

Attachment 3: Table 3 - Alignment of the RBT Procurement with Digital Infrastructure Strategic Framework Principles

The Negotiated Request for Proposals (nRFP) was issued prior to the development and adoption of the City of Toronto's new Digital Infrastructure Strategic Framework (DISF). These principles were not included in the nRFP at the time of distribution. The table below describes subsequent efforts that have been made to align the procurement with the DISF.

DISF Principle	RBT Project Alignment
Equity & Inclusion	<ul style="list-style-type: none"> • Worked with the City's Customer Experience Division to use a human-centred approach and create Customer Experience Principles for PFR programs and services where people will feel: Confident, At Ease, Included and Empowered • These Principles were included in the nRFP and will be used to guide the RBT Project through product development, and implementation • The nRFP included accessibility requirements to ensure equitable use and access to registration and booking services • Evaluation criteria included fostering a consistent, predictable, simple, and easy-to-use user experience • Engaged a wide range of Torontonians across the city to ensure that end users from multiple communities were consulted in this project
A Well Run City	<ul style="list-style-type: none"> • The nRFP reflected desired system enhancements to improve customer satisfaction and staff efficiency, including a continuous improvement roadmap • The nRFP included provisions to provide staff training, enhancing Toronto Public Service digital capacity
Society, Economy & the Environment	<ul style="list-style-type: none"> • The nRFP included requirements to enhance online booking, which will improve access to parks, facilities and public spaces • The nRFP process prioritized a modern system that removes barriers to resident participation and inclusion in recreational and physical activities that improve health and social outcomes
Privacy and Security	<ul style="list-style-type: none"> • Evaluation criteria included privacy, data protection and cybersecurity requirements; a Privacy Impact Assessment is planned to be completed during implementation • The City has negotiated that data will be stored in Canada • Active Network LLC (Active) acknowledges and agrees that the approach to handling user identity for public users is subject to change, including as necessary to implement provincial or City digital identity/customer identity and access management initiatives

DISF Principle	RBT Project Alignment
Democracy and Transparency	<ul style="list-style-type: none"> • Prior to issuing the nRFP, the City carried out public engagement and user experience research to understand the customer experience, in order to procure a registration system that is suited to their needs • Public engagement included the use of Digital Citizen Advisors, User Advisory Groups, and a Citizen Reference Group • The City used a fair, open and transparent procurement process attested by an independent agency
Digital Autonomy	<ul style="list-style-type: none"> • Active will ensure that system maintenance is seamless. In the case that service level requirements are not met, service fee credits will be due • The City will have input on Active's technology development road map and provide feedback on what products or features could be created or enhanced to support City services • Active will integrate with the City's payment processor, and has the capability for single sign on to access services