

SECTION 2 – TECHNICAL PROPOSAL

The following sections set out the categories, weightings and descriptions of the technical submission requirements for the nRFP. Suppliers who do not meet a minimum threshold score for a category will not proceed to the next stage of the evaluation process.

As per section 1.9.3 of Part 1 – nRFP Process, Suppliers must submit their completed technical proposal document in the Part 4 – Form B section in the Ariba nRFP event.

The following categories, weightings, and descriptions will be used in the evaluation criteria during Stage 2 of the evaluation process (Evaluations), described in Part 1 of this nRFP. These criteria apply to initial proposals by all Suppliers.

The Thresholds identified in each category must be achieved in order to Suppliers to qualify for the next Stages of evaluation. If a Supplier does not achieve the point threshold as identified below for any of the categories, the bid will be considered non-compliant.

Table 2 – Scoring Breakdown

Rated Criteria Category	Allocated Score (Points)	Threshold (Points)
STAGE 2 Sub-Stage A – Core Technical Capabilities		
1 – Letter of Introduction	N/A	N/A
2 – Executive Summary	N/A	N/A
3 – Experience and Qualifications of the Supplier A profile and summary of corporate history A company-approved Supplier diversity policy that details the Supplier's commitment to an active Supplier diversity program and describes a commitment to providing equitable access to subcontracting opportunities for diverse Suppliers and demonstrated results of the policy; and A company-approved diverse hiring policy describing the Supplier's commitment to a pro-active employment diversity program and demonstrated results of the policy. 1. Diverse Supplier: If the Supplier is certified by a Supplier Diversity Organization, the Supplier should provide evidence of such certification. [3 points] 2. Provide details on three (3) examples of previous projects your organization has delivered, including: a. Provide details on your organization's experience and capabilities in driving digital adoption, preferably for public sector customer-facing organizations. Include examples where you are	15	10.5

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<p>using certain techniques or training to drive adoption. [2 points]</p> <p>b. Provide details on your solution's capabilities to support the rapid deployment and iteration of software change requests. Include details on software tools (e.g. ticketing software names) used, the approach (e.g. agile methodology, collaborative, etc.) used and flexibility to develop and deploy these improvements.[2 points]</p> <p>Suppliers are expected to include details on:</p> <p>c. How the solution was implemented, integrated and project duration. [4 points]</p> <p>d. List any other unique solution functionality you have developed and provided to clients with user centered design in mind. [4 points]</p>		
<p>4 – Provide Functional Details</p> <p>Suppliers to describe how their solution currently supports the following functions (Refer to headings within Part 3 Deliverables section 1.2.5 Functional Requirements) at a minimum, include evidence through screenshots and examples.</p> <p>.1 Circulation, Commenting Markup Annotations and Measurement, Application Review Features, Upload & Download of application submission materials, Workflow [17 points]</p> <p>.2 Communications and Notifications, Search and Filter, Error proofing and Support, A user centred designed interface [13 points]</p> <p>.3 Standard reporting and the ability to customize reporting [5 points]</p>	35	24.5
<p>5 – Service Delivery</p> <p>Suppliers are expected to demonstrate their methodology to design, develop and work with the City</p>	15	10.5

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<p>with an emphasis on quality user interaction and experience. Suppliers are expected to demonstrate this by describing their design and implementation methodology and provide examples such as the Supplier's working Agile backlog, user research plan (customer journey maps, personas, empathy maps etc.), and description of their design/implementation methodology. [3 points]</p> <p>Demonstrate value of user research and engagement in design (Human Centred Design) and ability to co-design and incorporate changes into the platform. [2 points]</p> <p>Demonstrate ability to work in cross-functional teams with the City, employing agile techniques, such as sprints, stand-ups, shared JIRA instance, etc. Demonstrate ability to deliver rapidly in a product-driven approach towards Minimum Viable Product and ability to iterate using data and insights. [5 points]</p> <p>Provide the number of current employees by overall classification (level of qualification, administrative, management, operations support).</p> <ul style="list-style-type: none"> • Describe how this additional work will impact your organization. Will you need to hire additional employees? Will you need to establish an additional operational base(s)? If yes to any of these questions, does your company have the current financial capability to meet these needs? Note that you may be asked to provide a financial reference from your financial institution. • Explain how the supplier will provide detailed work plan that includes stated objectives and deliverables (include project documents, implementation plan or schedule, etc.) with appropriate and adequate allocation of team members and staff to complete the project within specified timelines • Explain how the supplier will provide suitability of the overall timeline of the project, including an indication of how soon the supplier could commence work. • Explain how the supplier will ensure product quality is acceptable by the City, free of critical bugs at the minimum through testing in a testing environment. • Explain how the supplier will provide Quality Assurance (QA) on the solution components 		
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<p>delivered to the City and support on User Acceptance Testing (UAT).[5 points]</p>		
<p>6 - Training and Support</p> <p>Suppliers are expected to provide a training approach to working with the City of Toronto that includes</p> <ul style="list-style-type: none"> • Customized beginner and advanced/targeted training sessions or modules and; • Remote training sessions • Specific training for different roles within the FCT • Supplemented training documentation that includes illustration • Specify number of City staff that can be trained by the supplier or is it a "train the trainer" model or hybrid model • Applicant training support [8 points] <p>Supplier are expected to explain how their support model works and provide any documentation that includes:</p> <ul style="list-style-type: none"> • Ticketing system that integrates with the City's support model to deliver Tier support (i.e. Jira) • Business hours support • Disaster recovery plan including "force majeure" • Adherence to SLA agreement [2 points] 	10	7
<p>7 – General System Requirements</p> <p>Suppliers are expected to demonstrate that their solution is compliant with standards around;</p> <ol style="list-style-type: none"> .1 AODA compliance through evidence of a self- assessment. (Refer to Part 3 - Requirements for Deliverables, Section 1.3.1.1 General Integration Requirements for more information.) .2 Non-functional system standards (Refer to Part 3 - Requirements for Deliverables, Section 1 - The Deliverables, Section Non-Functional Requirements No 1.2.6) .3 Cybersecurity (Refer to Part 3 - Requirements for Deliverables, Section 1 - The Deliverables, Cybersecurity Requirements No 1.4) 	10	7

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<p>8 – System Integration Requirements</p> <p>Suppliers are expected to demonstrate that their solution is compliant with the system integration requirements (Refer to Part 3 – Requirements for Deliverables, Section 1.3.2 System Integration Requirements)</p>	15	10.5
<p>Total STAGE 2 Sub-Stage A – Core Technical Capabilities</p>	100	70
<p>STAGE 2 Sub-Stage A – Additional Technical Capabilities</p>	18	N/A
<p>Subsection 9 – Additional Technical Requirements</p> <p>Please provide evidence through screenshots that the solution can meet the desired requirements (Part 3 – Requirements for Deliverables, Section 1.2.7 Non-Mandatory Requirements) under each function within any of the following:</p> <p>.1 System Setup and Configuration</p> <ul style="list-style-type: none"> a. Ability for City staff to configure and edit FCT generated emailed content (e.g. images, verbiage, etc.) without the assistance of the supplier b. Ability for City staff to add or remove FCT generated notifications without the assistance of the supplier <p>.2 Commenting</p> <ul style="list-style-type: none"> a. Provide the ability to generate a customized output of an official City document including application submission information such as all comments in formats such as Word, PDF or Excel b. Digitally sign or approve comments as needed c. Defaulted rich-text along with more Word processing capabilities such as grammar and spell checking when adding text in the FCT 	1 point per requirement	

<p>d. Adjust the size of comments or conditions in text boxes during drawing review or in a comment review section</p> <p>.3 Application Review Features</p> <p>a. Have the ability to search and read text from plans and drawings document using an OCR reader</p> <p>b. Ability to view application details and statistics visually via a City geographical map dashboard including number of applications, application types, review staff & manager assigned, due dates, etc. within geographic layers (by ward or district or review staff member or manager's assigned area)</p> <p>c. Compile all related documents (e.g. plans and drawings sets) into a collated consolidated package for sharing</p> <p>.4 Communications and Notifications</p> <p>a. Provide the ability to send confidential and non-confidential application related messages related to specific users within the solution</p> <p>.5 Upload & Download</p> <p>a. Validate file names with City specified file naming conventions before uploading</p> <p>b. Validate if layers exist in resubmitted PDF documents and flatten layered before uploading into the solution</p> <p>.6 User Interface</p> <p>a. Mobile friendly so that the FCT is responsive (e.g. resizes appropriately, renders well, etc.)</p>		
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<p>and is functional on different mobile devices (e.g. tablets and smart phones)</p> <p>b. Indicator flag within the FCT advising applicants when review staff are not in the office and forward any updates to an alternative staff member or manager if required</p> <p>c. Integration with Microsoft Outlook providing users availability (ie: out of the office) and linking application specific due dates or milestones in review staffs' Outlook calendars</p> <p>d. Allow individual users to modify and save a customized user interface view within their home screen and or dashboard</p> <p>e. Include logical icons to direct users to areas on the page, e.g. a folder icon directs users to the folder in the application submission</p> <p>f. Ability to adjust the number of records available to view (e.g. 10, 25, 50, etc)</p>		
Total STAGE 2 Sub-Stage A – Additional Technical Capabilities	18	N/A
STAGE 2 Sub-Stage B – Demonstrations & Presentations	100	60

2.1 General

- .1 Technical Proposals are expected to address the nRFP content requirements as outlined herein, and should be well ordered, detailed and comprehensive. Clarity of language, adherence to suggested structuring, and adequate accessible documentation is essential to the City’s ability to conduct a thorough evaluation. The City is interested in Proposals that demonstrate efficiency and value for money. General marketing and promotional material will not be reviewed or considered.

- .2 The City prefers that the assumptions used by a Supplier in preparing its Bid are kept at a minimum and to the extent possible, that Suppliers will ask for clarification prior to the deadline for questions rather than make assumptions. Suppliers should also review section 1.8 of Part 1 (nRFP Process) with respect to asking questions about the nRFP. Where a Supplier's assumptions are inconsistent with information

Form G: Technical Requirements
RFP No. Doc2604476104 – Provision of Vote Counting Equipment

Rated Technical Requirements are evaluated within Stage 2 – Initial Evaluation at Stage 2B – Solution Approach.

During the Stage 2B evaluation, Suppliers must receive a threshold score of at least 70% (38.5 out of 55) in order to proceed further in the RFP process. Suppliers scoring below this threshold will not have their Proposals considered further.

The Technical Requirements have been broken down into the following technical business outcome categories and weight out of 100%:

	Technical Business Outcome Category	Weight, out of 100 %
1.	Secure System Manufacture – Supplier Assurance (Prime)	15
a.	Provenance of System Components	
b.	Secure System Design Methodology	
c.	System Engineers - Background/Reference Checks	
d.	System Engineers - Security Clearances	
e.	Environments – Development, Test, and Production	
f.	Library Management	
g.	Version Control System (VCS)	
h.	Release Management	
i.	Firmware	
j.	Hardware	
k.	Security Risk Analysis	
l.	Secure Artefact Disposition	
m.	Security Testing and Tools	
n.	Hardware based Cryptography	
o.	Vulnerability Assessments	
p.	Certification	
2.	Secure System Manufacture – Trusted Third party Supplier Conformance Assurance (Prime -1)	13
a.	Component Design Approach	
b.	Personnel	
c.	Environments – Development, Test and Production	
d.	Library Management	

Form G: Technical Requirements
RFP No. Doc2604476104 – Provision of Vote Counting Equipment

	Technical Business Outcome Category	Weight, out of 100 %	
e.	Version Control System (VCS)		
f.	Release Management		
g.	Firmware		
h.	Hardware		
i.	Security Risk Analysis		
j.	Secure Artefact Disposition		
k.	Security Testing and Tools		
l.	Hardware based Cryptography		
m.	Vulnerability Assessments		
3.	Secure System Manufacture – Open Source Software Conformance Assurance (Prime -2)		12
4.	Embedded Secure System Functionality - Native, Onboard VCE Security Feature Set		32
a.	Single Purpose		
b.	Least Privilege		
c.	Verifiability		
d.	Asset Authentication		
e.	Asset Authorization		
f.	Asset Attestation		
g.	Access Control - Operator Authentication		
h.	Access Control - Operator Authorization		
i.	Data Integrity and Reliability		
j.	Voter Anonymity and Data Confidentiality		
k.	Hardware Resiliency		
l.	System Integrity		
m.	System Disclosability		
n.	Interface Usability		
o.	Forensic Audit Capability		
p.	Cryptography		
5.	Environmental	1	
a.	SIEM Integration		
b.	Supplier Patch Management		

Form G: Technical Requirements
RFP No. Doc2604476104 – Provision of Vote Counting Equipment

	Technical Business Outcome Category	Weight, out of 100 %
c.	Third Party Supplier Patch Management	
6.	Authentication	10
7.	Access Control	10
8.	Event Log	1
9.	Monitoring	1
10.	Operations	1
11.	Architecture	1
12.	Data Sensitivity Classification	1
13.	Data Governance	1
14.	Compliance	1
TOTAL		100

The Supplier should provide their answer in column "Supplier Response". All Technical Requirements will be validated and evaluated by the City. Any Technical Requirement left completely blank will default to a score of 0.

The Supplier must specify exactly which Business Outcomes are mapped to each response. Every Business Outcome for which the Supplier is responding **must be included in each and every Requirement**. For many requirements, the Supplier may have only a single response that spans all Business Outcomes. If this is the case, list every Business Outcome, as shown in the two examples below. For those requirements for which multiple distinct responses are required, the Supplier must provide a separate response for each Business Outcome, as shown in the second example below.

SECTION 3 – RATED CRITERIA

3.1 Evaluation Table

The City will conduct the evaluation according to the stages described below:

Rated Criteria Category	Weighting (Points)	Minimum Threshold
Stage 1 – Evaluation of Mandatory Requirements	Pass/Fail	N/A
Compliance with Mandatory Requirements	Pass/Fail	N/A
Stage 2A – Detailed Evaluation	80	70%
Subsection 2 – Supplier Profile	4	N/A
2.1 Supplier Profile	2	
2.2 Supplier Diversity Program	2	
Subsection 3 – Experience and Qualifications	7	N/A
3.1 Skills, Experience and Expertise	5.5	
3.2 References	1.5	
Subsection 4 – Key Staff and Resources	6	N/A
4.1 Resource Plan	4	
4.2 Back-up	2	
Subsection 5 – Proposed Solution	55	70%
5.1 Solution Details	2	N/A
5.2 Rated Functional Requirements General Requirements (3 points) Integration (2 points) Privacy, Confidentiality, and Data Governance (3 points) Metadata (4 points) Reports (2 points) Signature (2 points) Storage/Export (1 point) Workflow and Tracking (7 points)	24	N/A

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Part 4 – Form B - Technical Proposal and Qualifications

5.3 Rated Technical Requirements Audit Logging, Monitoring and Alerting (2 points) Authentication, Authorization, and Session Management (4 points) Availability (1 point) Business Continuity & Disaster Recovery (2 points) Change Management (1.5 points) Operations and Support (3 points) Privacy, Confidentiality, and Data Governance (2.5 points) Quality Assurance (1 point) Security Compliance and Vulnerability Management (5 points) Solution Architecture (2.5 points) Training (1 point) Usability and User Experience (2.5 points) Integration (1 point)	29	N/A
Subsection 6 – Work plan and Deliverables	8	N/A
Stage 2B – Demonstration	N/A	N/A
Stage 3 – Cost		
Supplier’s Fees – Total Proposed Price	20	N/A
Total Score (Stage 2A + Stage 2B + Stage 3)	100	

Suppliers must meet or exceed the minimum thresholds specified in the Evaluation Table from the Stage 2A: Detailed Evaluation to advance to Stage 2B as follows:

- a) have scored a minimum 70% (or 38.5 of 55 points) against the Subsection 5 – Proposed Solution
- b) have scored a minimum of 70% (or 56 of 80 points) against the entire Stage 2A – Detailed Evaluation.

If fewer than two (2) of the Proposals achieve the required minimum point thresholds described above in foregoing paragraph, the City, at its sole discretion, may create a short list comprised of up to three (3) top-scoring Suppliers to proceed to Stage 2B.

Upon the completion of demonstrations by the Supplier in Stage 2B, the City’s evaluation team may revise their initial scores in 2A based on their demonstration performance.