing code;

- Updating/creating user documentation; and
- Staging/production/deployment environments.
- Any other website development, design, tasks required for the proper functioning, wellbeing, and improvement of website design and implementation of all the Company’s portfolio of websites and various management systems.
- The Company shall have the sole discretion to not proceed with any such services and proceed to have another service provider complete the same. However, the resulting website may fall within the scope of the Consultant’s management functions as detailed in this document.

PART 3

CN TOWER-SPECIFIC SCOPE OF WORK

The below describes any additional necessary monthly proactive and reactive for the CN Tower websites (cntower.ca and latourcn.ca) further to what is described in Part 1 and Part 2.

- Integration, proper functioning and connectivity of third-party services such as: Gateway, SevenRooms, Google, social media, CityPASS, EarthCam, Juicer, etc. or others in future as described by the Company.
- The CN Tower requires a seamless digital experience that allows for reporting in the following business units:

BUSINESS UNIT	THIRD-PARTY APPLICATION USAGE
CN Tower	Ticket Sales Gift Card Purchases, Package Sales APP Downloads, Newsletter sign-ups, Job Applications
360 Restaurant	Reservations/Bookings, Gift Card Purchases
EdgeWalk	Ticket Sales Gift Card Purchases, Wedding Inquiries

- Although the workflows and transactional interactions that drive these functions will be handled by third-parties outside of the Service’s scope, an exceptional experience for each of the above noted business units must be facilitated, meaning link and page functionality with no errors, a continuously harmonious digital experience for the user is to be enabled by the Consultant to the best of their ability.
- Further to the above, the overall digital experience of forms (Drupal, Microsoft, or others as needed or described by the Company) will need to be maintained and supported by the Consultant while also allowing the Company to have flexibility to modify and add new forms as needed without relying on the Consultant to facilitate the updates.

DOWNSVIEW PARK-SPECIFIC SCOPE OF WORK

- The below describes any additional necessary monthly proactive and reactive for the Downsview Park websites (downsviewpark.ca and parcdownsview.ca) further to what is described in Part 1 and Part 2.

- Integration, proper functioning and connectivity of third-party services such as: Juicer, Google, or others in future as described by the Company.

Schedule "B"

FEES AND EXPENSES

[To be inserted based on the Proposal of Preferred Proponent]

Schedule "C"
INSURANCE

- 1.1 The Consultant shall (and shall ensure that its subconsultants shall) pay for and maintain in full force and effect with insurance company(s) admitted/licensed by the Province of **Ontario** or other Canadian jurisdictions to do business in the Province of **Ontario** and rated not less than "A" in A.M. Best Insurance Key Rating Guide, or an equivalent independent insurer rating agency, the following policies of insurance, with deductibles and self-insured retentions being declared and subject to approval by the Company:
- (a) all risks property insurance covering all property that is owned, rented or leased and to be used for the performance of the Services for the full replacement cost value of such property;
 - (b) commercial general liability insurance covering all operations in connection with the Agreement on an occurrence basis with a combined single limit of \$5,000,000, inclusive, for each occurrence for third party bodily injury, including death, personal injury and damage to property, including loss of use thereof and such coverage shall include, but not be limited to, the following:
 - (i) blanket contractual liability;
 - (ii) broad form property damage including completed operations;
 - (iii) broad form property damage;
 - (iv) cross liability and severability of interest clause;
 - (v) additional insured endorsement;
 - (vi) non-owned automobile liability; and
- 1.2 Insurance coverage in Section 1.1 of this Schedule "C":
- (a) will be primary to the extent of fault of the Consultant or its subconsultants; and
 - (b) must name the Company as an additional insured and any subconsultants attending at the location of the Project as additional insureds.
- 1.3 To the fullest extent permitted by law, the Consultant hereby releases the Company, its directors, officers, employees and others working on its behalf from and against any and all liability or responsibility to the Consultant or anyone claiming through or under the Consultant by way of subrogation or otherwise, for any loss. This provision shall be applicable and in full force and effect only with respect to loss or damage occurring during the life of this Agreement.
- 1.4 The Consultant shall and shall ensure that its subconsultants shall:
- (a) provide the Company with a certificate of insurance for the policies described in section 1.1 within ten (10) business days of the date of this Agreement or prior to commencement of the Services, whichever is earlier, and certificates of insurance evidencing renewal of these policies within twenty (20) business days of their expiry date where such policies expire prior to final completion of the Services;
 - (b) be responsible for the deductibles relating to the insurance proceeds under the required insurance;
 - (c) place all policies with insurers that are licensed to provide insurance in the Province of Ontario in a form acceptable to the Company; and

- (d) ensure that each insurance policy required shall be endorsed to state that coverage shall not be cancelled or materially amended except after thirty (30) days' prior written notice by certified or registered mail, return receipt requested, has been given to the Company. The insurer must provide the Company with notification of any cancellation of any coverage and the Consultant must provide the Company with notification of any major change, modification or reduction in coverage.
- 1.5 If the Consultant, or any subconsultant, fails to furnish the Company with a certificate of insurance for each policy required to be provided by the Consultant or the subconsultant, or if after furnishing the certificate of insurance, the policies lapse, are cancelled or are materially changed, then in every case the Company may, but shall not be obligated to, obtain and maintain such insurance in the name of the Consultant or any subconsultant. The cost thereof shall be payable by the Consultant to the Company on demand, and the Company may at its election deduct the cost from any monies that are due or may become due to the Consultant.
- 1.6 Neither the providing of insurance by the Consultant in accordance with the requirements of the Agreement, nor the insolvency, bankruptcy, or failure of any insurance company to pay any claim, shall be held to relieve the Consultant from any other provisions of the Agreement with respect to liability of the Consultant, or otherwise.

SCHEDULE "D"

[PREFERRED FORM OF STATEMENT OF WORK]

STATEMENT OF WORK NUMBER • dated , 202_

BETWEEN :

Owner **CANADA LANDS COMPANY CLC LIMITED (the "Company")**
Address 1 University Avenue, Suite 1700
Toronto, ON M5J 2P1

Consultant • (the "Consultant")
Address •

In Accordance with : Principal Consulting/Professional Services Agreement dated • between the Consultant and the Company (the "Agreement")

IN CONSIDERATION OF the mutual covenants and agreements contained in the Agreement, each of the parties covenants and agrees with the other as follows:

DETAILS OF THE STATEMENT OF WORK

Delivery Method	Methods of Payment	Due Date
•	According to Section 3.2 of the Agreement	•

Description of Services to be Rendered	Total
[Note to draft: Insert all necessary details]	\$
Subtotal:	
Applicable Taxes:	
Total :	

ADDITIONAL TERMS AND CONDITIONS

The Agreement remains in force and effect and all Services shall be performed in the same manner as set out in the Agreement, unless otherwise expressly provided for by written agreement between the Parties. In the event of a conflict between the Agreement and this Statement of Work, the Agreement shall prevail.

Capitalized terms used but not defined in this Statement of Work have the same meanings given to them in the Agreement.

This Statement of Work may be executed in several copies, each of which shall be deemed to be an original and all such copies shall constitute one and the same instrument. Copies may be signed in their original format, in PDF format, by e-mail, or by fax and the parties to this Statement of Work must accept any signature received by e-mail or facsimile as the original signature of the parties. Each party agrees to provide the other with a copy bearing the original signatures of this Statement of Work and within a reasonable period of time following the signing of this Statement of Work.

[the remainder of this page has been left intentionally blank; signature page follows]

IN WITNESS WHEREOF, the parties hereto have caused this Statement of Work to be signed by their respective duly authorized representatives on the date indicated above

CANADA LANDS COMPANY CLC LIMITED

●

Per : _____
Name :
Title :

Per : _____
Name :
Title :

Per : _____
Name :
Title :

Per : _____
Name :
Title :

We are authorized to bind the Corporation.

I/We have authorized to bind the Corporation.