



NRFP3024

NEGOTIATED REQUEST FOR PROPOSAL

WEBSITE REFRESH PROJECT

Issued:

July 15, 2026

Submission Deadline:

August 26, 2026 by 2:00PM PST

CONTACT PERSON:

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NOTE: The following are included as separate documents:

- Appendix A1:.....Form of Agreement (General Services Agreement)
- Appendix A2:.....Schedule 2 - Privacy & Information Management Schedule (for GSA)
- Appendix A3:.....Schedule 3 - Security, including Cloud Services (for GSA)
- Appendix B:.....Submission Form
- Appendix C:.....Pricing Form
- Appendix E:Current Content Types and Templates
- Appendix F:Supplier Sustainability Questionnaire

PART 1 – INVITATION AND SUBMISSION INSTRUCTIONS

1.1 Invitation to Proponents

This Negotiated Request for Proposal (the “NRFP”) is an invitation by Kwantlen Polytechnic University (the “University”) to prospective proponents to submit proposals for **NRFP3024 Website Refresh Project**, as further described in Section A of the NRFP Particulars (Appendix D) (the “Deliverables”).

Established by the government of British Columbia in 1981, Kwantlen, now Kwantlen Polytechnic University, is a special purpose, teaching university funded by the provincial government and operates under the authority of the University Act (British Columbia). KPU has five campuses located in the Metro Vancouver region of British Columbia and offers bachelor's degrees, associate degrees, diplomas, certificates and citations in more than 120 programs. Almost 20,000 students annually attend courses at KPU campuses in Surrey, Civic Plaza, Richmond, Langley and Cloverdale.

The University's vision towards a campus community is one of respect and inclusiveness which enables all its members from a wide range of backgrounds and social identities to draw on their unique and specialized skills, knowledge, talents and perspectives to work collaboratively in advancing one common goal: student success. To this end, the University is committed to providing a working and learning environment that values and promotes respect, human rights, personal dignity, and health and safety for all employees.

For more information about Kwantlen Polytechnic University please refer to our website at: <http://www.kpu.ca/>.

1.2 NRFP Contact

For the purposes of this procurement process, the “NRFP Contact” will be:

Sandra Tschauner, Manager, Strategic Sourcing
Procurement Services, Kwantlen Polytechnic University
email: competitions@kpu.ca

Proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of the University, other than the NRFP Contact, concerning matters regarding this NRFP. Failure to adhere to this rule may result in the disqualification of the proponent and the rejection of the proponent's proposal.

1.3 Type of Contract for Deliverables

The selected proponent will be requested to enter into direct contract negotiations to finalize an agreement with the University for the provision of the Deliverables. The terms and conditions found in the Form of Agreement (Appendix A) are to form the basis for commencing negotiations between the University and the selected proponent. It is the University's intention to enter into an agreement with only one (1) legal entity.

1.4 NRFP Timetable

Event	Date
Issue Date of NRFP	July 15, 2026
Deadline for Questions	August 14, 2026 - 4:00 PM PST
Deadline for Issuing Addenda	August 19, 2026
Submission Deadline	August 26, 2026 - 2:00 PM PST
Rectification Period	Within 72 hours of Rectification Notice being issued to Proponent
Notice of Shortlisted Proponents for Interviews	September 21, 2026
Shortlisted Proponent Interviews (by invitation)	Week of September 28, 2026
Anticipated Ranking of Proponents	October 2, 2026
Contract Negotiation Period	3 weeks
Anticipated Execution of Agreement	November 1, 2026

The NRFP timetable is tentative only, and may be changed by the University at any time. For greater clarity, business days means all days that the University is open for business.

1.5 Submission of Proposals

1.5.1 Proposals to be Submitted at Prescribed Location

Proposals must be submitted through the University's online Bonfire portal at:

<https://kpu.bonfirehub.ca>

Submissions by other methods will not be accepted.

To submit your proposal through this public portal, please ensure the following:

- (1) Use a Supported Browser: Microsoft Edge (Windows), Google Chrome (Windows & Mac), Mozilla Firefox (Windows & Mac), Safari (Mac).
- (2) Enable JavaScript in your browser settings.

Proponents should contact Bonfire at support.bonfire@eunasolutions.com for technical questions related to submissions, or visit Bonfire's help forum at:

<https://customer.eunasolutions.com/public/s/knowledge-base/bonfire-hub>

1.5.2 Proposals to be Submitted on Time

Proposals must be uploaded and finalized on or before the Submission Deadline set out in the NRFP Timetable.

Uploading large documents may take significant time, depending on file size and internet connection speed. It is strongly recommended that proponents allow sufficient time of at least one (1) hour before the Submission Deadline to upload documents and finalize their submissions.

Proponents will receive an email confirmation receipt with a unique confirmation number upon finalizing their submissions.

1.5.3 Proposals to be Submitted in Prescribed Format

Submission materials should be prepared in the file formats listed under Requested Information for this opportunity in the Bonfire portal.

The maximum upload file size is 1000 MB.

Documents should not be embedded within uploaded files, as the embedded files will not be accessible or evaluated.

1.5.4 Amendment of Proposals

Proponents may amend their proposals prior to the Submission Deadline by un-submitting the proposal and re-submitting a revised proposal through the Bonfire portal.

1.5.5 Withdrawal of Proposals

At any time throughout the NRFP process until the execution of a Framework Agreement for provision of the Deliverables, a proponent may withdraw a submitted proposal. To withdraw a proposal prior to the Submission Deadline, a proponent should un-submit the proposal through the Bonfire portal. Following the Submission Deadline, a notice of withdrawal must be sent to the NRFP Contact and must be signed by an authorized representative of the proponent.

[End of Part 1]

PART 2 – EVALUATION, NEGOTIATION AND AWARD

2.1 Stages of Evaluation and Negotiation

The University will conduct the evaluation of proposals and negotiations in the following stages:

2.2 Stage I – Mandatory Submission Requirements

Stage I will consist of a review to determine which proposals comply with all of the mandatory submission requirements. If a proposal fails to satisfy all of the mandatory submission requirements, the University will issue the proponent a rectification notice identifying the deficiencies and providing the proponent an opportunity to rectify the deficiencies. If the proponent fails to satisfy the mandatory submission requirements within the Rectification Period, its proposal will be rejected. The Rectification Period will begin to run from the date and time that the University issues a rectification notice to the proponent. The mandatory submission requirements are set out in Section C of the NRFP Particulars (Appendix D).

2.3 Stage II – Evaluation

Stage II will consist of the following two sub-stages:

2.3.1 Mandatory Technical Requirements

The University will review the proposals to determine whether the mandatory technical requirements as set out in Section D of the NRFP Particulars (Appendix D) have been met. Questions or queries on the part of the University as to whether a proposal has met the mandatory technical requirements will be subject to the verification and clarification process set out in Part 3.

2.3.2 Rated Criteria

The University will evaluate each qualified proposal on the basis of the non-price rated criteria as set out in Section F of the NRFP Particulars (Appendix D).

2.4 Stage III – Pricing

Stage III will consist of a scoring of the submitted pricing of each qualified proposal in accordance with the price evaluation method set out in Pricing (Appendix C). The evaluation of price will be undertaken after the evaluation of mandatory requirements and rated criteria has been completed.

2.5 Stage IV – Shortlisting for Presentation Evaluation

Following the completion of Stage III, all Proponents who meet the minimum threshold will be ranked according to their total scores. Up to the top three (3) highest ranked Proponents (“Shortlisted Proponents”) will receive a written invitation to move to Stage V of the evaluation and attend a presentation/interview with the University.

Notification will be provided to the remaining Proponents at the end of this stage. Debriefing sessions can occur upon request after the conclusion of the NRFP process.

2.6 Stage V – Proponent Interview and Presentation

Stage V will consist of a one-hour interview and presentation session with the top ranked proponents (up to a maximum of three). There will be a series of questions that the proponent's representatives will be asked, and scores will be assigned based on the interview responses provided. The University reserves the right to adjust the scores awarded from Stage II resulting from information received during Stage V Proponent Interviews.

2.7 Stage IV – Ranking and Contract Negotiations

2.7.1 Ranking of Proponents

After the completion of Stage III, all scores from Stage II and Stage III will be added together and the proponents will be ranked based on their total scores. The top-ranked proponent will receive a written invitation to enter into direct contract negotiations to finalize the agreement with the University. In the event of a tie, the selected proponent will be the proponent selected by way of coin toss.

2.7.2 Contract Negotiation Process

Any negotiations will be subject to the process rules contained in the Terms and Conditions of the NRFP Process (Part 3) and will not constitute a legally binding offer to enter into a contract on the part of the University or the proponent and there will be no legally binding relationship created with any proponent prior to the execution of a written agreement. The terms and conditions found in the Form of Agreement (Appendix A) are to form the basis for commencing negotiations between the University and the selected proponent. Negotiations may include requests by the University for supplementary information from the proponent to verify, clarify or supplement the information provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by the University for improved pricing or performance terms from the proponent.

2.7.3 Time Period for Negotiations

The University intends to conclude negotiations and finalize the agreement with the top-ranked proponent during the Contract Negotiation Period, commencing from the date the University invites the top-ranked proponent to enter negotiations. A proponent invited to enter into direct contract negotiations should therefore be prepared to satisfy the pre-conditions of award listed in Section E of the NRFP Particulars (Appendix D), provide requested information in a timely fashion and conduct its negotiations expeditiously.

2.7.4 Failure to Enter into Agreement

If the pre-conditions of award listed in Section E of the NRFP Particulars (Appendix D) are not satisfied or if the parties cannot conclude negotiations and finalize the agreement for the Deliverables within the Contract Negotiation Period, the University may discontinue negotiations with the top-ranked proponent and may invite the next-best-ranked proponent to enter into negotiations. This process will continue until an agreement is finalized, until there are no more proponents remaining that are eligible for negotiations or until the University elects to cancel the NRFP process.

2.7.5 Notification of Negotiation Status

Other proponents that may become eligible for contract negotiations may be notified at the commencement of the negotiation process with the top-ranked proponent.

[End of Part 2]

PART 3 – TERMS AND CONDITIONS OF THE NRFP PROCESS

3.1 General Information and Instructions

3.1.1 Proponents to Follow Instructions

Proponents should structure their proposals in accordance with the instructions in this NRFP. Where information is requested in this NRFP, any response made in a proposal should reference the applicable section numbers of this NRFP.

3.1.2 Proposals in English

All proposals are to be in English only.

3.1.3 No Incorporation by Reference

The entire content of the proponent's proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the proponent's proposal but not attached will not be considered to form part of its proposal.

3.1.4 Past Performance

In the evaluation process, the University may consider the proponent's past performance or conduct on previous contracts with the University or other institutions.

3.1.5 Information in NRFP Only an Estimate

The University and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in this NRFP or issued by way of addenda. Any quantities shown or data contained in this NRFP or provided by way of addenda are estimates only, and are for the sole purpose of indicating to proponents the general scale and scope of the Deliverables. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this NRFP.

3.1.6 Proponents to Bear Their Own Costs

The proponent will bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations.

3.1.7 Proposal to be Retained by the University

The University will not return the proposal or any accompanying documentation submitted by a proponent.

3.1.8 No Guarantee of Volume of Work or Exclusivity of Contract

The University makes no guarantee of the value or volume of work to be assigned to the successful proponent. The agreement to be negotiated with the selected proponent will not be an exclusive contract for the provision of the described Deliverables. The University may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

3.2 Communication after Issuance of NRFP

3.2.1 Proponents to Review NRFP

Proponents should promptly examine all of the documents comprising this NRFP, and may direct questions or seek additional information in writing by email to the NRFP Contact on or before the Deadline for Questions. No such communications are to be directed to anyone other than the NRFP Contact. The University is under no obligation to provide additional information, and the University is not responsible for any information provided by or obtained from any source other than the NRFP Contact. It is the responsibility of the proponent to seek clarification from the NRFP Contact on any matter it considers to be unclear. The University is not responsible for any misunderstanding on the part of the proponent concerning this NRFP or its process.

3.2.2 All New Information to Proponents by Way of Addenda

This NRFP may be amended only by addendum in accordance with this section. If the University, for any reason, determines that it is necessary to provide additional information relating to this NRFP, such information will be communicated to all proponents by addendum. Each addendum forms an integral part of this NRFP and may contain important information, including significant changes to this NRFP. Proponents are responsible for obtaining all addenda issued by the University. In the Submission Form (Appendix B), proponents should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

3.2.3 Post-Deadline Addenda and Extension of Submission Deadline

If the University determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, the University may extend the Submission Deadline for a reasonable period of time.

3.2.4 Verify, Clarify and Supplement

When evaluating proposals, the University may request further information from the proponent or third parties in order to verify, clarify or supplement the information provided in the proponent's proposal, including but not limited to clarification with respect to whether a proposal meets the mandatory technical requirements set out in Section D of the NRFP Particulars (Appendix D). The University may revisit, re-evaluate and rescore the proponent's response or ranking on the basis of any such information.

3.3 Notification and Debriefing

3.3.1 Notification to Other Proponents

Once an agreement is executed by the University and a proponent, the other proponents may be notified directly in writing and will be notified by public posting in the same manner that this NRFP was originally posted of the outcome of the procurement process.

3.3.2 Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the NRFP Contact and must be made within sixty (60) days of such notification.

3.3.3 Procurement Protest Procedure

If a proponent wishes to challenge the NRFP process, it should provide written notice to the NRFP Contact in accordance with the University's procurement protest procedures and any applicable trade agreement or other applicable bid protest procedures. The notice must provide a detailed explanation of the proponent's concerns with the procurement process or its outcome.

3.4 Conflict of Interest and Prohibited Conduct

3.4.1 Conflict of Interest

For the purposes of this NRFP, the term "Conflict of Interest" includes, but is not limited to, any situation or circumstance where:

- (a) in relation to the NRFP process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the University in the preparation of its proposal that is not available to other proponents, (ii) communicating with any person with a view to influencing preferred treatment in the NRFP process (including but not limited to the lobbying of decision makers involved in the NRFP process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive NRFP process or render that process non-competitive or unfair; or
- (b) in relation to the performance of its contractual obligations under a contract for the Deliverables, 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 contractual obligations.

3.4.2 Disqualification for Conflict of Interest

The University may disqualify a proponent for any conduct, situation or circumstances, determined by the University, in its sole and absolute discretion, to constitute a Conflict of Interest as defined above.

3.4.3 Disqualification for Prohibited Conduct

The University may disqualify a proponent, rescind an invitation to negotiate or terminate a contract subsequently entered into if the University determines that the proponent has engaged in any conduct prohibited by this NRFP.

3.4.4 Prohibited Proponent Communications

Proponents must not engage in any communications that could constitute a Conflict of Interest and should take note of the Conflict of Interest declaration set out in the Submission Form (Appendix B).

3.4.5 Proponent Not to Communicate with Media

Proponents must not at any time directly or indirectly communicate with the media in relation to this NRFP or any agreement entered into pursuant to this NRFP without first obtaining the written permission

of the NRFP Contact.

3.4.6 No Lobbying

Proponents must not, in relation to this NRFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful proponent(s).

3.4.7 Illegal or Unethical Conduct

Proponents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion. Proponents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of the University; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this NRFP.

3.4.8 Past Performance or Past Conduct

The University may prohibit a supplier from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, including but not limited to the following:

- (a) illegal or unethical conduct as described above;
- (b) the refusal of the supplier to honour its submitted pricing or other commitments; or
- (c) any conduct, situation or circumstance determined by the University, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

3.5 Confidential Information

3.5.1 Confidential Information of the University

All information provided by or obtained from the University in any form in connection with this NRFP either before or after the issuance of this NRFP

- (a) is the sole property of the University and must be treated as confidential;
- (b) is not to be used for any purpose other than replying to this NRFP and the performance of any subsequent contract for the Deliverables;
- (c) must not be disclosed without prior written authorization from the University; and
- (d) must be returned by the proponent to the University immediately upon the request of the University.

3.5.2 Confidential Information of Proponent

A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the University. The confidentiality of such information will be maintained by the University, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by the University to advise or assist with the NRFP process, including the evaluation of proposals. If a proponent has any questions about the collection and use of personal information pursuant to this NRFP, questions are to be submitted to the NRFP Contact.

3.6 Procurement Process Non-Binding

3.6.1 No Contract A and No Claims

This procurement process is not intended to create and will not create a formal, legally binding bidding process and will instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

- (a) this NRFP will not give rise to any Contract A–based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and
- (b) neither the proponent nor the University will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract or failure to honour a proposal submitted in response to this NRFP.

3.6.2 No Contract until Execution of Written Agreement

This NRFP process is intended to identify prospective suppliers for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service will be created between the proponent and the University by this NRFP process until the successful negotiation and execution of a written agreement for the acquisition of such goods and/or services.

3.6.3 Non-Binding Price Estimates

While the pricing information provided in proposals will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the proposals and the ranking of the proponents. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation or ranking or the decision of the University to enter into an agreement for the Deliverables.

3.6.4 Cancellation

The University may cancel or amend the NRFP process without liability at any time.

3.7 Governing Law and Interpretation

These Terms and Conditions of the NRFP Process (Part 3):

- (a) are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);
- (b) are non-exhaustive and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations; and
- (c) are to be governed by and construed in accordance with the laws of the province of British Columbia and the federal laws of Canada applicable therein.

[End of Part 3]

APPENDIX A – FORM OF AGREEMENT

Appendix A is provided as a separate document.

General Services Agreement (GSA)

By submitting a proposal, the Proponent agrees that should their proposal be successful the Proponent will enter into a Contract with KPU on substantially the same terms and conditions noted in the attached draft agreement in Appendix A, and such other terms and conditions to be finalized to the satisfaction of KPU.

The following information and materials are provided as separate files and constitute the Appendix A - Form of Agreement:

Appendix A1: General Services Agreement

Appendix A2: Schedule 2 - Privacy & Information Management Schedule (for GSA)

Appendix A3: Schedule 3 - Security, including Cloud Services (for GSA)

APPENDIX B – SUBMISSION FORM

Please refer to Appendix B provided as a separate file for completion and submission by Proponents.

1. Proponent Information

Please fill out the following form, naming one person to be the proponent's contact for the NRFP process and for any clarifications or communication that might be necessary.	
Full Legal Name of Proponent:	
Any Other Relevant Name under which Proponent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Company Website (if any):	
Proponent Contact Name and Title:	
Proponent Contact Phone:	
Proponent Contact Email:	

2. Acknowledgment of Non-Binding Procurement Process

The proponent acknowledges that the NRFP process will be governed by the terms and conditions of the NRFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal, legally binding bidding process (and for greater certainty, does not give rise to a Contract A bidding process contract), and that no legal relationship or obligation regarding the procurement of any good or service will be created between the University and the proponent unless and until the University and the proponent execute a written agreement for the Deliverables.

3. Ability to Provide Deliverables

The proponent has carefully examined the NRFP documents and has a clear and comprehensive knowledge of the Deliverables required. The proponent represents and warrants its ability to provide the Deliverables in accordance with the requirements of the NRFP for the rates set out in its proposal.

4. Non-Binding Pricing

The proponent has submitted its pricing in accordance with the instructions in the NRFP and in Pricing (Appendix C) in particular. The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

5. Addenda

The proponent is deemed to have read and taken into account all addenda issued by the University prior to the Deadline for Issuing Addenda. The proponent is requested to confirm that it has received all addenda by listing the addenda numbers, or if no addenda were issued by writing the word “None”, on the following line: _____. Proponents who fail to complete this section will be deemed to have received all posted addenda.

6. No Prohibited Conduct

The proponent declares that it has not engaged in any conduct prohibited by this NRFP.

7. Conflict of Interest

The proponent must declare all potential Conflicts of Interest, as defined in section 3.4.1 of the NRFP. This includes disclosing the names and all pertinent details of all individuals (employees, advisers, or individuals acting in any other capacity) who (a) participated in the preparation of the proposal; **AND** (b) were employees of the University within twelve (12) months prior to the Submission Deadline.

If the box below is left blank, the proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the NRFP.

Otherwise, if the statement below applies, check the box.

- ☐ The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the NRFP.

If the proponent declares an actual or potential Conflict of Interest by marking the box above, the proponent must set out below details of the actual or potential Conflict of Interest:

8. Supplier Code of Conduct

The supplier acknowledges that it has read and understood the KPU Supplier Code of Conduct, accessible at <https://www.kpu.ca/procurement/supplier-code-of-conduct> and commits to conducting itself in accordance with its expectations and obligations.

Yes ☐ No ☐

9. Acknowledgement to adherence of Mandatory Technical Requirements

Please indicate your acknowledgement and confirmation to the adherence of these mandatory technical requirements, by means of checking “Yes” or “No” in the Acknowledgement section.

Mandatory Technical Criteria	Pass/Fail
1. The Website Solution is a fully hosted cloud (SaaS) based technology	☐ Yes ☐ No
2. The Website Solution provides Drupal (all versions) support	☐ Yes ☐ No
3. The Website Solution provides a test environment	☐ Yes ☐ No
4. The Website Solution for application, database and security patching services must be coordinated with the University	☐ Yes ☐ No
5. The Website Solution provides integration capabilities for applications (i.e.: CRM – Microsoft dynamics, ChatBots, etc.)	☐ Yes ☐ No
6. The Website Solution provides support for MariaDB/MySQL	☐ Yes ☐ No
7. The Website Solution provides Bitbucket or equivalent infrastructure access	☐ Yes ☐ No
8. The Website Solution provides CAS or Azure Single Sign on integration functionality	☐ Yes ☐ No
9. The Website Solution provided must ensure that the University retains all website design and content intellectual property rights for all data and images.	☐ Yes ☐ No
10. The Proponent provides developer support to KPU Marketing staff, as part of its service delivery model.	☐ Yes ☐ No

10. 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 by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by the University to the advisers retained by the University to advise or assist with the NRFP process, including with respect to the evaluation this proposal.

 Signature of Proponent Representative

 Name of Proponent Representative

 Title of Proponent Representative

 Date

I have the authority to bind the proponent.

APPENDIX C – PRICING

Please refer to Appendix C provided as a separate file for completion and submission by Proponents.

1. Instructions on How to Provide Pricing

- (a) Proponents should provide the information requested under section 3 below (“Required Pricing Information”) by reproducing and completing the table below in their proposals, or, if there is no table below, by completing the attached form and including it in their proposals.
- (b) Rates must be provided in Canadian funds, inclusive of all applicable duties and exclusive of all applicable taxes.
- (c) Rates quoted by the proponent must be all-inclusive and must include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.

2. Evaluation of Pricing

Pricing is worth 30 points of the total score.

Pricing will be scored based on a relative pricing formula using the rates set out in the pricing form. Each proponent will receive a percentage of the total possible points allocated to price for the particular category it has submitted a proposal for, which will be calculated in accordance with the following formula:

$$\text{lowest price} \div \text{proponent's price} \times \text{weighting} = \text{proponent's pricing points}$$

3. Required Pricing Information

The pricing structure as indicated below is to be used. Please complete all yellow cells contained in this form.

SECTION 1 – PROJECT PRICING	
Description	Total Price (in Canadian \$), excluding taxes
Total All-Inclusive Price for the Project:	
Note: Proponents should provide a detailed price breakdown of the All-Inclusive Price per phase, as further listed below.	
Phase I - Discovery	
Phase II - Design	
Phase III - Build	
Phase IV - Test	
Phase V - Launch	
SECTION 2 – RATE CARD ¹	
Description	Hourly Rate (in Canadian \$), excluding tax
Project Lead	
Information Architecture Lead	
UX/UI Designer	
Front-end Developer	
Back-end Developer	
Other (Add additional roles as needed)	

Note:

¹ Proponents should also indicate the all-inclusive hourly rate for key personnel. This should be supplied for information purposes only and will not be used by the University for evaluation purposes. The University reserves the right to negotiate additional consulting services if required, based on this rate.

APPENDIX D – NRFP PARTICULARS

A. THE DELIVERABLES

Kwantlen Polytechnic University (“KPU” or the “University”) is undertaking a website refresh initiative to modernize its existing Drupal-based website and improve the overall digital experience for its users. In support of this initiative, the University is seeking proposals from qualified Proponents to deliver a solution that enhances the website’s user interface and information architecture.

The current website (KPU.ca) supports a wide range of academic, administrative, and marketing functions, including program information, recruitment, storytelling, and stakeholder engagement. As the University continues to evolve, there is a need to ensure that its digital presence remains effective, user-focused, and aligned with institutional priorities.

The objective of this project is to enhance usability, accessibility, and clarity of information through:

- a refreshed visual design aligned with KPU’s brand
- improved navigation and information architecture
- user-centered content organization and digital experience

The successful Proponent will be responsible for the design, development, and implementation of an updated website solution that supports the University’s current and future digital needs, and will work collaboratively with the University’s Marketing Services team to deliver the project in alignment with the stated objectives.

1. Project Objectives

The solution must meet the project objectives described below and be compatible with the University’s existing technical environment and integrations, as outlined in Section B – Material Disclosures.

- *Website User Interface Modernization*
Apply an updated and cohesive design system to enhance visual clarity, consistency, and user engagement across all site templates and components.
- *Information Architecture Improvements*
Revise and simplify navigation, taxonomy, and content structure to support intuitive user flows and improved discoverability. Migrate relevant existing content.
- *Accessibility Compliance*
Ensure compliance with WCAG 2.1 AA standards, including accessible templates, components, and content interaction patterns.
- *Information Security & Secure Design*
Ensure that all website components, integrations, and functionality are designed, developed, and implemented in accordance with industry-standard information security practices. The solution must support secure application architecture, secure coding practices, appropriate access controls, protection of University information assets, and secure integration with third-party systems.
- *Enhanced Prospective Student Experience*
Develop seamless, user-centered pathways that support prospective students throughout their research, decision-making, and application journey.
- *Integrated University & Faculty Storytelling*

Strengthen the alignment and amplification of institutional and Faculty-level narratives. Provide flexible tools that enable Faculties to highlight their unique stories while maintaining brand cohesion.

- *Improved Content Editing & Management*
Enhance CMS authoring experience through streamlined workflows, improved usability, and increased flexibility.
- *New Program Pages & Storytelling Functionality*
Introduce new templates and modules for program pages and blog/story-driven content, enabling richer storytelling and improved engagement.
- *Dynamic Recruitment & Calendar Integrations*
Integrate recruitment events, deadlines, and calendar information into program pages through dynamic, automated configurations.
- *Career Outcomes & Related Information*
Enable display of career pathways, alumni success stories, and related content across key program pages.
- *Optimized Application Pathways*
Create a clear and efficient application journey that reduces barriers and supports conversion for prospective students.
- *Industry Partner Engagement Experience*
Develop an accessible, unified experience for industry partners to explore opportunities such as collaboration, donations, research partnerships, and work-integrated learning.
- *Knowledge Transfer, Documentation, and Developer Support*
Provide developer support to KPU Marketing staff throughout the project, including the delivery of comprehensive documentation, training, and knowledge transfer to enable the University to independently maintain and manage the website and its features following project completion.

2. Project Phases and Deliverables

The project will follow a phased approach, with each phase defining specific outputs and outcomes required to achieve the overall project objectives. The phases outlined below represent the University's expectations; however, Proponents may propose alternative approaches or methodologies, provided that they demonstrate how such approaches will achieve or exceed the outcomes described above.

Phase I – Discovery

Establish a clear and comprehensive understanding of the University's current digital environment, user needs, and business objectives to inform the overall project approach.

Deliverables include, but are not limited to:

- Assessment of current website (UX, IA, content, and technical environment)
- Identification of key user needs, gaps, risks, and opportunities
- Defined user experience framework and success metrics
- High-level project approach and work plan

Phase II – Design

Develop a user-centered design solution that aligns with University objectives, enhances usability, and meets accessibility requirements.

Deliverables include, but are not limited to:

- Updated information architecture, sitemap, and navigation structure
- User experience (UX) and user interface (UI) design concepts
- Defined design system, including templates and components
- Accessibility-compliant design framework
- Content structure and governance approach

Phase III – Build

Develop, configure, and implement the approved designs within the University's technical environment.

Deliverables include, but are not limited to:

- Configured CMS and content model
- Developed templates, components, and functionality
- Integration with required systems and platforms
- Implementation of required features and modules
- Defined approach for content migration

Phase IV - Test

Validate that the solution meets all functional, accessibility, and performance requirements prior to deployment.

Deliverables include, but are not limited to:

- Completion of functional, accessibility, and performance testing
- Resolution of identified issues and deficiencies
- User acceptance testing (UAT) and approvals
- Migration and validation of content
- Training materials and knowledge transfer

Phase V – Launch

Deploy the solution to production and transition to operational use while ensuring stability and readiness for ongoing management.

Deliverables include, but are not limited to:

- Deployment to production
- Post-launch support and stabilization
- Final documentation and deliverables
- Knowledge transfer to University teams

3. Implementation Schedule

The proposed project duration is approximately 16 months.

Proponents are requested to provide a detailed production Work Plan as part of their NRFP response based on the above milestones, which will be reviewed, accepted, and formalized with the preferred Proponent prior to signing a contract. The Work Plan should also include client sign-off points, ensuring sufficient time for meaningful client review and input.

4. Adherence to KPU Equity, Diversity and Inclusion Policies

The Supplier agrees to abide by the University's policies and standards of conduct (KPU Policy EI1 and HR21) which include respect for the dignity of all persons; fair and equitable treatment of all persons; respect for diversity; conduct and language that reflects the social standards of courtesy, dignity, trust and respect; sensitivity and acceptance of the diverse reality of the University; and freedom from harassment and discrimination.

5. Adherence to Supplier Code of Conduct

The Supplier acknowledges that it has read and understood the KPU Supplier Code of Conduct, accessible at <https://www.kpu.ca/procurement/supplier-code-of-conduct> and commits to conducting itself in accordance with its expectations and obligations.

B. MATERIAL DISCLOSURES

1. Budget

The Program budget range is set at \$ 275,000.00 - \$ 350,000 for the project. Proponents' proposals should not exceed the University's budget.

2. Technical Environment

The successful Proponent must demonstrate the ability to work within the University's current technical environment or propose compatible enhancements that do not disrupt existing operations.

A. Current Infrastructure:

The University's existing infrastructure includes, but is not limited to:

- Drupal 10 (version 10.5.6)
- Hosting platform: Upsun (formerly Platform.sh)
- Code repository: GitHub
- CI/CD: CircleCI
- Web server: nginx
- Database: MariaDB
- PHP version 8.3.x
- Production and staging environments
- Single Sign-On (SSO) through Microsoft Azure AD

B. Existing Integrations:

The solution must support and integrate with the following systems:

- Courseleaf
- Elevate
- Lightcast
- Tuition Estimator
- Chatbot
- Unibuddy

3. Current Content Types and Templates

The current content types and templates are provided for reference in Appendix E. These materials are intended to inform the Proponent's understanding of the existing environment and do not limit the

Proponent's ability to propose alternative or enhanced designs, structures, and templates that align with the project objectives.

C. MANDATORY SUBMISSION REQUIREMENTS

Each Proposal must include:

1. Submission Form (Appendix B) - completed and signed by an authorized representative of the Proponent;
2. Pricing (Appendix C) – that complies with the instructions contained in Pricing (Appendix C); and
3. Supplier Sustainability Questionnaire (Appendix F).

Other Mandatory Submission Requirements

Proposals must be submitted through the University's online Bonfire portal at <https://kpu.bonfirehub.ca>. Submissions by other methods will not be accepted. Please refer to Section 1.5.1 for greater clarity.

D. MANDATORY TECHNICAL REQUIREMENTS

The following Mandatory Technical Requirements apply:

Mandatory Technical Criteria	Pass/Fail
11. The Website Solution is a fully hosted cloud (SaaS) based technology	Pass/Fail
12. The Website Solution provides Drupal (all versions) support	Pass/Fail
13. The Website Solution provides a test environment	Pass/Fail
14. The Website Solution for application, database and security patching services must be coordinated with the University	Pass/Fail
15. The Website Solution provides integration capabilities for applications (i.e.: CRM – Microsoft dynamics, ChatBots, etc.)	Pass/Fail
16. The Website Solution provides support for MariaDB/MySQL	Pass/Fail
17. The Website Solution provides Bitbucket or equivalent infrastructure access	Pass/Fail
18. The Website Solution provides CAS or Azure Single Sign on integration functionality	Pass/Fail
19. The Website Solution provided must ensure that the University retains all website design and content intellectual property rights for all data and images.	Pass/Fail
20. The Proponent provides developer support to KPU Marketing staff, as part of its service delivery model.	Pass/Fail

E. PRE-CONDITIONS OF AWARD

The selected proponent will be required to provide current proof of insurance coverage (Certificate of Insurance as per Appendix A - Schedule D), WCB coverage, security clearances, etc. within 10 days following written notification of selection.

F. RATED CRITERIA

The following sets out the categories, weightings and descriptions of the rated criteria of the NRFP. Proponents who do not meet a minimum threshold score for a category will not proceed to the next stage of the evaluation process.

Rated Criteria Category	Weighting (Points)	Minimum Threshold
Corporate Capability & Qualifications	10	
Demonstrated Experience	20	
Proposed Solution / Work Plan	30	
Environmental, Social & Governance (ESG)	10	
Subtotal	70	42
Pricing	30	
Total Points	100	

Submission Guidelines

Proposals that satisfy the Mandatory Requirements will be evaluated against response guidelines in Table 1.

G. PROPOSAL CONTENT FOR RATED CRITERIA

Proponents are instructed to submit their Proposals in accordance with this section of the NRFP.

Proponents should ensure that all information provided is clear, complete, and directly relevant to this NRFP. Responses that are well-structured, concise, and directly address the specified questions or requirements will be evaluated more favorably than lengthy or indirect submissions.

Section 1 – Corporate Capability & Qualifications

Proponents are to demonstrate their organizational capability and relevant experience in delivering website design, development, and digital transformation projects of similar scope and complexity.

A. Company Profile

Proponents are to provide a concise overview of their organization, including information relevant to their ability to deliver the services described in this NRFP.

At a minimum, this subsection should include:

- Legal structure of the organization and number of years in operation;
- Primary office location(s) and the location(s) from which the services will be delivered;
- A description of the Proponent's core services, including experience in website design and development, Drupal CMS implementation and support, and UX/UI and digital experience design;
- Any relevant certifications, partnerships, or industry recognitions.

B. Team Composition & Key Personnel

Proponents are to describe the proposed project team and the roles of key personnel assigned to the Project.

This subsection should include, but not be limited to:

- Identification of key personnel (e.g., Project Manager, UX Lead, Technical Lead);
- Relevant professional credentials, certifications, designations, and industry memberships held by proposed personnel;
- A summary of each key individual's relevant experience on similar projects; and
- Describe the approach to maintaining continuity of key personnel throughout the Project, including their process for substituting resources.

Section 2 - Demonstrated Experience

Proponents are to provide information demonstrating relevant experience delivering website design and development services similar in size, scope, and complexity to the Project.

Proponents should include details for a minimum of three (3) projects within the last five (5) years.

For each project, Proponents should provide:

- Client organization name and reference contact information;
- Project name, location, and brief description;
- Contract start and completion dates;
- Scope of services delivered (e.g., UX/UI design, information architecture, CMS implementation, integrations);
- Technologies used, including Drupal where applicable; and
- Description of outcomes achieved (e.g., usability improvements, accessibility compliance, enhanced engagement).

Section 3 – Proposed Solution / Work Plan

Proponents are to describe their approach to delivering the Website Refresh Project as outlined in Appendix D.

Submissions should demonstrate a clear, practical, and achievable approach aligned with the University's objectives, including improvements to user experience, information architecture, accessibility, and overall digital engagement.

At a minimum, Proponents should address:

A. Project Approach

Proponents are to describe their overall approach to delivering the Project, including methodology, work plan, and solution delivery across all phases.

Submissions should include:

- i. Methodology and Governance

- Proposed methodology for delivery (e.g., phased, agile, or hybrid);
- Approach to collaboration with University stakeholders;
- Approach to communication, governance, and decision-making; and
- Rationale for the proposed approach.

ii. Work Plan and Schedule

Proponents should provide a detailed project work plan aligned with the Project phases and identifying the following:

- Key activities, deliverables, timelines, and milestones;
- Roles and responsibilities; and
- Client review and approval points.

iii. Solution Delivery Approach

Proponents are to describe how the solution will be designed, developed, implemented, and transitioned across all phases.

Submissions should include:

- User Experience and Design
Approach to user research, UX/UI design, information architecture, navigation, and accessibility (WCAG 2.1 AA).
- Technical Solution
Approach to Drupal implementation, integrations, environments, performance, and maintainability.
- Content Strategy and Migration
Approach to content audit, restructuring, migration, validation, and governance.
- Training and Transition
Approach to training, documentation, knowledge transfer, post-launch support, and transition to steady-state operations.

iv. Information Security

Approach to information security and secure application development, including:

- Secure application architecture and integration design;
- User authentication and access management controls;
- Protection against common web application vulnerabilities;
- Secure handling of user inputs and data;
- Encryption of data in transit and at rest; and
- Ongoing security testing, vulnerability management, and remediation practices.

B. Risks, Assumptions and Dependencies

Proponents are to identify key risks, assumptions, and dependencies associated with the Project.

Submissions should include:

- Key risks related to delivery (e.g., design, integration, migration);
- Proposed mitigation strategies;
- Key assumptions; and
- Dependencies on University resources or third parties.

Section 4 - Environmental, Social & Governance (ESG)

Proponents are to provide a summary of their environmental, social, and governance practices relevant to the delivery of the services under this NRFP.

This section should include information on policies, programs, or practices related to:

- Environmental stewardship and sustainable business practices;
- Social responsibility initiatives, including equity, diversity, inclusion, and community involvement;
- Workforce composition and the location from which services will be delivered; and
- Support for fair and inclusive economic practices, including the use of Canadian-based resources, leadership, and suppliers where applicable.

Table 1: Submission Guidelines

Section	Rated Criteria	Content	Evaluation Criteria	Points
Title Page		NRFP3024 – Website Refresh Project		
Appendix B - Submission Form	Mandatory Requirement	Each Proposal must include a cover letter signed by the Proponent's Representative. Provide the following contact details for the Proponent's Representative: a) Name b) Company c) Mailing/Courier Address d) Telephone Number e) Email address Please note: The Proponent's Representative will be the only contact person to receive communication from the University regarding this NRFP	Compliance with mandatory submission requirements.	Pass/Fail
Appendix F- Sustainability Questionnaire	Mandatory Requirement	Each Proposal must include a completed sustainability questionnaire	Compliance with mandatory submission requirements.	Pass/Fail
Section 1	Corporate Capability & Qualifications	Provide a brief overview of your company, offering context for your capability to deliver the services requested in this NRFP. A. Company Profile The company profile should include: • Legal structure, years in business, and primary office location;	Proponents will be evaluated on: • Demonstrated organizational capacity to deliver website design, development, and digital transformation services for projects of similar size and complexity.	10

		• Overview of the organization and core services offered, with emphasis on: ○ Website design and development ○ Drupal CMS implementation and support ○ User experience (UX) and user interface (UI) design • Any relevant certifications, partnerships, or industry recognitions. B. Team Composition & Key Personnel Proponents should detail the qualifications of their team describe the proposed project team and their qualifications, specifically: • Identification of key personnel (e.g., Project Manager, UX/UI Lead, Technical Lead); • Roles and responsibilities of each team member throughout the Project; • Relevant qualifications, certifications, and experience of proposed personnel; and • Confirmation of the Proponent’s ability to maintain continuity of key personnel for the duration of the Project.	• Appropriateness and completeness of proposed team structure. • Qualifications, certifications, and experience of the key personnel. Higher scores may be awarded to Proponents demonstrating strong experience delivering comparable website refresh or digital experience projects, particularly within post-secondary, public sector, or similarly complex environments, and demonstrating continuity of key personnel throughout the Project.	
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Section 2	Demonstrated Experience	For this criterion, Proponents should provide a minimum of 3 relevant projects of similar size and scope as called for in this NRFP that have been completed within the last 5 years. For each project, include: • Client name and reference contact information; • Brief description of the project and scope of services delivered; • Technologies used, including Drupal where applicable; and • Description of outcomes achieved, such as improvements to usability, accessibility, or overall user experience.	Proponents will be evaluated on: • Relevance and comparability of past projects; • Demonstrated success delivering website design, development, or digital experience projects; • Experience working with content management systems (e.g., Drupal) and delivering integrated digital solutions; • Experience working within public sector or post-secondary environments. Higher scores may be awarded to Proponents with direct experience delivering complex website refresh or digital transformation projects, particularly for large or multi-stakeholder organizations.	20
Section 3	Proposed Solution/Work Plan	Proponents should describe their approach to delivering the Website Refresh Project, including: • Overall methodology and governance; • Work plan aligned with project phases (Discovery, Design, Build, Test, Launch), including key activities, deliverables, timelines, and roles; • Solution delivery approach, including: ○ User experience and design (UX/UI, navigation, accessibility);	Proponents will be evaluated on: • Clarity and completeness of the proposed approach; • Alignment with the Scope of Work and Project Phases outlined in Appendix D; • Demonstrated understanding of user experience, information architecture, and accessibility requirements; • Strength and feasibility of the proposed technical solution,	30

		○ Technical solution (Drupal implementation, integrations, environments); ○ Content strategy and migration; and ○ Training, knowledge transfer, and post-launch support; • Information security approach, including secure application architecture, authentication and access controls, protection against common web application vulnerabilities, encryption practices, and secure integrations. • Key risks, assumptions, and dependencies.	including Drupal implementation and integrations; • Effectiveness of the proposed work plan, including timelines, deliverables, and roles; • Identification of key risks, assumptions, and dependencies, and the appropriateness of proposed mitigation strategies. • Demonstrated understanding of information security requirements and the effectiveness of the proposed approach to secure design, development, testing, and integration. Higher scores may be awarded to Proponents presenting a clear, well-structured, and practical approach that demonstrates a strong understanding of the Project objectives and provides a feasible and integrated solution aligned with the University's requirements.	
Appendix E - Proponent Response Form, Section 4	Environmental, Social and Governance	Provide a summary of sustainable and socially responsible practices within the Proponent organization. Provide information on any relevant policies, programs, memberships and/or certifications that support the following: • Familiarity with sustainable products	To meet minimum requirements, Proponent should highlight how their company and proposal is applying environmental and social governance principles and practices to this project by:	10

		or ability to seek alternate solutions to enhance project sustainability; • Efforts that demonstrate social responsibility (i.e.: community involvement, equal opportunity employer, charitable donations, initiatives that promote diversity and inclusion; and • Support for fair and inclusive economic practices, such as: • Operating from Canadian-based facilities and contributing to the local economy; • Employing a workforce primarily based in countries with fair trade relations with Canada; and • Supporting Canadian talent through leadership roles, team composition, and spending directed to Canadian individuals or businesses.	1. Provide a summary of environmental and social inclusion practices 2. Indicate the location where the services will be provided and describe the composition of workforce that will be performing the work; 3. Describe how the proposal will offer Canadian workers and talents with experience by addressing the following criteria: (a) The project will be led by a Canadian. (b) The project will employ at least one of the following: (a) A project manager based in Canada; (b) At least one of the two project executives are based in Canada. (c) The majority of project delivery expenses will be allocated and spent on services provided by Canadians or Canadian companies	
Appendix C - Pricing	Pricing	Provide Pricing Information as outlined in Appendix C – Pricing	All proposals meeting minimum thresholds will be evaluated using the pricing formula provided in Appendix C	30
Total				100

APPENDIX E – PROJECT INFORMATION AND OTHER REPORTS

The following information and materials are provided as a separate file regarding the proposed scope of work for the Project:

Current Content Types and Templates

Appendix E: Current Content Types and Templates

APPENDIX F – SUSTAINABILITY QUESTIONNAIRE

Please refer to Appendix F provided as a separate file for completion and submission by proponents.