



## **Information Technology Support Services Request for Proposal**

Date of Release – Tuesday, January 24, 2012

**Closing Date and Time:  
Tuesday, February 28, 2012  
1:00 p.m. Mountain Standard Time**

**Town of Sundre  
Box 420  
Sundre, Alberta T0M 1X0**

**Attention: Wanda Watson-Neufeld  
Director of Corporate Services**

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## **PART I. INVITATION**

The Town of Sundre is soliciting proposals from qualified professional vendors for Information Technology Support Services. The qualified vendor will enable the Town to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support costs, and maximize return on investment in IT.

### **A. Introduction**

The Town of Sundre is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. The qualified vendor would provide necessary technical services that would enable the Town to:

- Protect and secure its technology facilities
- Ensure the efficient operation of its data processing networks and related computer systems in its defined user community
- Enhance its quality of service for departments defined in the enclosed schedules
- Minimize the spending and maximize the ROI for investment in technology

The ideal vendor will resolve computer systems and network issues in accordance with standards and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize help desk service calls efficiently and to ensure that there are no significant computer downtimes during normal working hours, generally 8:00 am to 4:30 pm Monday through Friday. The vendor is expected to report on the status of technology issues and communicate effectively with Town departments.

### **B. Background Information**

The Town of Sundre does not have an IT department and is currently using an external contractor to provide IT services to provide maintenance and support on an as needed basis for its user community.

The Town currently runs an AppleXserve server with workstations running Mac OS X. These workstations connect via basic network shares to the server. The Server also provides basic file services and supports a Windows financial software server (Muniware). Workstations require VMware Fusion to access the financial software. In July 2012 the Town of Sundre will be upgrading the financial system software to SQL.net based software. The Town is connected to the Internet via Airenet Internet Solutions who provides a wireless solution. Town email and website are hosted by 1and1, an on-line email service provider.

The IT service provider currently services four (4) Town of Sundre locations as follows: Town Office (Server location, 11 Apple iMacs, 1 Mac Mini, 3 Mac laptops, 3 LCD projectors, 1 SMART board, 7 Council laptops – mostly Macs), Town Shop (3 Apple iMacs, 1 Mac laptop, 1 Windows laptop, 2 PCs), Arena (1 Mac Mini), Fire Hall (2 Mac Minis, 2 I-Pads, 2 windows computers for training). The Town is committed to maintaining a fully Mac environment and is not considering switching to a Windows based environment.

In 2012, the Town will be engaging GIS software providers in the hopes of bringing GIS services to the Town.

## **COMPLETE INFORMATION SERVICES SPECIFICATIONS**

### **Server-side**

- Apple Xserve (“Late 2006” [Xserve1,1]): 4-core@2GHz; 12GB RAM; MacOS 10.6.7. 1TB boot partitioned into a mirrored boot. Scheduled in-house and off-site backups
- Promise VTrak E610f RAID: 2.73TB physical/1.82TB logical with hot spare; single fiber-channel line
- 3 Windows 2000 Server virtual machines

### **Client-side**

- 14 Apple iMac, 4 MacBooks, and 4 Mac Mini clients of varied ages (iMac7,1-11,2; MacBookPro5,4-6,2; Macmini2,1-3,1) distributed across three separate, kilometres-apart buildings (office, shop, fire hall and arena)
- 1 Windows laptop and 3 aged Windows desktops
- 16 Windows 2000 Client virtual machines
- 5 various beige boxes running Linux Ubuntu 10x
- 10+ ad-hoc clients from town council, public, and VPN – Macs, iPads/Pods/Phones, Androids, Blackberries, and every flavor of Windows

### **Network & peripherals**

- Secure, 4-node wireless network (802.11n, WPA2p) and hotspot (WPA2p). Cat6 wiring throughout
- 8 network printers; 3 ceiling-mounted projectors; SMART Board
- Gas and water meter-reading equipment
- Remote modem access to digital signs, gate readers, and meter-reading equipment

## **C. Services Required**

The following details the services to be provided to the Town of Sundre in the area of information services:

### **1. Initial Assessment**

Review of the inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed and current processes and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted by August 1, 2012 and each August 1 as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

## **2. Desktop Application Support**

Perform basic support functions including the installation of desktops, laptops, PDAs, printers, peripherals, and office automation software; diagnosis and correction of desktop application problems, configuring of desktops and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed. Maintenance of an updated inventory of all computer related hardware that can be made available to Town personnel upon request. Purchase software and hardware as needed. Assist in the development of software and hardware policies and procedures.

## **3. Server and Workstation Administrative Services**

Management of networks and computer systems, including complex applications, databases, messaging, web and other servers and associated hardware, software, communications, and operating systems necessary for performance, security, quality, availability, reliability, and recoverability of systems.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for both on-site and telephone support is available; development of operations, administrative and quality assurance for backup plans and procedural documentation.

Configuration management, including user set up/removal, changes, upgrades, patches, etc. is maintained; management of user login's and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

Ensure Server performance and capacity management meet thresholds. Support the Town's Financial Software system and other specialized software products of the Town of Sundre as it relates to the server(s) and associated hardware.

## **4. Network Administrative Services**

Scope of activity includes maintenance and support of network equipment, including switches, firewalls, routers and other security devices, installation and maintenance of printers, copiers/scanners, network devices et al.

Perform primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades, minor cabling if needed; alert notifications in case of failure of equipment.

Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting is required. Maintain network documentation and procedures.

## **5. Email, Security and Backup Efforts**

Maintenance of Town email accounts using the Town domain, adding, changing, and/or deleting Town employee accounts as requested; maintenance of virus detections programs on the Town's servers and user computers and laptops if required; performance of periodic security audits, including notification of suspected breaches of security to the Town designated person are required.

Configuration of the Town systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the Town designee is required.

Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down are required.

## **6. Strategic Planning**

Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs when requested or necessary. Provide technical leadership for server technology issues. Prepare, plan and implement technology related projects as requested.

## **7. Not Included**

The contract to be awarded does not obligate the Town to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor. Replacement parts are not part of this contract. The scope also does not include computer equipment and networks not owned by the Town.

## **D. Submission Requirements**

The Town is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is to achieve, via effective processes, a secure, smooth-operating, and effective informational technology system.

### **Letter of Transmittal:**

The letter of transmittal must contain the following statements and information:

1. Company name, address, telephone number(s), and website.
2. Name, title, email address, and telephone number of the person(s) to contact and who is authorized to represent the firm and to whom correspondence should be directed.
3. GST and WCB numbers.
4. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
5. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
6. A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date, and will become part of the contract negotiated with the Town.
7. An outline of how your firm handles desktop customer service including follow up and response time.

**Profile:**

1. Provide a short profile of the firm including at a minimum:
  - a. Length of time in business.
  - b. Length of time providing proposed services.
  - c. Number of clients.
  - d. Number of clients in the public sector.
  - e. Number of full-time employees and area of involvement.
  - f. Location of office to service the account.

**Proposal:**

1. Description of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
2. Name, title, address, and telephone number of three references for clients where similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure.
3. Naming of staff resources, with identification of principals and key personnel;
  - a. Who are available to provide the services;
  - b. Experience and expertise of staff;
  - c. Local availability of staff;
  - d. Role and responsibilities that each staff member will have.
4. Support services questions to be addressed:
  - a. Help Desk Description.
  - b. Support availability (days of week and time).
  - c. Toll Free Number.
  - d. Structure of Charges for support (structured, documented and tracked).
  - e. Steps for resolving problem escalation.
  - f. Final authority regarding conflicts.
  - g. Response time and goal for resolving problems.
5. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party. If NO such termination occurred for default, declare it. The Town will evaluate the facts, and may, at its sole discretion, reject the vendor's proposal.
6. Scope of services beyond the RFP that the firm provides which may be of interest to the Town.
7. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services. This summary is not to exceed two pages.

**Cost of Services**

The Town is requesting that the vendor submit a FIXED FEE service contract for a twelve-month period, with an option to renew for a second twelve months. Each twelve-month period must be shown separately. Payment schedule should also be included (i.e. monthly, quarterly).

Vendors must list, specifically, any services that would not be covered in the proposal price. The vendor shall indicate the impact, if any, of changes in the Town's IT infrastructure (number of servers, desktops, etc.) on the fixed fee. Identify the following for those services not under the fixed fee:

- a. Fee schedule that includes hourly rates for proposed services.
- b. A description of how services will be billed.
- c. List additional charges (e.g. travel expenses, subsistence, etc.).

**Draft Contract Language**

The vendor shall submit a draft contract.

**Reports**

The vendor shall submit service reports on a quarterly basis summarizing service and IT policy issues. The Vendor must be available to meet with the designated officer(s) to review quarterly reports and discuss issues.

**E. Evaluation Criteria and Process**

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria as a benchmark for making recommendation:

- Approach and Methodology – How services will be provided (30% weighting).
- Understanding of services to be provided (10% weighting).
- Experience of the Firm (10% weighting).
- Project Staffing and Experience (30% weighting).
- Satisfaction of Clients/End Users (5% weighting).
- Pricing (15% weighting).

A rating system, based on pre-defined points and percentages, will be used to evaluate the proposals. The award of the contract will be made to the firm whose proposal receives a favourable evaluation, recommendation of the selection committee and support of Council.

**F. Deadline for Submission of Proposals**

Three (3) sealed copies of the proposal must be received by the Town of Sundre prior to **1:00 p.m. (Mountain Standard Time) on Tuesday, February 28, 2012 (the "Closing Date")**. One (1) copy should be submitted as a loosely bound reproducible copy. All copies of the proposals must be under sealed cover and plainly marked as "Information Technology Support Services Proposal".

Proposals shall be submitted to:

**Town of Sundre  
IT Support Services Proposal  
Box 420  
Sundre, AB T0M 1X0**

**Attention: Wanda Watson-Neufeld  
Director of Corporate Services**

**G. Miscellaneous**

1. Indemnity for Infringement

2.1.1 The Proponent must, in correspondence under which the Proposal is being submitted to the Town of Sundre, state as follows:

"This Proponent hereby indemnifies the Town of Sundre and its related parties including, but not limited to, its elected officials, officers, employees, agents and advisors and hereby agrees to hold them harmless against all claims, suits, proceedings, demands and actions arising out of or in any way connected with copyright, patent or other intellectual property infringement rights asserted by others against the Town of Sundre, including for all damages, judgments, costs, fees and expenses (including legal fees on a solicitor and his own client full indemnity basis) as a result of the Town of Sundre owning, using or benefiting from the use of the Proposal or from designing, building, operating and maintaining the Project that is contained in the Proposal."

2. Proponent Selections

2.1 The Evaluation Committee may select one or more Qualified Proponents whose Proposals in the Evaluation Committee's view and sole and unfettered discretion, best meet the Evaluation Criteria. The Qualified Proponent(s) may, at the Town of Sundre's sole and unfettered discretion, be extended an Invitation to Negotiate with the Town of Sundre.

2.2 By submitting a Proposal, the Proponent acknowledges and agrees that:

2.2.1 The Town of Sundre has, and is hereby entitled to exercise, the sole and unfettered discretion to award the points for the evaluation of the Evaluation Criteria; and

2.2.2 It waives any right to contest in any legal proceedings or otherwise the decision of the Town of Sundre to award points in respect of the Evaluation Criteria.

2.3 The Town of Sundre also reserves the right to accept conditions to be offered by and/or negotiated with the Successful Proponent, which are not specifically contained in this RFP. Such options and/or alternatives shall be included in the Proposal review process as part of the evaluation but shall not be used to revise the IT Services Fee.

- 2.4 At all times, the Town of Sundre reserves the right to seek written clarifications of a Proponent. Such clarification shall be deemed an amendment to such Proponent's Proposal and be binding upon the Proponent.

## **H. Interpretation**

### 1.0 In this RFP, unless the subject matter or context indicates otherwise:

- 1.1 Words importing the singular shall include the plural and vice versa;
- 1.2 Words importing gender shall include the masculine, feminine, and neuter genders; and
- 1.3 References to any statute shall extend to and include any orders in council or regulations passed under and pursuant thereto, and any amendment or re-enactment of such statute, orders in council or regulations substantially in replacement thereof.

### 2.0 General Conditions Applicable to this RFP

#### 2.1 Currency

- 2.1.1 In this RFP, all references to dollar amounts are in Canadian currency.

#### 2.2 Tax

- 2.2.1 For this Project, the Town of Sundre is zero-rated for purposes of the federal goods and services tax. Proponents are to obtain and rely on their own tax advisors.

### 3.0 Appendices and Addenda

- 3.1 The Appendices to this RFP and any subsequent Addenda are incorporated into and form part of this RFP. The information and data contained in the Appendices and any subsequent Addenda may form the basis upon which the Contract will be concluded with the Town of Sundre.

### 4.0 Disclaimer of Liability and Indemnity

#### 4.1 By submitting a Proposal, a Proponent agrees:

- 4.1.1 to be responsible for conducting its own due diligence on data and information upon which its Proposal is based;
- 4.1.2 that it has fully satisfied itself as to its rights and the nature extended to the risks it will be assuming;
- 4.1.3 that it has gathered all information necessary to perform all of its obligations under its Proposal and the Contract;
- 4.1.4 that it is solely responsible for ensuring that it has all information necessary to prepare its Proposal and for independently verifying and informing itself with respect to any terms or conditions that may affect its Proposal;
- 4.1.5 to hold harmless the Town of Sundre, its elected officials, officers, employees, insurers, agents or advisors, and all of their respective successors and assigns, from all claims, liability, and costs related to all aspects of the RFP process;
- 4.1.6 that it shall not be entitled to claim against the Town of Sundre, its elected officials, officers, employees, insurers, agents or advisors on grounds that any information, whether obtained from the Town of Sundre or otherwise (including information made available by its elected officials, officers, employees, agents or advisors,

regardless of the manner or form in which the information is provided) is incorrect or insufficient;

- 4.1.7 that the Town of Sundre will not be responsible for any costs, expenses, losses, damages or liability incurred by the Proponent as a result of or arising out of submitting a Proposal or due to the Town of Sundre's acceptance or non-acceptance of its Proposal; and
- 4.1.8 to waive any right to contest in any proceeding, case, action or application, the right of the Town of Sundre to negotiate with any Proponent for the Contract whomever the Town of Sundre deems, in its sole and unfettered discretion, to have submitted the Proposal most beneficial to the Town of Sundre.

## 5.0 No Tender and no Contractual Relationship

- 5.1 This selection process is not a tendering process. It is part of an overall selection process intended to enable the Town of Sundre to identify a potential Successful Proponent. The submission of a Proposal does not constitute a legally binding agreement between the Town of Sundre and any Proponent. For greater certainty, by submission of its Proposal, the Proponent acknowledges and agrees that there will be no initiation of contractual obligations or the creation of contractual obligations between the Town of Sundre and the Proponent arising from this RFP or the submission of a Proposal.
- 5.2 Further, the Proponent acknowledges and agrees that this procurement model is not a tender but a Request for Proposal. A Proponent may rescind a Proposal at any time prior to the execution of the Contract.

## 6.0 Discretion of the Town of Sundre

- 6.1 Notwithstanding any other provision of this RFP to the contrary, the provisions in this Part H., paragraph 6.0 prevail, govern, and override all other parts of this RFP. The Town of Sundre is not bound to accept any Proposal. At any time prior to execution of the Contract, the Town of Sundre may, in its sole and unfettered discretion, or for its own convenience, terminate the selection process, cancel the Project and proceed with the Project on different terms. All of this may be done with no compensation.
- 6.2 The Town of Sundre reserves the right to accept or reject any and all Proposals, all without giving reasons, not necessarily accept the lowest priced Proposal, and not accept any Proposal. The Town of Sundre reserves the right to determine, in its sole and unfettered discretion, whether any Proposal meets the Mandatory Requirements. Selection of the Successful Proponent, if any, is at the sole and unfettered discretion of the Town of Sundre.
- 6.3 The Town of Sundre is not bound to negotiate with any Proponent.
- 6.4 The Town of Sundre is not bound to grant an interview to any Proponent.
- 6.5 The Town of Sundre reserves the right, at its sole and unfettered discretion, to:
  - 6.5.1 negotiate the specific contractual terms and conditions, including but not limited to the IT Services Fee;
  - 6.5.2 waive any formality, informality or technicality in any Proposal, whether of a minor and inconsequential nature, or whether of a substantial or material nature;
  - 6.5.3 negotiate with any or all Proponents; and

- 6.5.4 receive, consider, negotiate and/or accept any Proposal, regardless of whether it complies (either in a material or non-material manner) with the Mandatory Requirements or not.

## 7.0 Site Conditions

7.1 The Proponent is responsible for inspecting the sites where support is required and for making whatever inquiries or arrangements necessary for it to become fully. Without limiting the foregoing, by the submission of its Proposal, the Proponent acknowledges that it has investigated and satisfied itself as to:

- 7.1.1 the nature of providing support;
- 7.1.2 the location and all conditions relating to the Sites.

## 8.0 Limitation of Liability & Indemnity

8.1 The Town of Sundre, its directors, officers, servants, employees, agents, and consultants expressly disclaim any and all liability for representations, warranties (express or implied), errors or omissions in the RFP package or in any written or oral information transmitted or made available at any time to a proponent by or on behalf of the Town.

8.2 The successful Proponent shall release, indemnify and hold harmless the Town of Sundre and its elected and appointed officers, servants, agents, employees, or contractors, from and against any and all losses, claims, demands, payments, suits, actions, damages, judgments, and expenses (including solicitor's fees), of every nature and description brought or recovered against or incurred by the Town and its elected and appointed officers, servants, agents, and employees arising out of or related to the Architect's breach of the Architectural and Design Services Contract, or by reason of any act or omission or alleged act of omission of the Architect, its agents, employees or contractors in the performance of the Contract, or arising from the exercise of any rights or remedies of the Town of Sundre.

## 9.0 Representations and Warranties

9.1 The Town of Sundre makes no representations or warranties other than those expressly contained herein as to the accuracy and/or completeness of the information provided in this RFP.

9.2 Proponents are hereby required to satisfy themselves as the accuracy and/or completeness of the information provided in this RFP.

9.3 No implied obligation of any kind by or on behalf of the Town of Sundre shall arise from anything contained in this RFP, and the express representations and warranties contained in this RFP, and made by the Town of Sundre, are and shall be the only representations and warranties that apply.

9.4 Information referenced in this RFP, or otherwise made available by the Town of Sundre or any of its elected officials, officers, employees, agents or advisors as part of the selection process, is provided for the convenience of the Proponent only and none of the Town of Sundre, its elected officials, employees, agents, and advisors warrants the accuracy or completeness of this information. The Proponent is required to immediately bring forth to the Town of Sundre any conflict or error that it may find in the RFP. All other data is provided for informational purposes only.

10.0 Information Disclosure and Confidentiality

10.1 All documents submitted to the Town of Sundre will be subject to the protection and disclosure provisions of the Freedom of Information and Protection of Privacy Act ("FOIP"). FOIP allows persons a right of access to records in the Town of Sundre's custody or control. It also prohibits the Town of Sundre from disclosing the Proponent's personal or business information where disclosure would be harmful to the Proponent's business interests or would be an unreasonable invasion of personal privacy as defined in sections 15 and 16 of FOIP. Proponents are encouraged to identify what portions of their submissions are confidential and what harm could reasonably be expected from its disclosure. However, the Town of Sundre cannot assure Proponents that any portion of the Proponent's documents can be kept confidential under FOIP.

11.0 Independent Determination

11.1 The Town of Sundre will not consider a Proposal if it was not arrived at independently without collusion, consultation, communication, or agreement as to any matter, such as prices, with any other Proponent.

12.0 Disqualification

12.1 The failure to comply with any aspect of this RFP (either in a material way or otherwise), including, but not limited to, the instructions to Proponent, shall render the Proponent subject to such actions as may be determined by the Town of Sundre, including disqualification from the selection process, suspension from the selection process, and imposition of conditions which must be complied with before the Proponent will have its privilege of submitting a Proposal reinstated.

13.0 Agreement on Internal Trade

13.1 The provisions of the Agreement on Internal Trade, Part IV, Chapter Five – Procurement and Annex 502.4, (AIT) do not apply to this Proposal.

13.2 The Proponent is fully responsible for obtaining all information required for the preparation of its Proposal and for the execution of the Services. The Town of Sundre is not responsible for undertaking any investigations to assist the Proponent.

13.3 The Proponent further agrees that it shall not rely upon any oral information provided to it by the Town of Sundre, the Town of Sundre's consultants or any of their respective representatives.

14.0 Notices and Enquiries

14.1 Enquires or other notices or communication required or permitted to be given hereunder shall be deemed to have been well and sufficiently given if delivered, mailed by prepaid registered mail, faxed or e-mailed, all as the case may be, to the address of the party to whom it is intended as hereinafter indicated:

To:

Town of Sundre  
Box 420  
Sundre, Alberta TOM 1X0

Attention: Wanda Watson-Neufeld  
Director of Corporate Services

- 14.2 To the Proponent, at the address, fax number, and e-mail address of the Proponent given in the Proposal;
- 14.3 Or to such other address, fax number or e-mail address as a party may from time to time direct in writing;
- 14.4 Any notice delivered before 4:00 p.m., local time, on a Business Day, shall be deemed to have been received on the day of delivery and any notice delivered after 4:00 p.m., local time, on a Business Day or delivered on a day other than a Business Day, shall be deemed to have been received on the next Business Day. Any notice mailed shall be deemed to have been received 3 days after the date it is postmarked. Any notice sent by fax before 4:00 p.m. local time, on a Business Day, shall be deemed to have been received when the sender receives the answerback confirming receipt by the recipient, provided however, that any fax received after 4:00 p.m., local time, a Business Day or received on a day other than a Business Day, as the case may be, shall be deemed to have been received on the next Business Day. Any notice sent by e-mail before 4:00 p.m., local time, on a Business Day, shall be deemed to have been received on the date of sending the notice, provided however, that any notice sent by e-mail after 4:00 p.m., local time, on a Business Day, or sent on a day other than a Business Day, as the case may be, shall be deemed to have been received on the next Business Day. In the event normal mail service is impaired at the time of sending the notice, then sending the notice by delivery, fax or e-mail must be utilized.

15.0 Law and Forum of Proposal

- 15.1 The law to be applied in respect of this RFP shall be the law of the Province of Alberta and all civil actions commenced in relation to this RFP shall be adjudicated by the Courts of the Province of Alberta and by submitting a Proposal, the Proponent is taken to have agreed to attorn to the jurisdiction of the Courts of the said Province.

16.0 Proposal Instructions

- 16.1 The Proponent must read, consult, and comply with the information contained within all areas of this RFP.