

City of Coquitlam

Request for Proposals RFP No. 20-01-03

GPS Vehicle Tracking

Issue Date: January 17, 2020

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PROPOSAL SUBMISSION FORM

Appendix A – GPS Requirements

SUMMARY OF KEY INFORMATION

	RFP No. 20-01-03		
RFP Reference	GPS Vehicle Tracking		
Overview of the Opportunity	The purpose of this RFP is to invite proposals from qualified firms for the provision of GPS Vehicle Tracking.		
Closing Date 2:00 pm local time Thursday February 13, 2020			
	Proposals are to be consolidated into one PDF file and uploaded electronically through Qfile, the City's file transfer service accessed at qfile.Coquitlam.ca/bid		
Instructions for Proposal Submission	 In the "Subject Field" enter: RFP Number and Name Add files in .pdf format and Send (Ensure your web browser remains open until you receive 2 emails from Qfile to confirm receipt.) 		
	Phone 604-927-3060 should assistance be required.		
	The City also reserves the right to accept proposals received after the Closing Date and Time.		
Obtaining RFP	RFP Documents are available for download from the City of Coquitlam's website: www.Coquitlam.ca/BidOpportunities		
Documents	Printing of RFP documents is the sole responsibility of the Proponents.		
Instructions to Proponents	The guidelines for participation that will apply to this RFP are posted on the City's website: Instructions to Proponents		
Questions	Questions are to be submitted in writing quoting the RFP number and name up to 3 business days before the closing date sent to email: bid@Coquitlam.ca		
Addenda	Proponents are required to check the City's website for any updated information and addenda issued, before the Closing Date at the following website: www.Coquitlam.ca/BidOpportunities		
Withdrawal of Submission	Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: bid@Coquitlam.ca prior to the Closing Date and Time.		
Terms and City of Coquitlam Standard Terms and Conditions - Purchase of Goods a Services are posted on the City's website and will apply to the contract awarded as a result of this RFP.			

DEFINITIONS

"Contract" means the contract for services and City Purchase Order that will be issued to formalize with the successful Proponent through negotiation process with the City based on the proposal submitted and will incorporate by reference the Request for Proposals, Specifications, Drawings, any additional subsequent information, any addenda issued, the Proponent's response and acceptance by the City.

"City" means City of Coquitlam.

"Contractor" means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services described in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both "Contractor" and "Proponent" are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and performance of the services and works.

"Proponent" means responder to this Request for Proposals.

"Proposal" means the submission by the Proponent.

"RFP" "Request for Proposals" shall mean and include the complete set of documents, specifications, drawings and addenda incorporated herein, and included in this Request for Proposals.

"Services" means and includes the provision by the successful Proponent of all services, duties and expectations as further described in this RFP.

"Supply" "Provide" shall mean supply and pay for and provide and pay for.

"Shall" "Must" "Will" "Mandatory" means a requirement that must be met.

"Work" "Works" shall unless the context otherwise requires, mean the whole of the work, tools, materials, labour, equipment, travel, and all that is required to be done, furnished and performed by the Contractor.

1. INSTRUCTIONS TO PROPONENTS

1.1. Request for Proposals

The purpose of this RFP is to invite Proposals from qualified, experienced companies for the supply of GPS Vehicle Tracking as stated within this RFP.

The City is seeking to identify and select qualified contractors that have the knowledge, technical resources, experience, reputation and capacity to supply, deliver, install, train and provide support for the equipment.

1.2. Proposal Submission

Proponents are advised that the rules for participation that will apply to this RFP are posted on the City's website at: Instructions to Proponents.

By submission of a Proposal in response to this RFP, the Proponent agrees and accepts the rules by which the bid process will be conducted

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission Form or in a format that has been approved and is acceptable to the City.

1.3. Specifications and Alternatives

Wherever the Specifications state or imply a brand name, make, name of manufacturer, trade name, or Contractor catalogue number, it is for the purpose of establishing a grade or standard. It is not intended to rule out competition from equal brands or makes. If equipment other than that specified is offered, it is the Proponent's responsibility to provide information in its Proposal that enables the City to confirm equivalency and acceptance.

Except where stated otherwise, **Section 3 Scope of Services and Appendix_A – GPS Requirements** describe what is considered necessary to meet the performance requirements of the City and Proponents should consider this in its Proposal. If the Proponent cannot meet Specifications, the Proponent may identify and offer an alternative which it believes to be an equal or better alternative.

Proponents shall clearly indicate any variances from the City's Specifications or conditions and attach descriptive literature.

Proponents may also propose alternative equipment which meets the majority of the specifications if it is immediately available for delivery. The City will review proposed alternative equipment for suitability in order to take delivery sooner; however, the City is not obligated to accept any alternatives. The City will determine what constitutes acceptable deviations and overall best value.

1.4. Warranties

The Proponent shall provide a full statement of the warranty period and terms, including extended warranty options, for items offered. This warranty should clearly describe the terms under which the equipment manufacturer or sub-suppliers of the manufacturer accept responsibility for the cost to repair defects caused by faulty design, quality of work or material and for the applicable period of time after delivery.

1.5. Examination of Proposal Documents

Proponents are responsible to fully understand the difficulties and restrictions for execution of the work under this Contract. Interpretations by the Proponent of the meaning of any section of the Contract drawings and specifications herein prior to submitting a price for the Work shall not remove the responsibility of completing the Work as per the directions of the City, including all costs associated with that Work, should the Proponent's interpretation be incorrect.

1.6. Term of Agreement

The Term of the Agreement will be a two (2) year Term with an option to extend the Agreement for additional terms, as mutually agreed to between the parties.

1.7. Withdrawal of Proposal

Proposals may be withdrawn upon request sent to email: <u>bid@Coquitlam.ca</u> prior to time set as closing time for receiving Proposals.

1.8. Prices

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the initial two year Term. Taxes are to be shown separately at time of invoicing.

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, traffic control, services, all necessary packing and crating (where applicable), Canadian Customs import and export duties, freight, handling, transportation, insurance, all other associated or related charges, foreign, federal, provincial and municipal taxes, bonding costs, all licenses, permits, inspections and all other requirements necessary for the commencement, performance and completion of Services as described.

The lowest price of any Proposal will not necessarily be accepted but will be analyzed to determine best overall value.

1.9. Extension of Offer

The successful Proponent agrees to allow other local public agencies with similar needs within British Columbia to participate in this contract.

Additional participating agencies may opt to enter into a contract with the successful Proponent for the purchase of the vehicle, equipment and services described in this RFP based on the terms, conditions, prices and percentages offered by the successful Proponent to the City with possible minor changes negotiated.

This is intended to be a means of promoting cooperative purchasing efforts with the public sector, and to provide additional value to the successful Proponent.

1.10. Evaluation Criteria

The criteria for evaluation of the Proposals may include, but is not limited to:

Corporate Experience, Reputation, Capacity and Resources – 30 points

- Business and technical reputation and capabilities; experience, financial stability, capacity and resources
- References
- Sub-contractors

Technical – 30 points

- Compliance with the preferred specifications
- Warranties
- · Local support and parts availability in Metro Vancouver area
- Training
- Delivery Lead Time
- Quality Control and Quality Assurance

Financial and Value Added – 40 points

- Total Cost
- Value added Benefits
- Sustainability/Environmental Considerations

And, upon selection of one or more lead proponent(s):

- Interviews may be conducted
- References may be contacted
- Presentations may be requested

The criteria listed above will be used to determine best overall value to the City. Proposals will be compared to select one or more that are most advantageous.

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

The City may, at is discretion, request clarification or additional information from a Proponent with respect to any Proposal and the City may make such requests to only selected Proponents. The City may consider such clarifications or additional information in evaluating a proposal.

Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents.

Incomplete Proposals or Proposals submitted on forms other than the Proposal Form may be rejected.

The City reserves the right to reject without further consideration any Proposal which in its opinion does not meet the criteria it considers essential for the work outlined in this RFP.

1.11. Eligibility

For eligibility, and as a condition of award, the successful Proponent would be required to meet or provide the equivalent:

- a) Accept the City's standard Terms and Conditions posted on the City's website: Standard Terms and Conditions - Purchase of Goods and Services
- b) Commercial General Liability (CGL) insurance \$5M Coverage provided on the City's Certificate of Insurance Contractor Form
- c) Be registered and provide WorkSafeBC clearance
- d) A City of Coquitlam or Tri Cities Intermunicipal Business License

The above item is not required as part of this Proposal Submission but will be required prior to entering into an agreement with the City for Services.

Proponents agree the City may disclose names of Proponents and total contract amount once award has been made.

Unevaluated results, unit prices, rates or scores will not be provided to any Proponents. Proposals will be evaluated according to the criteria stated and award made to the highest ranked proponent which may not necessarily be the lowest price (subject to award conditions and available funding).

1.12. Evaluation and Selection Process

The Project Committee will review the Proposals and rank them based on the evaluation criteria outlined above. The City reserves the right to consider other criteria that may become evident during the evaluation process to obtain best value. The City will compare proposals to select one.

The City may at its discretion, interview one or more Proponents or request demonstrations, clarifications or additional information from a Proponent with respect to any Proposal. The City may use that information to score the evaluation.

2. GENERAL CONDITIONS OF CONTRACT

2.1. Terms and Conditions

Award will be confirmed by issue of a City Purchase Order or Purchase Contract incorporating the information contained in this RFP.

The City's <u>Standard Terms and Conditions - Purchase of Goods and Services</u>, as published on the City's website, the Conditions listed below, along with the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

2.2. Equipment, Materials and Workmanship

All equipment, materials and labour utilized and all workmanship shall comply with all current codes, standards, regulations, specifications and statutes pertaining to the services. Equipment must be in good mechanical repair and not require excessive maintenance or create excessive down time that jeopardizes the Contractors ability to provide the services.

All necessary federal, provincial and local permits required for safe completion of the work shall be obtained and kept available at the work site for inspection.

The Contractor shall ensure that they are certified to conduct installation and have the necessary resources for the successful completion of the work including any amendments as they may occur during the execution of the work.

All Work shall be performed by skilled, qualified and experienced trade's personnel. All workmanship and materials will be subject at any time to the inspection and approval of the City.

2.3. Clean Up

At the end of each day the Contractor shall ensure the site is safe and secure and, at the conclusion of work, the Contractor shall clean out all debris promptly remove any equipment or materials and leave the site of the work in a clean and tidy condition.

3. SCOPE OF SERVICES

3.1. General Requirements

The City requests Proposals from professional, qualified, experienced companies for the provision of GPS Vehicle Tracking. The Proponent will offer a GPS Vehicle Tracking solution as outlined below and **Appendix_A – GPS Requirements** to provide: solution, implementation, furnish, install, removal, training for installation/operation and implementation of GPS Vehicle Tracking for City vehicles that:

3.2. <u>Hardware</u>

- a) Contractor will provide all components, customization, and reports associated with the proposed solution;
- b) Supply the in-vehicle wireless device and associated hardware including but not limited to the communications device, antenna, enclosure, fasteners, wire, and cables that supports the GPS Solution's and is certified to operate on a Canadian telecommunication carrier's network;

3.3. Software

State software platform - cloud based or stand alone. Contractor is to provide all licenses for the proposed solution. If cloud based:

- a) Infrastructure Security cloud provider follows industry best practices regarding the management and ongoing maintenance of network, system and application security, including layered security controls and patch management;
- b) Encryption personal information is to be encrypted both at rest within the cloud service provider's facilities and during transmission to ensure that the information is not intercepted, and a breach of the cloud provider's systems does not result in the unauthorized disclosure of personal information.
- c) Hosted data storage location must be in Canada. Provide a secure data hosting location which manages and stores all data generated by City GPS data collection processes. This data must be made available for City for a period of at least 16 months for availability of data for analysis, reporting and general use. The hosted data solution must have the ability to transmit an unlimited amount of data (raw or in report format) to City when requested. All information to be stored, processed or transmitted within Canada. Cloud based solution to be compliant with Freedom of Information and Protection of Privacy Act (FOIPPA).

3.4. Training

- a) Provide training and documentation for:
 - I. In-vehicle hardware installation and troubleshooting;
 - II. IT related service/support activities necessary to ensure system availability, as well as,
 - III. Documentation on what "events" should be monitored to ensure proper operation

- b) The Contractor is to develop a comprehensive User Training Plan to include/describe, at a minimum:
 - I. Details regarding the required materials, amount of time and expected learning objectives of each training course;
 - II. Differences based on the area of focus of the training from Solution Administrators, Fleet Managers, Supervisors, Analysts, Dispatchers and End Users;
 - III. Recommendations as to training details (how many per session, how long for each session, required materials & technology); as well as
 - IV. A specific plan to train City staff regarding installation and hardware troubleshooting of the proposed solution.
- c) The Contractor is to provide onsite training services for the following service types:
 - In-Vehicle hardware installation & troubleshooting,
 - II. Solution Management: Administrative and configuration services,
 - III. Dispatching,
 - IV. Reporting,
 - V. Train the trainer,
 - VI. End-user training on general operation of the user interface. The Contractor shall be responsible for all training aids and manuals to be provided to each attendee, and also provided in electronic format.

3.5. <u>Data</u>

- a) Ensure a database system that can store the collected information and meta-reports as required, and security/redundancy of the data at a specified primary storage site;
- b) Provide City with methods to retrieve any and all GPS data captured by City vehicles in order that City may utilize the data for additional City objectives;
- c) Provide City with a graphical user interface to access information regarding City GPS data collection, including the following: Near Real-time Geographic Information System (GIS)-based vehicle location (current);
 - I. Historic GIS-based vehicle location mapping (past & future);
 - II. Vehicle diagnostic alerts;
 - III. Alerts and alarms configurable to City requirements;
 - IV. Vehicle Dispatch capabilities;
 - V. Reporting and Analytics;
 - VI. Additional Telematic data display;
 - VII. Load predetermined routes for driver

3.6. Miscellaneous

- a) Provide reports and statistics as requested;
- b) Provide hard copy, and/or web-based documentation for:
 - I. "administrators" to configure and manage the application, user interface, vehicle data capture and generating reports

- II. "managers" to generate reports and statistics of operational usage and incidents involving vehicles
- III. "dispatchers" to dispatch vehicles to a location or incident
- IV. "casual" end-users in the general operation of the user interface
- V. "installers" to install and configure the physical units in the vehicles
- c) Once the solution is accepted by City, the Contractor will provide all required services to ensure adequate technical support and maintenance both during roll-out and continuing thereafter for future prescribed periods as will be defined within support and maintenance agreements with City prior to contract award. Services should include at a minimum one (1) year warranty for all in-vehicle GPS parts and labour, and software/firmware upgrades. The Contractor will coordinate with City representatives to enter into an agreed Service Level Agreement (SLA) in which all service expectations will be outlined;
- d) Be designed upon an industry standard web architecture platform that can integrate with a variety of City in-vehicle equipment and collect relevant data to meet the diverse vehicle fleet management needs.
- Solution to be technologically relevant, scalable, and extensible to accommodate future solution enhancements that will be required to satisfy various City business units' operational requirements.
- f) As a component of the proposal evaluation, Proponents are expected to complete **Appendix A GPS Requirements** matrix.



City of Coquitlam REQUEST FOR PROPOSALS RFP No. 20-01-03

GPS Vehicle Tracking

Proposals will be received on or before 2:00 pm local time

Thursday, February 13, 2020

(Closing date and time)

Proposal Submission Instructions

Proposal submissions are to be consolidated into one (1) .pdf file and uploaded through Qfile, the City's file transfer service accessed at website: qfile.Coquitlam.ca/bid

- 1. In the "Subject" field enter: RFP Number and Name
- 2. Add files in .pdf format and Send (Ensure your web browser remains open until you receive 2 emails from Qfile to confirm upload is complete and was sent to email: bid@Coquitlam.ca)

Proponents are responsible to allow ample time to complete the submission process. For assistance Phone 604-927-3060.

PROPOSAL SUBMISSION FORM

Comp	Complete and return this Proposal Submission Form with:	
-	(company name)	

1. PRICE

Prices shall be stated in Canadian currency and be firm until project completion. Include all costs required to complete the scope of services in accordance with this RFP document:

	Part	Unit Rate (\$)
No.	Description	(exclude GST)
	In-Vehicle Hardware	
1	Vehicle hardware components to achieve Light Duty GPS & Telematics - No Driver Display	
2	Vehicle hardware components to achieve Light Duty GPS & Telematics - with Driver Map Display	
3	Vehicle hardware components to achieve Sensor based GPS & Telematics - with Driver Map Display	
4	Vehicle hardware components to achieve Light Duty GPS & Telematics - with Driver Display Terminals (2 way communication)	
5	Uninstall and dispose of current GPS hardware on vehicles	
	Installation on City property (works yard location)	
6	Install, configure, set-up and test in vehicle hardware including setup, parts, equipment, labour, and travel. Include connection all suitable vehicle adapters and cables. To achieve Light Duty GPS & Telematics - No Driver Display	
7	Install, configure, set-up and test in vehicle hardware including setup, parts, equipment, labour, and travel. Include connection all suitable vehicle adapters and cables. To achieve Light Duty GPS & Telematics - with Driver Map Display	
8	Install, configure, set-up and test in vehicle hardware including setup, parts, equipment, labour, and travel. Include connection all suitable vehicle adapters and cables. To achieve Sensor based GPS & Telematics - with Driver Map Display	
9	Install, configure, set-up and test in vehicle hardware including setup, parts, equipment, labour, and travel. Include connection all suitable vehicle adapters and cables. To achieve Light Duty GPS & Telematics - with Driver Display Terminals (2 way communication)	
	Set-Up	
10	Setup the account, data connections, server and reporting functionality, business continuity environment (hosting service)	
11	[Optional] Any one-time license costs (per type) to access the proposed solution	
12	Configuration	
13	To import & configure the solution with the required data details to support the expected business functions - with a data import (via csv); including: - vehicle information - associated equipment information - [optional] driver details	
14	To configure the solution with in-vehicle and business rules, notifications & alerts to support the expected function of the solution (including auditory alerts, alarms & notifications to dispatch)	
15	To configure reports to aid in achieving expected business benefits	
16	To configure data entry forms for drivers to report issues from the field	

	Training and Resources	
	For in-Vehicle Hardware/Installation and Troubleshooting Training.	
	Provide training and documentation for:	
	In-vehicle hardware installation and troubleshooting;	
17	• IT related service/support activities necessary to ensure system availability,	
	as well as,	
	Documentation on what "events" should be monitored to ensure proper	
	operation	
18	Provide anticipated number of hours and cost dedicated to training	
	[Optional] To provide consulting and customization services to aid in the	
19	development of reports, analytics and/or methods to enable the City to achieve	
	operational improvements	
	Maintenance	
	Supply, operate, maintain and host the infrastructure necessary to support the	
20	proposed solution - including communications, database, and graphical user	
	interface for a minimum of 5 years.	
	Provide the pricing methodology for annual % increase/decrease for all	
21	maintenance related support (for the initial 5 year support period) - for	
	example: CPI, Fixed Flat Fee, etc.	
22	[Optional] Supply wireless data service for the duration of the RFP.	
22	Monthly/unit	
22	Provide training sessions based on the training profiles described within the	
23	RFP. Per session	

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Cloud		Stand Alone
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3. MANUALS AND TRAINING

3.1. Manuals

	Manuals (online/web based/DVD/paper	State Format available:
	manuals) for:	
	 administrators 	
2)	 managers 	
a)	operators	
	 dispatchers 	
	 installers 	
	 casual users 	

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Describe types of training that will be provided by Proponent:

a)	Operators – state duration of training, number of attendees and number of onsite workshops at Coquitlam Works Yard:	
b)	Fleet and Maintenance – state duration of training, number of attendees, number of workshops and Location	
c)	Details of training plan	

4. WARRANTIES AND EXTENDED WARRANTIES

Attach Warranty information including extended warranties. additional cost is to be stated:

Description	Price
Manufacturer Warranty	Included
Extended Warranty cost	\$
State extended warranty term, options, terms under which the equipment Proponent accept responsibility for the cost to repair defects caused by faulty design, quality of work or material and for the applicable period of time after delivery	

7. SERVICE LEVEL AGREEMENT (SLA)

Provide a sample of SLA agreement for review

5.

6.

8. EXPERIENCE AND REFERENCES

Respondents shall be competent and capable of performing per this RFP and successfully delivered service contracts of similar size, scope and complexity.

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respect to manpower and other contracts that may affect their ability in delivering the

9.

0. VALUE ADDED						
	ntag	formation on what makes your firm innovative, what is your competitive e, and what other services your firm provides that would assist or be of benefit to				
SUST	AINA	ABLE BENEFITS AND SOCIAL RESPONSIBILITY				
11.1.		Sustainable Benefits				
	eff	scribe all initiatives, policies, programs and product choices that illustrate your firm's orts towards sustainable practices and environment responsibility in providing the vices that would benefit the City:				
11.2.		Social Responsibility				
	a)	What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, and people with disabilities:				

12. ADDENDA

We acknowledge receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal:

Addendum No.	Date Issued

13. METHODOLOGY

Summarize the key features of your Proposal and the Technical Approach to be used. Provide a brief description the various components required for successful completion of the work.

Delivery, set-up and execution of the work - Proposals should address the plan for the delivery, set up and execution of the work; as well as the disposal, recycle or reuse for the surplus materials.

Quality Assurance - Provide the measures the team will use to maintain quality control at the worksite to completion of the project.

Risk Factors - Describe the risk factors anticipated and how the Proponent intends to mitigate these.

Safety – Proposal is to provide how the Proponent will address safety on the work site.

Delivery, set-up and execution		
Quality Assurance		
Risk Factors		
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Safety		
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Training		

14. AUTHORIZATION

We hereby submit our Proposal for the supply and services as specified and undertake to carry out the work in accordance with all Regulations and Codes, applicable to this RFP.

We agree to the rules of participation outlined in the <u>Instructions to Proponents</u> and should our proposal be selected, will accept the City's contract: <u>Standard Terms and Conditions</u> - <u>Purchase of Goods and Services</u> The signature is an authorized person of the organization and declares the statements made in their submission are true and accurate.

For the purpose of this RFP submission, electronic signatures will be accepted.

Company Name:	
Address:	
Phone:	
GST Registration No.:	
Project Contact: Name and Title of Individual for communication related to this RFP (please print)	
Contact Email:	
Name & Title of Authorized Signatory: (please print)	
Signature:	
Date:	

The signature is an authorized person of the organization and declares the statements made in their submission are true and accurate.

For the purpose of this RFP, electronic signatures will be accepted.