

File No.: 04-1000-20-2022-398

November 8, 2022

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of July 20, 2022 under the ***Freedom of Information and Protection of Privacy Act, (the Act)***, for:

Record of the successful proposal made by Urban Systems Ltd. in response to RFP solicitation number PS20210795 titled "Provision of Planning and Engagement Services." The award notice date is July 29th 2021. Amount Awarded was \$204,746. Date Range: January 1, 2021 - July 20, 2022.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.21(1) and s.22(3)(d) of the Act. You can read or download these sections here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2022-398); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signed by Cobi Falconer]

Cobi Falconer, MAS, MLIS, CIPP/C
Director, Access to Information & Privacy
cobi.falconer@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604-871-6584.

:Encl (Responsive records)

:ma

CITY OF **VANCOUVER**

RFP No. PS20210795

**FOR THE PROVISION OF PLANNING AND
ENGAGEMENT SERVICES**

URBAN SYSTEMS LTD.

550 - 1090 HOMER STREET
VANCOUVER, BC V6B 2W9

CONTACT: MELISSA CLEMENTS, MCIP, RPP

MCLEMENTS@URBANSYSTEMS.CA
604-235-1701

URBAN
SYSTEMS

A decorative background map of Vancouver, showing the city's street grid and coastline. The map is rendered in a light gray, stylized line-art style, with the city's outline and major roads clearly visible. It covers the entire page, with a slightly darker shade in the top left corner.

PROPOSAL TO

City of Vancouver
453 W 12th Avenue
Vancouver, BC V5Y 1V4

Attention: Dino Goundouvas
E: dino.goundouvas@vancouver.ca

PREPARED BY

Urban Systems Ltd.
550 - 1090 Homer Street
Vancouver, BC V6B 2W9

Contact: Melissa Clements, MCIP, RPP
Community Planner
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GST No. 105463988

File No. 1166.0099.00

July 8, 2021

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COVID-19 REASSURANCE

This proposal has been developed in consideration of the evolving worldwide pandemic of COVID-19. Urban Systems has taken the health crisis seriously by following the recommendations of provincial and federal government officials and supporting all 450 of our staff with physical distancing and self-isolation as needed. Our staff have been able to adjust to remote working and physical distancing arrangements with our cloud-based servers and internet-protocol phone and video-conferencing systems. Most of our existing project team meetings with clients continue to proceed with the use of video conferencing and online engagement tools. We will work closely with City staff to minimize disruptions to the project and to ensure the planning process can proceed with excellent stakeholder input and collaboration.

REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL

PART C – FORM OF PROPOSAL

RFP No. PS20210795, FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES (the "RFP")

Proponent's Full Legal Name: Urban Systems Ltd.

"Proponent"

Address: 550 - 1090 Homer Street, Vancouver, BC V6B 2W9

Jurisdiction of Legal Organization: Incorporated in BC, extra-provincially registered in AB, SK, MB, ON, YT, NT

Key Contact Person: Melissa Clements, MCIP, RPP

Telephone: 604-235-1701

E-mail: mclements@urbansystems.ca

The Proponent, having carefully examined and read the RFP, including all amendments and addenda thereto, if any, and all other related information published on the City's website, hereby acknowledges that it has understood all of the foregoing, and in response thereto hereby submits the enclosed Proposal.

The Proponent further acknowledges that it has read and agrees to the Legal Terms & Conditions attached as Appendix 1 to this Form of Proposal.

IN WITNESS WHEREOF the Proponent has executed this Proposal Form:

M. Clements

July 8, 2021

Signature of Authorized Signatory for the Proponent

Date

Melissa Clements, MCIP, RPP, Project Lead

Name and Title

Signature of Authorized Signatory for the Proponent

Date

Name and Title

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1.

EXECUTIVE SUMMARY

Urban Systems is pleased to submit this proposal to provide the City of Vancouver with Planning and Engagement Services. We are keen to be part of the Vancouver Plan planning process and are confident we have the experience, skills, and resources necessary to make Phases 3 and 4 of the public engagement process a tremendous success. Your target of achieving 25K engagement touchpoints and 100K communication impressions between July 2021 and May 2022 is very exciting and we want to be a part of making that happen!

Urban Systems' dedicated Communication and Engagement Team brings a unique breadth and depth of skills and experience that offer clients a full complement of in-house services. We leverage the team's broad range of experience and expertise to deliver high quality strategy development, facilitation, writing, graphic design, photography, GIS and mapping services, video production, instructional design and more. Our team is adaptable and always excited to find new and innovative ways to apply our expertise.

We are not only engagement specialists, but a professional planning firm as well. Our planning practice is multi-faceted. We have staff who specialize in writing and interpreting planning policy, staff who have built their careers on implementing policy through land use planning and development, and staff that have a breadth of experience doing both. Our Registered Professional Planners have worked in both the public and private sectors on Regional Plans, Official Community Plans, Zoning Bylaws, Local Neighbourhood Plans, Growth Management Studies, Demographic and Employment Forecasting, Housing Studies, Development Cost Charge Bylaws, Community Amenity Contribution Bylaws, Urban Design Guidelines etc.

This proposal outlines our approach with respect to how multi-day gatherings could be facilitated, how digital engagement could be supported, how a digital open house could be planned, and how design charrettes / workshops could be executed. We elaborate on how we could make our programming culturally relevant, produce a creative video for the Vancouver Plan, and outline how the feedback and data collected could be analyzed and reported back to you. The RFP allows for a great deal of flexibility and we pride ourselves on being responsive and adaptive to our client's needs and objectives. We are 100% open to revisiting our workplan and budget to design and execute a public engagement program that complements your vision.

We trust you will find this proposal clear and comprehensive. We have attempted to be transparent with our assumptions when describing our work plan and budget. Please do not hesitate to contact Pam Robertson (probertson@urbansystems.ca) or Melissa Clements (mclements@urbansystems.ca) should you have any questions or require additional materials. We would be happy to discuss any aspect of our proposal with you should something pique your curiosity or require clarification.

2.

PROPONENT OVERVIEW

Urban Systems is an interdisciplinary firm specializing in professional services consulting. Our firm has a complement of over 500 staff including community planners; professional engineers; communication, engagement and graphic design specialists; organizational strategists; urban designers and civil technologists. In the 45 years since the company was founded, our practitioners have built strong and long-term relationships with our Municipal, Provincial government and First Nations clients as well as several private and non-profit organizations. Urban is currently serving more than 181 Municipalities and 213 First Nations across Canada and working to undertake numerous provincial and federal infrastructure projects in Western Canada. Urban Systems holds a valid business license for the City of Vancouver and can produce the certificate upon request.

With offices in 15 communities throughout Western Canada, including our South Coast office in Vancouver, Urban Systems offers a broad range of services including:

- Land Use Planning and Development
- Communication, public engagement, and specialized training development
- Municipal, Provincial and First Nations government consulting
- Strategic planning and economic development
- Transportation planning and engineering
- Water and wastewater management
- Environmental services
- Landscape architecture
- Governance, finance, and service delivery

Founded in 1975, Urban Systems continues to build on our higher calling: Spirit in Service for Vibrant Communities. Our people are committed to helping develop vibrant communities and it is this passion for community that sets us apart from other firms. Whether we are working on developing community infrastructure or engaging community members in a decision-making process, we are always thinking about the long-term health and well-being of the communities impacted by our work. As a living company, we are also committed to sustainability, both in terms of our professional work and how we run our operations.

WHY URBAN SYSTEMS?

We believe, for government initiatives to be widely supported, they must be developed using meaningful input from the internal and external stakeholders who will be affected by them.

Urban Systems' dedicated Communication and Engagement Team brings a unique breadth and depth of skills and experience that offer clients a full complement of in-house services. We leverage the team's broad range of experience and expertise to deliver high quality strategy development, facilitation, writing, graphic design, photography, GIS and mapping services, video production, instructional design and more. Our team is adaptable and always excited to find new and innovative ways to apply our expertise.

Our Communication and Engagement Team often works collaboratively with Urban's professional planners, engineers, and others who can bring exceptional technical expertise and understanding to support our engagement work. Our structure at Urban is flexible so we can assemble a team that is uniquely skilled to support our clients' complex communication and engagement challenges.

At the same time, our team fosters the kind of collaborative approach that recognizes and appreciates the knowledge and expertise present within our clients' teams. We pride ourselves on our proven ability to work closely with our clients to identify and achieve the outcomes they envision and deliver public participation programs that meet or exceed their stakeholders' expectations.

We believe that the Urban Systems team is well-suited to partner with the City of Vancouver's team to deliver the final two phases of the Vancouver Plan 2050 engagement for several reasons:

- **We are well trained and experienced facilitators and public engagement specialists.** Key members of our team have completed the International Association of Public Participation's (IAP2) Foundations Program and are actively involved with IAP2 in leadership positions. Our senior engagement specialist, Pam Roberson, brings nearly three decades of experience and is a Certified Public Participation Practitioner (CP3) through IAP2 -- a designation held by less than 25 practitioners across Canada. Pam will co-lead the Urban team on this assignment.
- **We are not only engagement specialists, but a professional planning firm.** Our planning practice is multi-faceted. We have staff who specialize in writing and interpreting planning policy, staff who have built their careers on implementing policy through land use planning and development, and staff that have a breadth of experience doing both. Our Registered Professional Planners have worked in both the public and private sectors on Regional Plans, Official Community Plans, Zoning Bylaws, Local Neighbourhood Plans, Growth Management Studies, Demographic and Employment Forecasting, Housing Studies, Development Cost Charge Bylaws, Community Amenity Contribution Bylaws, Urban Design Guidelines etc.
- **Our team includes two Registered Professional Planners:** Melissa Clements MCIP, RPP and Samantha Lahey, MCIP, RPP. Melissa has 10+ years of land development, policy planning and public consultation experience. Melissa has designed and executed public consultation plans and targeted stakeholder engagement strategies for land use planning initiatives across British Columbia, Alberta, and Ontario. Melissa will co-lead this project with Pam and be our main client liaison. Melissa recently developed an evaluation framework for the City of Vancouver to assess how effective the City's Neighbourhood Plans are being implemented. Samantha has over eight years of land use planning experience and will co-facilitate the charrettes/design workshops with Melissa.
- **Urban Systems has extensive experience working with public agencies** on everything from stakeholder consultation to asset management to land use planning and engineering. Within Metro Vancouver, we have recently been assisting the City of Vancouver, the City of Chilliwack, the University Endowment Lands, and the Vancouver School Board with some exciting initiatives.
 - **Metro Vancouver Municipalities.** As Western Canada's leading planning firm, we have

- worked with virtually every municipality in the Lower Mainland and most certainly all the municipalities in Metro Vancouver. We have close to 50 years' worth of experience working on Official Community Plans, Zoning Bylaws, Local Neighbourhood Plans, Development Cost Charges, Community Amenity Contributions, Urban Design Guidelines, Active Transportation Plans, Transportation Plans, Servicing Agreements etc.
- **City of Vancouver.** We developed an evaluation framework to assess how effective the City's Neighbourhood Plans are being implemented. An effective plan evaluation system is at the centre of a constantly evolving process of reviewing, monitoring, and reporting because Neighbourhood Plans are living documents that must respond to the changing needs of the community and city-wide policies as they are adopted. Our work is intended to inform the implementation process of the Vancouver Plan once the Plan is adopted and put into practice.
 - **University Endowment Lands.** We provide "As and When" consulting services to the University Endowment Lands (UEL) for a variety of land use planning projects including bylaw drafting, community, and land use planning (including plan amendments), consultation and engagement, research and development, strategic advice, and urban design. We recently reviewed and provided input into the UEL Water Conservation Bylaw and the Land Use, Building and Community Administration Bylaw.
 - **Vancouver School Board.** We developed a Land Asset Strategy to manage the Vancouver School Board's (VSB) real estate portfolio. The VSB is one of the largest landowners in Vancouver. In total, the school district owns approximately 225 ha of land and manages 115 facilities occupying 217 different properties. We set criteria for identifying potential disposition sites, established disposition timelines, identified holdings for potential disposition, and highlighted ten (10) short term priority sites (all non-enrolling). This work culminated in a report that was approved by the Facilities and Planning Committee on June 15, 2020. We continue to work with the Board of Trustees and senior management at the VSB to implement the Land Asset Strategy. We are active members of a steering committee that was established to consult with the City of Vancouver and Indigenous communities through the implementation process. We are working alongside senior management to establish the planning policy frameworks for the short-term priority sites and to develop conceptual land use plans to explore potential development options.
 - **Local government consulting is the backbone of our professional practice** which provides us with a deep understanding of the context in which local governments operate. Urban Systems has provided highly valued "As and When" professional consulting services to numerous local governments and provincial agencies throughout British Columbia. Based on these experiences, we have established specific project management and quality management systems for this type of work. We are confident and effective in our communication with municipal staff, elected officials, and public agency representatives.

We have provided similar stakeholder engagement, land use planning and advisory services to the following:

- Ministry of Transportation and Infrastructure
- BC Housing Management Corporation
- BC Non-Profit Housing Association
- BC Asset & Lands Company
- BC Hydro
- University of British Columbia
- University Endowment Lands
- Vancouver School Board
- Port Metro Vancouver
- CN Rail
- Tsleil-Waututh Nation
- City of Victoria
- District of North Cowichan
- City of Vancouver
- City of Burnaby
- City of Coquitlam
- City of New Westminster
- City of Delta
- City of Port Moody
- City of Surrey
- City of Chilliwack
- City of Abbotsford
- City of Whiterock
- District of West Vancouver
- City of North Vancouver
- Town of Gibsons

Our team members have a high degree of local community and stakeholder knowledge. Many of our staff have been working and living in Vancouver for many years and have served many communities throughout the Lower Mainland, Vancouver Island, Sea to Sky and the Sunshine Coast. With offices in Vancouver, Surrey, Victoria, and Courtney we are intimately familiar with the City of Vancouver and the context within which you serve your community members.

We have a well-established Indigenous Consulting Practice. Urban Systems has developed a deep appreciation for the political history and regulatory challenges facing Canada's Indigenous communities. Our team works alongside community leaders to help plan and manage a community's physical and capital assets. We are committed to supporting the unique needs and interests of every community we serve. Indigenous communities are important partners in the land use planning process. Often transit infrastructure traverse lands where there are Indigenous interests that require consideration. We have extensive experience facilitating discussions between Indigenous communities, municipal governments, and public agencies. We can help to ensure that all voices are heard through the consultation process, different perspectives are considered through the policy development phase, and the needs and interests of various stakeholders are factored into the land use planning process. We have worked with more than a hundred Indigenous communities across Western Canada and have longstanding relationships with Squamish Nation, Tsawwassen First Nation, Musqueam Indian Band, and Tsleil-Waututh Nation in Metro Vancouver.

3.

SCOPE OF WORK

The City of Vancouver has completed the second phase of a four-phased (three-year) process to create a strategic, long-range plan to guide Vancouver to 2050 and beyond. The process has included engaging residents broadly and through a variety of channels with a focus on including voices historically left out of municipal conversations. Feedback received through the first two engagement phases (November 2019 to July 2021) allowed the City to paint a picture of where Vancouver is today and to identify key areas of priority. Along with public input, the City's team analyzed technical reports and policy priorities to create early physical and policy directions for the City's Vancouver Plan.

During Phase 3 Engagement (July 2021-December 2021), the City will once again engage the public and stakeholders to help evaluate a set of emerging high-level land use options and how they might impact growth and change in the future. It will also present options and choices around housing policy, parks & natural areas, employment lands, transportation, blue-green systems and utilities, and community facilities. The City plans to provide interactive tools and techniques to engage stakeholders and the public over four weeks during the month of October 2021.

During Phase 4 engagement (March 2022) staff will "test" the newly minted draft Vancouver Plan 2050 with the community, giving the public and stakeholders opportunity to tweak the plan before the final version is presented to Council in spring 2022.

The City is looking to partner with a qualified, full-service planning and engagement firm to carry out the Phase 3 and Phase 4 engagement for the Vancouver Plan. This will entail overseeing and providing engagement and communication planning and implementation as well as developing communication and promotional materials. We also understand that due to ongoing uncertainty for in-person public gatherings, the successful firm will be required to implement digital engagement activities. The City plans to work closely with the successful firm to design and implement a mix of activities which may include online dialogue sessions, social media and cell phone outreach, in-person pop-ups with small groups. If public health orders allow, larger in-person activities may be possible.

Urban Systems is well positioned to support the City in designing, promoting and delivering the engagement programming for Phase 3 and 4 of Vancouver Plan 2050. The City has identified a number of tasks that we have specifically focussed on for the purpose of this proposal. However, we understand the need for adaptability during these uncertain times and our team will be flexible to revise the approach and activities as the City's needs change.

PLANNING FOR ENGAGEMENT

Experience has shown us, that planning well for engagement is one of the most important keys to success. The Urban team is experienced in creating effective communication and engagement strategies and the tools and techniques that achieve desired outcomes. We have led numerous communication initiatives that had potential to become “hot topics” in communities. With careful attention to strategic planning and key messaging that proactively anticipates and addresses stakeholder concerns, we can often speak to (and de-escalate) concerns before they become issues. Our experienced communication and engagement consultants have a knack for proactively identifying issues that may hamper a project and providing sound risk management processes to lessen, or avoid, impact.

Key team members are trained in the IAP2 Strategies for Opposition and Outrage During Public Participation and apply these approaches to minimize the potential for disruptive behaviours during in-person or virtual gatherings in designing the engagement. We have become adept at using these techniques to effectively managing these behaviours if they do arise. We have found that by carefully crafting messages that address issues up front and empathically listening to and acknowledging concerns, participants are more likely to feel heard and more likely to enter into dialogue in a positive and productive way.

Building on the good work of the City’s staff in planning for Phase 1 & 2 engagement, we will work closely with you to create (or update) an engagement plan to act as a guide for Phase 3 and 4 engagement. The plan will:

- Clearly identify communication and/or engagement objectives and desired outcomes (including how input will be used in final decision-making);
- Confirm stakeholders and conduct/review research to understand their unique needs and how best to inspire and equip them to provide informed input;
- Determine key messages that support Vancouver Plan 2050 desired outcomes and meet stakeholder needs for clear, concise, and accessible information;
- Confirm the most effective techniques and timing to achieve engagement objectives and meet stakeholder needs (Tasks 2 through 8).
- Determine measures of success to ensure communication and engagement objectives are being achieved throughout the project.

A multi-day gathering of demographically representative residents and community organizations

Our team is innovative and strives to bring a fresh perspective and new ideas to every project. Our decades of experience in planning and executing community gatherings and events that bring diverse community members (often with opposing views) together has taught us that we can never assume that what worked for one group, will work for another. We encourage our clients to devote the time at the outset of a project to plan well for meetings by carefully identifying and seeking out participants who may not always be well represented in community planning initiatives. We determine the discussion topics that will illicit the input that decision-makers need. We then use

the knowledge we gain about stakeholders to design tools and techniques that will be engaging, non-threatening and allow all attendees to participate fully. We also expect the unexpected, such as potential for high emotion or conflict, and prepare a detailed facilitation plan that minimizes this potential and provides contingency plans in the event things don't go as hoped.

Our team has experience in using many tools to assist in recruiting and managing online and face-to-face registrations for community meetings. The use of tools like Facebook or Eventbrite have provided us with the flexibility to ensure broad outreach as social media users pass along event notices to their networks who are able to register online. Other times, when it is important to segment and reach traditionally underrepresented stakeholder organizations and groups for meetings, we take an old-fashioned approach by calling organizations, identifying their key contacts, and then sending email invitations and information for them to pass along to their members who then connect back with us to register. In these situations, we keep an excel database and connect directly with meeting registrants to provide meeting updates, reminders, and any background information they may need. We regularly create sign-in sheets and voluntary email sign-ups for face-to-face events so clients have a record of meeting participants and can connect with these stakeholders for follow-up information or future meetings.

While our team brings years of experience with planning and implementing online and virtual engagement activities, the COVID-19 global pandemic gave us new opportunities to develop and hone these skills in support of client projects. We have been able to develop and use new strategies and tools to facilitate important community meetings, create online open houses, and support community members to provide their input in new ways.

The Premier's Rental Housing Task Force province-wide engagement is just one of many examples of our team's ability to plan, implement, and report on high-stakes gatherings with representative residents and community organizations. In 2018, B.C. Premier John Horgan and Minister of Municipal Affairs and Housing Selina Robinson sought the recommendations of a three-member MLA Rental Housing Task Force for solutions to improving BC's tenancy laws and processes. Urban Systems worked directly with the Task Force, the Government Communications and Public Engagement (GCPE) team and the Residential Tenancy Branch (RTB) to plan and implement a province-wide consultation process. The community engagement focused on gathering feedback from renters, rental housing providers, and other housing-related stakeholders across the province in a very short timeframe. The work done by Urban Systems included engagement design that minimized the potential for adversarial dialogue, large-scale facilitation in which every participant felt heard, logistical coordination and communication materials, and a final 44-page "What We Heard" report. The "What We Heard" report provided a comprehensive analysis and summary of stakeholder input the Task Force received from all sources, including:

- 11 in-person community meetings throughout BC in which 788 people participated
- 22 stakeholder meetings
- 57 written submissions
- 1,431 comments received through online dialogue
- 331 email submissions

A month-long, innovative parallel stream using the City's own digital channels to pose simple low barrier questions and receive broad spectrum of public input.

We understand that consistency and creativity are critical to communications and engagement initiatives. We often create clear messaging and across a wide variety of online channels such as project websites, social media platforms, digital news platforms, and more. As a part of the multi-lingual and multi channel promotions, our team would be able to support content and low barrier question development to be launched through digital channels such as, but not limited to: Shape Your City, Talk Vancouver, ESRI StoryMaps and vancouverplan.com. We are adept at using best practices in communications to ensure that communities are well informed, and that harder to reach groups feel supported in providing meaningful feedback. We will draw on the lessons learned from the previous phases to ensure that the questions and communications are as accessible and effective as possible.

Creative video, visual white-boarding and webinar content to share and test visual representations of policy and spatial shifts – digital open houses

Our team will work with you to clarify the vision you have for visual representations of policy and spatial shifts using digital open houses and work to plan and implement the tools that will ensure you achieve desired outcomes. We understand from the RFP these tools may include:

Video Production:

The Urban team brings exceptional in-house skills and experience to produce high quality standard and UAV video production from start to finish. Our approach begins with pre-production meetings where we confirm the vision for the end-product. Prior to capturing footage, we will conceptualize ideas through storyboarding, reviewing detailed maps of specific locations and determining the right footage to capture.

Urban Systems is leader in the use of Remotely Piloted Aircraft System (RPAS) technology, also referred to as UAV. Since 2016, we have been diligent to remain current with this rapidly changing industry. We have consistently followed Transport Canada regulations as they have evolved over the years. In 2018, Urban Systems became one of the first private organizations in Canada to receive a National Compliant Operator status. Following Transport Canada's regulation updates in 2019, we ensured all of our pilots were trained to meet the Advanced license levels, and that our aircraft were fit to operate in Advanced airspace. Our Operations Manual and Standard Operating Procedures have been approved by Transport Canada and we follow these closely with each flight.

Once we have captured footage, all post-production is completed in house. This includes video editing, sound design, narration (if required), motion graphic design and typography treatments.

Digital Open Houses and Webinars:

Our multimedia team at Urban Systems will use innovative software to tell the Vancouver Plan story in engaging, interactive ways that we believe will seamlessly integrate with the City's Shape Your City or Talk Vancouver digital platforms and social media tools. To support online open houses, we have used ArcGIS StoryMaps as an effective tool to create interactive pages that let visitors to engage with a wide variety of tools and content, including videos, 3D fly throughs, surveys, interactive

mapping, compelling visualizations, and more. We envision creating the digital open house for Phase 3 engagement and then updating the site with relevant content and engagement activities for Phase 4 – including the draft Vancouver Plan 2050 and brief survey to gather input. [Click here](#) to experience an example of Urban Systems' ArcGIS StoryMaps capabilities. Ensuring accessibility to the digital open house will be important. StoryMaps has many accessibility functions built right into the platform that our team will use. StoryMaps has been designed following common web standards to support readers in three general areas of need, including those with limited mobility, those with impaired vision, and those who are non-sighted. [Click here](#) for more information about StoryMaps accessibility features.

Our team is also experienced in planning and moderating webinars. Typically, webinar platforms offer less opportunity for interaction and feedback gathering than virtual meeting platforms. However, they provide excellent opportunity for large numbers of participants to receive the same information about a topic, ask questions in real time to panelists, and provide input using interactive polling. If this option is desired, we would work closely with you to scope out your specific needs and incorporate this into our work plan and budget.

Charrettes or design workshops for various geographic sectors of Vancouver that help participants visualize policies at a street-level

Our planners & engagement specialists will work closely with your team to design and facilitate charrettes or design workshops where participants will see their ideas brought to life in the moment.

Our team will liaise with you to plan and facilitate six (6) charettes / design workshops for various geographic sectors of Vancouver that help participants visualize policies at a street-level. We assume municipal staff will provide us with all the source material, public research, and engagement framework required to design, promote, and deliver these sessions successfully. We also assume that the content that will be presented at the charettes / design workshops will be the same and that only the list of participants and locations will change. We further assume that municipal staff will provide us with a list of key stakeholders to invite to the sessions and will provide us with the source material required to promote these events.

Our workplan contemplates hosting these events in person, but we will be flexible and confirm the appropriate format with you should public health orders make in person events not possible. We can easily adjust our scope of work and budget to meet your needs and public health conditions.

We recently designed and facilitated a workshop for the Sardis Neighbourhood Plan in the City of Chilliwack. The workshop focused on smaller group discussion, where through six characters, residents participated in discussions about mobility, trails, greenspace and housing. The exercise encouraged participants to think about “how” to accommodate anticipated growth in their neighbourhood and achieve their long-term aspirations. The use of characters encouraged residents to think about the functionality of the neighbourhood from a different perspective. To learn more about how we designed this workshop, [click here](#).

Cultural programming co-led with community partners and led and available in multiple languages including ASL and alive to barriers to online and digital participation.

Urban is well versed in developing engagement initiatives that are inclusive, accessible, and that seek to uplift traditionally underserved and marginalized voices. We bring deep experience of working in solidarity with underrepresented racialized and Indigenous communities. We see ourselves as humble learners, and work to co-develop engagement approaches that are inclusive and culturally appropriate. We also bring an equity lens to all that we do, and we incorporate GBA+ techniques and OCAP principles to all facets of our work.

We understand that the engagement process should continue accessible, and we will work with you to ensure that accessibility and inclusion is factored into each step of the project. We will reconnect with the partners, institutions, and organizations that were involved in the previous phases to build on this understanding and provide informed and effective engagement throughout.

We acknowledge that people could experience multiple barriers to participation, and we use our research and planning to inform specific actions that could invite all voices to the table. Some of the strategies often employ include:

- A “Go to the Community” approach that seeks out accessible and comfortable spaces where community members already convene;
- Providing flexible/virtual hours for participation that accommodate working hours, child care drop off or respective holidays;
- Providing in-person child care services for parents and caregivers;
- Providing honorariums for participants and committee members where appropriate;
- Provide accessibility supports both in person or virtually through the zoom platform such as translations, ASL interpretation, closed captioning, and more; and
- Providing additional technological support or advanced training sessions.

We understand that moving forward, there should be increased effort in reaching:

- Youth (under 20s);
- Ethno-cultural/non-English speaking communities, including racialized communities within these demographic segments;
- People with disabilities; and
- Gender non-conforming folks.

We understand the importance of seeking and supporting diverse voices. Members of our team have recently been working with the Vancouver School Board on their Anti-Racism and Non-Discrimination Framework. Throughout this engagement Urban has developed an online survey for parents and families of the students in the district that is available in Chinese (Traditional and Simplified), Tagalog, Korean, Spanish, Arabic, and Punjabi. We also understand that conversations are important to provide deeper context to the perspectives and insights of the students and families in the community. We also understand the importance of using trauma informed practices for grounding and support, while taking a conversational and culturally appropriate approach to discussion topics and engagement sessions. Urban hosted a series of sharing circles for youth and

parents who identify as IBIPOC, 2SLGBTQIA+, Newcomers or Refugees, People with Disabilities and other marginalized groups. Live translation services were offered by request for each of these categories. Through this project, members of our team also empowered community leaders or groups to facilitate their own conversations, by developing a self-guided discussion toolkit, found here. These toolkits were one way we sought to reduce the barriers of participation for community members that may not have felt comfortable engaging in person, or with our team.

We are continuing to partner with key community organizations, youth, equity seeking groups, and Indigenous Nations to co-develop culturally appropriate engagement opportunities for all. For more information about our work with this project, the website can be accessed at: www.vsd-strongertogether.ca Our team is available to source and coordinate all translations needed; however, we assume that we will utilize the translation resources that were previously used during the initial phases of this work.

As a part of this project, we will develop a detailed accessibility and inclusion plan that will support all our engagement work. It will outline the potential accessibility risks and mitigation strategies to ensure we are bringing all voices to the table.

Creating visibility for the project using public activations in outdoor spaces considered safe for socially distanced public gatherings

We work closely with our clients to understand the desired vision and collaborate across our team's breadth of skills and experience to plan and implement exciting outdoor public activations (or pop-up engagements) that allow community members to come together in places where they are already gathering to learn about projects and offer their input. We work closely with our clients to choose the right locations – typically in high traffic areas and specific spaces where various stakeholder groups visit.

Our team has years of demonstrated experience composing public friendly displays and documents that are easy to understand. We are storytellers at heart, driven by our passion for sharing important and factual information in a way that anticipates the readers' questions and concerns. We know and apply the essential elements to draw readers in and tell a captivating story.

To complement our copywriting and editing expertise, we regularly incorporate graphic design into the products and materials we create. Our creative graphic design team is involved in projects from the very start. Working together, our team harnesses the extraordinary power of visual content to create a better understanding of key messages and concepts that can often be very technical. We primarily use Adobe Creative Suite and Microsoft Office for this type of work, and our IT department always ensures that our hardware and software are operating smoothly and that we have access to the most current programs and platforms. We are also able to accept and process differing electronic file formats, including tagged PDFs.

Branding is often an important element of the public facing content and materials we create. We have extensive experience both working with our clients own branding guidelines and creating new unique project brands for a specific initiative.

Some of the engagement assignments we have successfully completed used both branding and outdoor public pop-up booths. You can see summaries of these engagements by clicking on [Biketoria](#) (City of Victoria), [Moving Saanich Forward](#) (District of Saanich), and [Walk Wheel Windsor](#) (City of Windsor).

DATA ANALYSIS AND REPORTING

To ensure accurate reporting of data, regardless of how it is gathered and whether it is a large or small set, we undertake data coding, theming and analysis so reporting will accurately reflect respondents' sentiments. We analyze and summarize the data to not only reflect accurately what we heard, but who is saying it. Sorting the data by metadata collected (respondent profile information) we are able to reflect variations or similarities in the data by region, affiliation, gender, or other perspectives that are important to our clients.

Our experienced team of writers are adept at writing complex information in plain language, avoiding jargon and technical terms. Our in-house professional graphic designers use engaging infographics to visually depict complex information where possible. Our graphic designers, will also create professional branding that reflects the City's Vancouver Plan 2050 through colour, photos and created graphics. For another example of Urban's capabilities when it comes to data analysis and engagement summary reporting see [Building BC's Recovery, Together What We Heard Report](#).

To improve accessibility and readership, our clients have the option to have Urban Systems produce reports in an interactive, web-based storyboard format as well as Word and PDF documents. The storyboard presentation allows for infographics, maps, charts and other visuals to give the report life in an intuitive, interactive and accessible manor.

PROJECT MANAGEMENT

Our project leaders have been trained in, and consistently apply, best practices for project management and have proven skills for ensuring projects are delivered on budget, on time and to the quality that meets (and often exceeds) client expectations. Urban Systems project managers possess good judgement, critical thinking, and excellent communication skills. Melissa holds a Masters Certificate in Project Management from York University.

These personal attributes are greatly enhanced by applying practices and protocols that:

- Clearly define the project objectives and scope;
- Identify the best team members for the tasks;
- Effectively plan the task schedule and budget;
- Effectively communicate terms of the project;
- Create the project management plan;
- Manage health and safety;
- Manage project quality;
- Communicate effectively to both the internal and client teams (typically through regular project update meetings); and
- Manage the triple constraints (scope, budget, and schedule).

4.

KEY PERSONNEL



PROJECT LEADERSHIP

MELISSA CLEMENTS, MCIP, RPP
Project Co-Lead, Client Liaison

PAM ROBERTSON, BA, ABC, CTDP, CP3
Project Co-Lead, Communication, Public
Engagement and Learning Specialist

CORE TEAM

SAMANTHA LAHEY, MCIP, RPP
Land Use Planner

**CATHERINE BERRIS, CSLA,
RPP, MCIP**
Senior Advisor

ALEXANDRA MILLER, MA
Communications &
Engagement Consultant

ABBEY-JANE MCGRATH, JD
Communications &
Engagement Consultant

DAYLIN MANTYKA, MSC
Communications &
Engagement Specialist

BLAIR SMITH
Digital Media Producer

JESSE CASS
Information Management
Specialist

RHIA ROMANO
Graphic Designer

CLARE DOLAN, BA
Graphic Designer

**DEVON JENNINGS-LANDER,
BA MGMT**
Project Coordinator



MELISSA CLEMENTS, MCIP, RPP

Project Co-Lead, Client Liaison, Senior Land Use Planner

s.22(3)(d)

s.22(3)(d)



PAM ROBERTSON, BA, ABC, CTD, CP3

Project Co-Lead, Communication, Public Engagement and Learning Specialist

s.22(3)(d)

s.22(3)(d)



SAMANTHA LAHEY, MCIP, RPP
Land Use Planner

s.22(3)(d)

s.22(3)(d)



CATHERINE BERRIS, RLA, RPP, FCCLA
Landscape Architect, Senior Advisor

s.22(3)(d)

s.22(3)(d)

**ALEXANDRA MILLER, MA**

Communications & Engagement Consultant

s.22(3)(d)

s.22(3)(d)

**ABBEY-JANE MCGRATH, JD**

Communications & Engagement Consultant

s.22(3)(d)

s.22(3)(d)



DAYLIN MANTYKA, MSc
Communications & Engagement Specialist

s.22(3)(d)

s.22(3)(d)



BLAIR SMITH
Digital Media Producer

s.22(3)(d)

s.22(3)(d)



JESSE CASS
Information Management Specialist

s.22(3)(d)

s.22(3)(d)

**CLARE DOLAN, BA**

Graphic Designer

s.22(3)(d)

s.22(3)(d)

**RHIA ROMANO**

Graphic Designer

s.22(3)(d)

s.22(3)(d)

**DEVON JENNINGS-LANDER, BMGMT**

Project Coordinator

s.22(3)(d)

s.22(3)(d)

5.

WORK PLAN

If successful, our firm will oversee and provide engagement and communications planning and implementation for the program. The following is a description of the tasks we are proposing to ensure a successful Phase 3 and Phase 4 Vancouver Plan engagement process. However, we will work closely with you to review and revise this work plan and budget to ensure it meets your needs.

Phase 1: Project Initiation

Task 1: Project Kick-off Meeting

Urban will prepare an agenda and both project co-leaders will attend a kick-off meeting of up to three hours to meet your team and to discuss/confirm:

- stakeholders, community groups and other representative communities to be engaged
- questions to be explored at engagement sessions
- the City's key messages for the Vancouver Plan and specifically Phase 3&4 engagement
- expectations for supporting Staff and Council
- expectations for materials to support engagement initiatives
- expectations event logistics and RSVP process
- key deliverables and timelines
- table of contents for the final What We Heard report

Task 1 Deliverable: Meeting notes

Task 2: Engagement planning

To complete this task, our team will review of prior relevant engagement strategies and outcomes. We anticipate meeting with the City's team for up to three hours. During this meeting we will tap into your experience implementing Phase 1 and 2 engagement and seek your guidance in order to:

- clarify the City's engagement objectives and goals
- discuss unique stakeholder needs
- understand the City's desired messaging
- brainstorm tools (tried and true as well as innovative and new) to inform and gather stakeholder and public input
- create (or build on) a multilingual, multi-channel promotional strategy
- determine the City's key measures of success.

Task 2 Deliverables:

- Draft and final Engagement Strategy for Phase 3 and 4
- Key messaging to be used in digital/in-person engagement activities and supporting documents

Task 3: Multi-day gatherings of demographically representative residents and community organizations

For the purpose of budgeting, we have assumed the City will hold six online events of up to two hours each with select community agencies/organizations and groups of demographically representative community members. We anticipate using an engagement platform such as Zoom to equip the City to present the information, facilitate discussion, gather participant input and answer their questions. However, we will be flexible to revise this scope if more/less gatherings are needed. There appears to be a great deal of flexibility built into the RFP to allow for innovative and creative programming. It would be beneficial for us to meet with you early in the process to better understand your vision for these sessions e.g., how many sessions you would like to host, what forum and/or medium you are most comfortable using, how many participants you would like to include, how participants will be identified etc.

Our team will collaborate with you to create a facilitation plan that we anticipate will outline in detail the session agenda, objective for each segment, timing, speaker notes and roles/responsibilities for the event. We anticipate providing two senior consultants to provide moderation/facilitation for each of the sessions as well as one junior consultant to provide technical support and take notes.

Our team will also work closely with you to produce all of the session materials that will be required. For the purpose of budgeting, we anticipate these will be:

- PowerPoint presentation
- 1-2 page briefing document to support City Staff and Council
- 2-4 page discussion guide targeted to the public and stakeholders

Our team will also provide support for promoting the event and managing registration. We assume the City will provide contact lists for community groups, organizations and individuals who participated in the Phase 1 & 2 engagement. We also assume the City will use its regular media and advertising channels to disseminate press releases and ads. However, we assume our team will oversee session registrations and will ensure an up-to-date confirmed participant list (in Excel) for each session.

Task 3 Deliverables:

- Session facilitation plan
- Digital participant invitation
- Participant contacts and RSVP tracking sheet (Excel)
- Senior facilitation and support staff for 12 two-hour stakeholder gatherings
- Supporting documents (PowerPoint presentation, briefing document, discussion guide)
- Notes summarizing what was heard from participants at all six sessions

Task 4: Digital engagement support

Our team will provide writing as needed to support the City's digital channels (social, Shape Your City.ca and SMS or text technologies). While we have no way of accurately estimating the level of effort required for this task, we have estimated 20 hours of support to be provided in the months of October 2021 and March 2022.

Task 4 Deliverable: Content development and low barrier questions - as and when needed

Task 5: Creative video

We will prepare for and hold a video kick-off meeting with you of approximately two hours. Our video production lead, along with our project co-leads, will attend to discuss and confirm how we will work together to undertake the steps identified for each phase of video production (below).

Our in-house video and multi-media specialists undertake a number of tasks to deliver high quality video productions. We have used these steps in our assumptions for budgeting for a 3 to 5 minute finished video. They include:

- **Phase 1 – Pre-production**
 - General project management
 - Video production kick-off meeting
 - Materials review and needs assessment
 - Confirm number and topic of videos
 - Determine content required for each video
- **Phase 2 – Production**
 - Capture interviews and footage
 - Develop motion graphics
 - Write and record narration
 - Purchase stock footage and music
- **Phase 3 – Post-Production**
 - Develop draft videos
 - Review and revise drafts
 - Finalize videos including audio and colour correction

Task 5 Deliverables:

- Kick-off meeting notes
- Three to five minute draft video
- Final video with revisions

Task 6: Digital Open House

Our team will work closely with you to identify the vision for a digital open house. Using the ESRI StoryMap platform, we will develop the storyboard (site map), write the content, and develop the graphics and interactive tools to effectively inform and equip participants to provide feedback. We assume the City will provide the technical planning documents, including the draft Vancouver Plan 2050, to be presented on the site.

Task 6 Deliverables:

- Draft and final storyboard (site map)
- Draft and final site content
- Interactive tools to facilitate feedback (e.g. interactive map, survey form, Q&A)

Task 7: Charettes / Design Workshops

Our team will liaise with you to plan and facilitate six (6) charettes / design workshops for various geographic sectors of Vancouver that help participants visualize policies at a street-level. We have budgeted to have four (4) members of our team facilitate these sessions. We assume that if additional table facilitators and/or reception staff are required that they will be provided by the City of Vancouver. We further assume that if translators are required that they too will be provided by the City of Vancouver.

Task 7 Deliverables:

- Charette / Workshop Facilitation Plans
- Set-up and take down of six (6) charettes / workshops
- Facilitate six (6) two-hour charettes / workshops
- Workshop notes
- Summary Report

Task 8: Culturally relevant programming

We will develop an inclusion and access review for all proposed tasks, drawing on the knowledge of previous Phase 1 and 2 engagement. This document will outline all features and services that will be used to support cultural inclusivity, and to help bring diverse voices to the table.

Task 8 Deliverables:

- Comprehensive accessibility and inclusion plan

Task 9: Outdoor public activations (pop-up engagement)

This task will involve preparing display boards with project-related information, interactive activities and key questions for participants to answer. While we are not yet clear on the number of pop-up engagements the City would like to hold, for the purpose of budgeting we have assumed six, half-day events. We are flexible to revise this scope/budget should more/less events be needed.

Task 9 Deliverables:

- Up to 12 draft and final display boards (with interactive activities)
- Two consultants to set up, tear down and facilitate six half-day pop up events along with City staff

Task 10: Data analysis and engagement summary report of all engagement activities during Phase 3 & 4

Our team will collate, code and theme all public and stakeholder input received from all engagement activities during Phase 3 and 4. As well we will create an initial Table of Contents for the What We Heard Report, as well as up to two drafts and a final version of the full report. Our assumptions for budgeting are that the engagement will include only those activities identified in this proposal and does not include coding, theming and reporting on a broad community survey during Phase 3 but would include reporting on feedback for questions asked to test the draft Vancouver Plan 2050 through a digital open house in Phase 4.

Task 10 Deliverables:

- List of early themes identified for client review
- Coding and theming all anecdotal feedback received through multi-day virtual gatherings, digital open house, design charrettes/workshops, and in-person pop-up engagements
- Drafts (up to two) and Final What We Heard Report

Task 11: Project Management

Foundational to successful completion of every task mentioned above, will be our ability to effectively and efficiently lead the engagement team and coordinate with the City's staff. This task will include all client communications, meetings, and team coordination.

We have also budgeted for holding regular project meetings with the City's team throughout the engagement and reporting timeframe, however, increasing the frequency to weekly during the month of October when most engagement will be conducted. The project meetings will allow us to provide you with project status updates and discuss any current or anticipated issues, help ensure mutual understanding of expectations, and to provide updates on scope and budget. For the purpose of budgeting, we have estimated creating 15 project status update reports and 15 30-minute meetings.

Task 11 Deliverables:

- 15 30-minute client project meetings
- 15 regular project status reports emailed to client within one week of project meeting

6.

SCHEDULE

The City will have a lot of lessons learned to share from the first two phases of engagement as well as many ideas that will help shape the second half of the engagement process. The RFP suggests there will be considerable dialogue between the City and the consultant of choice to develop an engagement strategy together. We have provided a proposed work plan and budget laden with assumptions that will need to be worked through with municipal staff. Once we have confirmed the work plan and deliverables, we will be able to provide you with a detailed schedule of events.

Having said that, we have the resources available to initiate this project after the report goes to Council in July. We understand that the four (4) weeks of interactive activities in October will form the centerpiece of the engagement process moving forward and we can assure you that we will be prepared to deliver exceptional service and quality on time and on budget. Once we have confirmed, the format of these events and the exact dates, we will provide you with a detailed budget of how we will prepare for them on a week by week basis.

We further understand that Phase 4 of the engagement process will commence in January and that a draft copy of the Vancouver Plan is expected to be released in March 2022. We will provide you with a detailed schedule at the end of Phase 3 based on our understanding of how the Vancouver Plan is progressing so we may hit the ground running in January.

We have budgeted for fifteen (15) half-hour meetings with you over the course of the project to manage our progress with respect to our workplan, deliverables, budget, and schedule. Together we will identify realistic timelines and problem solve any issues that may challenge the schedule.

7.

SUPPLIER DIVERSITY

Supplier Diversity

Please note that these Supplier Diversity questions are optional and will not form part of the evaluation of this RFP. Proponent answers to Supplier Diversity questions are for information gathering purposes only and will be kept confidential in accordance with the Legal Terms and Conditions of this RFP.

In the space below, indicate the Proponent's company profile with regards to social value and economic inclusion supporting equity, diversity, inclusion and reconciliation, including social/environmental certifications, workforce diversity and/or if owned/controlled by an equity-seeking demographic (including but not limited to non-profit, cooperative, Women, Indigenous Peoples, Ethno-cultural People (minorities, newcomers, immigrants), persons with disabilities or LGBTQ+ people).

Majority owned/controlled/ by:	Workforce Diversity:	Social / Environmental Certifications
<input type="checkbox"/> Women <input type="checkbox"/> Indigenous Peoples <input type="checkbox"/> Non-Profit/Charity (Social Enterprise) <input type="checkbox"/> Coop <input type="checkbox"/> Community Contribution Corporation (3C/CCC) <input type="checkbox"/> Ethno-cultural Persons <input type="checkbox"/> People with Disabilities <input type="checkbox"/> LGBTQ+ <input checked="" type="checkbox"/> Other: please indicate	% Women % Indigenous Peoples % Ethno-cultural People % People with Disabilities % LGBTQ+ % Other: please indicate	<input type="checkbox"/> BCorp <input type="checkbox"/> BuySocial <input type="checkbox"/> Supplier Diversity Certification <input type="checkbox"/> Fairtrade <input type="checkbox"/> Green Business Certification (ie. LEED, ClimateSmart) <input checked="" type="checkbox"/> Other: please indicate

There is no majority ownership in Urban Systems due to its flat structure. However, our ownership is distributed across approximately 20% of our staff and includes Indigenous Peoples, Ethno-cultural Persons, and LGBTQ+. Urban Systems also has a subsidiary social enterprise company called Urban Matters (www.urbanmatters.ca) and a registered charity foundation, the Urban Systems Foundation (urbansystems.ca/citizenship/foundation).

With the exception of gender, Urban does not inquire or formally track the above diversity classifications. Our current diversification of male and female employees is roughly 42% Women. Urban prides itself on the Indigenous, LGBTQ+ and ethno-cultural members which constitute our staff and partnership.

Multiple Envision™ Sustainability Professionals (ENV SPs) within the Urban Systems Partnership.

A light gray background map showing a dense urban street grid with various block patterns and a few circular features representing parks or roundabouts.

APPENDIX A REQUIRED FORMS

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PART C - FORM OF PROPOSAL

APPENDIX 2
QUESTIONNAIRE

Please see the body of our proposal for responses to the questions below.

Executive Summary

In the space below, provide a brief executive summary of your Proposal.

Proponent Overview

In the space below, provide a description of the Proponent's company, number of employees, purpose and history of successes. If the head office of the Proponent is located within the City of Vancouver or if the Proponent is to perform any work at a site located within the City of Vancouver, this section should also indicate whether the Proponent has a valid City of Vancouver business license (or, if available, a Metro West Inter-municipal Business License).

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Scope of Work

In the space below, describe how your Proposal is responsive to the Scope of Work.

Key Personnel

In the space below, identify and provide professional biographical information for the key personnel that would perform the Proponent's work, outlining their intended roles in performing the Scope of Work. If appropriate, also attach to this Form of Proposal as an additional Appendix CVs and a complete organization chart, identifying all roles and areas of responsibility.

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Work Plan

In the space below (or attached to this Form of Proposal as an additional Appendix clearly titled "Work Plan"), detail the sequential process by which the Proponent proposes to undertake the work, including a timeline as necessary. The Proponent's work plan should make reference to the Scope of Work as appropriate.

Schedule

Proponents should include a proposed schedule for completion of the research project and delivery of data, including all milestones for the project. Proponents should also include any potential problems they foresee in meeting project objectives. Schedule should be based on and award date between July 11 - July 23, 2021

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Supplier Diversity

Please note that these Supplier Diversity questions are optional and will not form part of the evaluation of this RFP. Proponent answers to Supplier Diversity questions are for information gathering purposes only and will be kept confidential in accordance with the Legal Terms and Conditions of this RFP.

In the space below, indicate the Proponent's company profile with regards to social value and economic inclusion supporting equity, diversity, inclusion and reconciliation, including social/environmental certifications, workforce diversity and/or if owned/controlled by an equity-seeking demographic (including but not limited to non-profit, cooperative, Women, Indigenous Peoples, Ethno-cultural People (minorities, newcomers, immigrants), persons with disabilities or LGBTQ+ people).

Majority owned/controlled/ by:	Workforce Diversity:	Social / Environmental Certifications
<input type="checkbox"/> Women	% Women	<input type="checkbox"/> BCorp
<input type="checkbox"/> Indigenous Peoples	% Indigenous Peoples	<input type="checkbox"/> BuySocial
<input type="checkbox"/> Non-Profit/Charity (Social Enterprise)	% Ethno-cultural People	<input type="checkbox"/> Supplier Diversity Certification
<input type="checkbox"/> Coop	% People with Disabilities	<input type="checkbox"/> Fairtrade
<input type="checkbox"/> Community Contribution Corporation (3C/CCC)	% LGBTQ+	<input type="checkbox"/> Green Business Certification (ie. LEED, ClimateSmart)
<input type="checkbox"/> Ethno-cultural Persons	% Other: please indicate	<input type="checkbox"/> Other: please indicate
<input type="checkbox"/> People with Disabilities		
<input type="checkbox"/> LGBTQ+		
<input type="checkbox"/> Other: please indicate		

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**APPENDIX 3
COMMERCIAL PROPOSAL**

Work Task/Deliverable	Team Member / Roles	# of Hours	Rate/Hr	Fee	Disbursements	Sub-total
Phase 1: Project Initiation	Pam Robertson, Co-Lead	s.21(1)		\$1,290.00	\$103.20	\$1,393.20
	Melissa Clements, Co-Lead			\$1,080.00	\$86.40	\$1,166.40
	Abbey-Jane McGrath, Comms/Engagement Consultant			\$270.00	\$21.60	\$291.60
	Alex Miller, Comms/Engagement Consultant			\$220.00	\$17.60	\$237.60
	Graphics and Project Coordination			\$230.00	\$18.40	\$248.40
Phase 2: Communication & Engagement Planning	Pam Robertson, Co-Lead			\$2,580.00	\$206.40	\$2,786.40
	Melissa Clements, Co-Lead			\$720.00	\$57.60	\$777.60
	Abbey-Jane McGrath, Comms/Engagement Consultant			\$2,160.00	\$172.80	\$2,332.80
Phase 3: Multi-Day Gatherings	Pam Robertson, Co-Lead			\$8,170.00	\$653.60	\$8,823.60
	Melissa Clements, Co-Lead			\$5,580.00	\$446.40	\$6,026.40
	Abbey-Jane McGrath, Comms/Engagement Consultant			\$11,070.00	\$885.60	\$11,955.60
	Alex Miller, Comms/Engagement Consultant			\$5,720.00	\$457.60	\$6,177.60
	Graphics and Project Coordination			\$1,840.00	\$147.20	\$1,987.20
Phase 4: Digital Engagement Support	Abbey-Jane McGrath, Comms/Engagement Consultant			\$1,620.00	\$129.60	\$1,749.60
	Alex Miller, Comms/Engagement Consultant			\$1,320.00	\$105.60	\$1,425.60
Phase 5: Creative Video	Pam Robertson, Co-Lead			\$1,290.00	\$103.20	\$1,393.20
	Melissa Clements, Co-Lead			\$1,080.00	\$86.40	\$1,166.40
	Alex Miller, Comms/Engagement Consultant			\$1,430.00	\$114.40	\$1,544.40
	Jesse Cass, Information Management Specialist			\$725.00	\$58.00	\$783.00
	Blair Smith, Digital Media Producer			\$10,625.00	\$850.00	\$11,475.00
Phase 6: Digital Open House	Pam Robertson, Co-Lead			\$2,150.00	\$172.00	\$2,322.00
	Melissa Clements, Co-Lead			\$1,080.00	\$86.40	\$1,166.40
	Abbey-Jane McGrath, Comms/Engagement Consultant			\$5,400.00	\$432.00	\$5,832.00
	Alex Miller, Comms/Engagement Consultant			\$4,620.00	\$369.60	\$4,989.60
	Jesse Cass, Information Management Specialist			\$2,900.00	\$232.00	\$3,132.00
Phase 7: Plan and Facilitate 6 charrettes or design workshops	Pam Robertson, Co-Lead			\$2,580.00	\$206.40	\$2,786.40
	Melissa Clements, Co-Lead			\$15,120.00	\$1,209.60	\$16,329.60
	Samantha Lahey, Land Use Planner			\$12,800.00	\$1,024.00	\$13,824.00
	Abbey-Jane McGrath, Comms/Engagement Consultant			\$7,830.00	\$626.40	\$8,456.40
	Alex Miller, Comms/Engagement Consultant			\$11,660.00	\$932.80	\$12,592.80
	Graphics and Project Coordination			\$3,910.00	\$312.80	\$4,222.80
Phase 8: Culturally Relevant Programming	Jesse Cass, Information Management Specialist			\$3,770.00	\$301.60	\$4,071.60
	Pam Robertson, Co-Lead			\$430.00	\$34.40	\$464.40
Phase 9: Outdoor Pop-Up Booths	Alex Miller, Comms/Engagement Consultant			\$880.00	\$70.40	\$950.40
	Pam Robertson, Co-Lead			\$860.00	\$68.80	\$928.80
Phase 10: Data Analysis and Engagement Report Summary	Melissa Clements, Co-Lead			\$7,200.00	\$576.00	\$7,776.00
	Abbey-Jane McGrath, Comms/Engagement Consultant			\$10,530.00	\$842.40	\$11,372.40
	Graphics and Project Coordination			\$1,840.00	\$147.20	\$1,987.20
	Pam Robertson, Co-Lead			\$6,450.00	\$516.00	\$6,966.00
Phase 11: Project Management and Coordination	Melissa Clements, Co-Lead			\$5,400.00	\$432.00	\$5,832.00
	Abbey-Jane McGrath, Comms/Engagement Consultant			\$4,050.00	\$324.00	\$4,374.00
	Alex Miller, Comms/Engagement Consultant			\$3,300.00	\$264.00	\$3,564.00
	Pam Robertson, Co-Lead			\$8,600.00	\$688.00	\$9,288.00
	Melissa Clements, Co-Lead			\$7,200.00	\$576.00	\$7,776.00
				Total (Excluding GST):		\$ 204,746

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**APPENDIX 4
PROPONENT'S REFERENCES**

Complete this Appendix 4 - Proponents References in the form set out below with references that are relevant to the Scope of Work set out in this RFP.

Client Name # 1	City of Vancouver
Address (City and Country)	453 West 12th Avenue, Vancouver, BC V5Y 1V4
Contact Name	Thomas Daley
Title of Contact	Planner - Downtown
Telephone No.	604-871-6270
E-mail Address	thomas.daley@vancouver.ca
Length of Relationship	1 year
Type of Goods and/or Services provided to this Client	Land Use Planning and Policy Planning - We created a framework for evaluating how effective the City of Vancouver has been at implementing Neighbourhood Plan policies.

Client Name # 2	District of Saanich
Address (City and Country)	770 Vernon Avenue, Victoria, BC V8X 2W7
Contact Name	Troy McKay, AScT, CPWI 2
Title of Contact	Manager, Transportation and Development Division, Engineering Department
Telephone No.	250-475-5450
E-mail Address	troy.mckay@saanich.ca
Length of Relationship	10 years
Type of Goods and/or Services provided to this Client	Transportation related services including Active Transportation Plan & Residential Area Speed Limit Reduction Review

**REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL**

Client Name # 3	Government Communications and Public Engagement
Address (City and Country)	617 Government Street, Victoria, BC V8W 9V1
Contact Name	Tanya Twynstra
Title of Contact	Director, Citizen Engagement
Telephone No.	778-698-2021
E-mail Address	tanya.twynstra@gov.bc.ca
Length of Relationship	2 years
Type of Goods and/or Services provided to this Client	Expert advice and guidance on engagement process design.



**CERTIFICATE OF EXISTING INSURANCE
TO BE COMPLETED AND APPENDED TO THE PROPOSAL/TENDER**

Section 2 through 8 – to be completed and executed by the Insurer or its Authorized Representative

1. **THIS CERTIFICATE IS ISSUED TO:** City of Vancouver, 453 W 12th Avenue, Vancouver, BC, V5Y 1V4
and certifies that the insurance policy (policies) as listed herein has/have been issued to the Named Insured and is/are in full force and effect.

2. **NAMED INSURED** (must be the same name as the proponent/bidder and is either an individual or a legally incorporated company)

Urban Systems Ltd., Urban Matters CCC Ltd., and Urban Systems Survey Inc

BUSINESS TRADE NAME or DOING BUSINESS AS

550-1090 HOMER STREET, VANCOUVER, B.C. V6B 2W9

BUSINESS ADDRESS

As above.

DESCRIPTION OF OPERATION

Strategic Planning, Engineering, Environmental Science & Urban Design Services

3. **PROPERTY INSURANCE (All Risks Coverage including Earthquake and Flood)**

INSURER _____	Insured Values (Replacement Cost) -
TYPE OF COVERAGE _____	Building and Tenants' Improvements \$ _____
POLICY NUMBER _____	Contents and Equipment \$ _____
POLICY PERIOD From _____ to _____	Deductible Per Loss \$ _____

4. **COMMERCIAL GENERAL LIABILITY INSURANCE (Occurrence Form)**

Including the following extensions:

<input checked="" type="checkbox"/> Personal Injury	INSURER _____	<u>CONTINENTAL CASUALTY COMPANY (CNA)</u>
<input checked="" type="checkbox"/> Property Damage including Loss of Use	POLICY NUMBER _____	<u>MPR 2882996</u>
<input checked="" type="checkbox"/> Products and Completed Operations	POLICY PERIOD _____	From <u>1-May-21</u> to <u>1-May-22</u>
<input checked="" type="checkbox"/> Cross Liability or Severability of Interest	Limits of Liability (Bodily Injury and Property Damage Inclusive) -	
<input checked="" type="checkbox"/> Employees as Additional Insureds	Per Occurrence	\$ <u>2,000,000</u>
<input checked="" type="checkbox"/> Blanket Contractual Liability	Aggregate	\$ <u>2,000,000</u>
<input checked="" type="checkbox"/> Non-Owned Auto Liability	All Risk Tenants' Legal Liability	\$ <u>1,000,000</u>
	Deductible Per Occurrence	\$ <u>2,500</u>

5. **AUTOMOBILE LIABILITY INSURANCE** for operation of owned and/or leased vehicles

INSURER _____	Limits of Liability -
POLICY NUMBER _____	Combined Single Limit \$ _____
POLICY PERIOD From _____ to _____	<i>If vehicles are insured by ICBC, complete and provide Form APV-47.</i>

6. ☒ **UMBRELLA OR** ☐ **EXCESS LIABILITY INSURANCE** **Limits of Liability (Bodily Injury and Property Damage Inclusive) -**

INSURER <u>CONTINENTAL CASUALTY COMPANY (CNA)</u>	Per Occurrence	\$ <u>8,000,000</u>
POLICY NUMBER <u>MPR 2882996</u>	Aggregate	\$ <u>8,000,000</u>
POLICY PERIOD From <u>1-May-21</u> to <u>1-May-22</u>	Self-Insured Retention	\$ _____

7. **PROFESSIONAL LIABILITY INSURANCE**

INSURER _____	Limits of Liability
POLICY NUMBER _____	Per Occurrence/Claim \$ _____
POLICY PERIOD From _____ to _____	Aggregate \$ _____
	Deductible Per Occurrence/Claim \$ _____

If the policy is in a "CLAIMS MADE" form, please specify the applicable Retroactive Date: _____

8. **OTHER INSURANCE**

TYPE OF INSURANCE _____	Limits of Liability
INSURER _____	Per Occurrence \$ _____
POLICY NUMBER _____	Aggregate \$ _____
POLICY PERIOD From _____ to _____	Deductible Per Loss \$ _____
TYPE OF INSURANCE _____	Limits of Liability
INSURER _____	Per Occurrence \$ _____
POLICY NUMBER _____	Aggregate \$ _____
POLICY PERIOD From _____ to _____	Deductible Per Loss \$ _____

SIGNED BY THE INSURER OR ITS AUTHORIZED REPRESENTATIVE

HUB INTERNATIONAL INSURANCE BROKERS

PER

Dated April 27, 2021

PRINT NAME OF INSURER OR ITS AUTHORIZED REPRESENTATIVE, ADDRESS AND PHONE NUMBER

Fred Van Loenen, CAIB - Hub International Insurance Brokers 400-4350 Still Creek Drive, Burnaby, BC V5C 0G5

**REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL**

**APPENDIX 6
DECLARATION OF SUPPLIER CODE OF CONDUCT COMPLIANCE**

Complete this Appendix 6 - Declaration of Supplier Code of Conduct Compliance in the form set out below.

All proposed suppliers are to complete and submit this form to certify compliance with the supplier performance standards set out in the Supplier Code of Conduct.

The City of Vancouver expects each supplier of goods and services to the City to comply with the supplier performance standards set out in the City's Supplier Code of Conduct (SCC) <<https://policy.vancouver.ca/AF01401P1.pdf>>. The SCC defines minimum labour and environmental standards for City suppliers and their subcontractors.

Suppliers are expected to comply with the aforementioned standards upon submitting a tender, proposal, application, expression of interest or quotation to the City, or have a plan in place to comply within a specific period of time. The City reserves the right to determine an appropriate timeframe in which suppliers must come into compliance with these standards. To give effect to these requirements, an authorized signatory of each proposed vendor must complete the following declaration and include this declaration with its submission:

As an authorized signatory of Urban Systems Ltd. (vendor name), I declare that I have reviewed the SCC and to the best of my knowledge, Urban Systems Ltd. (vendor name) and its proposed subcontractors have not been and are not currently in violation of the SCC or convicted of an offence under national and other applicable laws referred to in the SCC, other than as noted in the table below (include all violations/convictions that have occurred in the past three years as well as plans for corrective action).

Section of SCC / title of law	Date of violation /conviction	Description of violation / conviction	Regulatory / adjudication body and document file number	Corrective action plan
N/A				

I understand that a false declaration and/or lack of a corrective action plan may result in no further consideration being given to the submission of Urban Systems Ltd. (vendor name).

Signature: M. Clements

Name and Title: Melissa Clements, MCIP, RPP, Project Lead

REQUEST FOR PROPOSALS NO. PS20210795
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APPENDIX 7
PERSONAL INFORMATION CONSENT FORM(S)

Complete one copy of this Appendix 7 - Personal Information Consent Form(s), in the form set out below, for each key personnel for whom a CV or other information regarding employment history and qualifications has been included in the Proposal.

PERSONAL INFORMATION CONSENT FORM

Reference #PS20210795

Title: FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES

With the provision of my signature at the foot of this statement I, Melissa Clements
_____(Print Name)

consent to the indirect collection from Urban Systems Ltd.
_____(Print Name of Proponent) of
my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.

M. Clements

July 8, 2021

Signature

Date

REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
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APPENDIX 7

PERSONAL INFORMATION CONSENT FORM(S)

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PERSONAL INFORMATION CONSENT FORM

Reference #PS20210795

Title: FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES

With the provision of my signature at the foot of this statement I, Pam Robertson
_____ (Print Name)

consent to the indirect collection from Urban Systems Ltd.
_____ (Print Name of Proponent) of

my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.



Signature

July 8, 2021

Date

REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
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PERSONAL INFORMATION CONSENT FORM

Reference #PS20210795

Title: FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES

With the provision of my signature at the foot of this statement I, Samantha Lahey
_____, (Print Name)

consent to the indirect collection from Urban Systems Ltd.

_____, (Print Name of Proponent) of

my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.



July 8, 2021

Signature

Date

REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL

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PERSONAL INFORMATION CONSENT FORM

Reference #PS20210795

Title: **FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES**

With the provision of my signature at the foot of this statement I, Catherine Berris
_____, (Print Name)

consent to the indirect collection from Urban Systems Ltd.
_____, (Print Name of Proponent) of
my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.



Signature

July 8, 2021

Date

REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL

APPENDIX 7
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Complete one copy of this Appendix 7 - Personal Information Consent Form(s), in the form set out below, for each key personnel for whom a CV or other information regarding employment history and qualifications has been included in the Proposal.

PERSONAL INFORMATION CONSENT FORM

Reference #PS20210795

Title: **FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES**

With the provision of my signature at the foot of this statement I, Abbey-Jane McGrath
_____, (Print Name)

consent to the indirect collection from Urban Systems Ltd.
_____, (Print Name of Proponent) of

my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.

Abbey-Jane McGrath

Signature

July 8, 2021

Date

REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL

APPENDIX 7
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PERSONAL INFORMATION CONSENT FORM


Reference #PS20210795

Title: FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES

With the provision of my signature at the foot of this statement I, Daylin Mantyka
_____, (Print Name)

consent to the indirect collection from Urban Systems Ltd.
_____, (Print Name of Proponent) of
my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.



Signature

July 8, 2021

Date

REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL

APPENDIX 7

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Complete one copy of this Appendix 7 - Personal Information Consent Form(s), in the form set out below, for each key personnel for whom a CV or other information regarding employment history and qualifications has been included in the Proposal.

PERSONAL INFORMATION CONSENT FORM

Reference #PS20210795

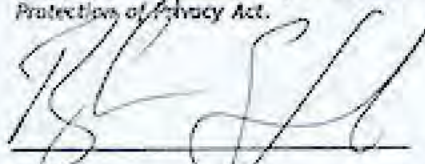
Title: FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES

With the provision of my signature at the foot of this statement I, Blair Smith
(Print Name)

consent to the indirect collection from the City of Vancouver
(Print Name of Proponent) of

my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) Freedom of Information and Protection of Privacy Act.


Signature

June 29, 2021
Date

REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL

APPENDIX 7
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Complete one copy of this Appendix 7 - Personal Information Consent Form(s), in the form set out below, for each key personnel for whom a CV or other information regarding employment history and qualifications has been included in the Proposal.

PERSONAL INFORMATION CONSENT FORM

Reference #PS20210795

Title: FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES

With the provision of my signature at the foot of this statement I, Jesse Cass
_____, (Print Name)

consent to the indirect collection from Urban Systems Ltd.
_____, (Print Name of Proponent) of
my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.



Signature

July 8, 2021

Date

REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL

APPENDIX 7
PERSONAL INFORMATION CONSENT FORM(S)

Complete one copy of this Appendix 7 - Personal Information Consent Form(s), in the form set out below, for each key personnel for whom a CV or other information regarding employment history and qualifications has been included in the Proposal.

PERSONAL INFORMATION CONSENT FORM

Reference #PS20210795

Title: FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES

With the provision of my signature at the foot of this statement I, Clare Dolan
_____, (Print Name)

consent to the indirect collection from Urban Systems Ltd.
_____, (Print Name of Proponent) of

my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.



Signature

July 8, 2021

Date

REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL

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Complete one copy of this Appendix 7 - Personal Information Consent Form(s), in the form set out below, for each key personnel for whom a CV or other information regarding employment history and qualifications has been included in the Proposal.

PERSONAL INFORMATION CONSENT FORM

Reference #PS20210795

Title: FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES

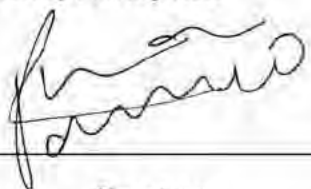
With the provision of my signature at the foot of this statement I, Rhia Romano

(Print Name)

consent to the indirect collection from Urban Systems Ltd.

(Print Name of Proponent) of
my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.



Signature

July 8, 2021

Date

REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL

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PERSONAL INFORMATION CONSENT FORM

Reference #PS20210795

Title: **FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES**

With the provision of my signature at the foot of this statement I, Devon Jennings-Lander
_____, (Print Name)

consent to the indirect collection from Urban Systems Ltd.
_____, (Print Name of Proponent) of

my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.



Signature

July 8, 2021

Date

**REQUEST FOR PROPOSALS NO. P520210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL**

**APPENDIX 8
SUBCONTRACTORS**

Complete this Appendix 8 - Subcontractors in the form set out below by listing all of the subcontractors that the Proponent proposes to use in carrying out its work under an Agreement, or state that the Proponent does not propose to use any subcontractors.

If selected to enter into an Agreement with the City, the Proponent may be limited to using subcontractors listed in its Proposal. If the City objects to a subcontractor listed in a Proposal, the City may permit a Proponent to propose a substitute Subcontractor acceptable to the City.

Subcontracted Scope	Urban Systems will not be engaging any subcontractors for this project.	
Subcontractor		
Contact (name, title, email, telephone no.)		
Approximate Percent of the Work to be Subcontracted		
Social Value Business - shall mean a business that has a recognized environmental or social certification and/or is majority owned/controlled by an equity-seeking demographic (including but not limited to non-profit, cooperative, Women, Indigenous Peoples, Ethno-cultural People (minorities, newcomers, immigrants), persons with disabilities or LGBTQ+ people).	In the space below, detail the Proponent's proposed use of Social Value Businesses as sub-contractors/consultants (if any) and provide brief company profiles of those Social Value Businesses and descriptions of how they qualify as Social Value Businesses.	
The Subcontractor's Relevant Experience (identify at least three similar projects within the last five years, including the client)	1. Project Name:	
	Client:	
	Nature of Work:	
	Value:	
	Client Contact:	

**REQUEST FOR PROPOSALS NO. PS20210795
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	2. Project Name:	
	Client:	
	Nature of Work:	
	Value:	
	Client Contact:	
	3. Project Name:	
	Client:	
	Nature of Work:	
	Value:	
	Client Contact:	

**REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL**

**APPENDIX 9
PROPOSED AMENDMENTS TO FORM OF AGREEMENT**

Complete this Appendix 9 - Proposed Amendments to Form of Agreement in the form set out below by detailing any proposed amendments to the Form of Agreement attached as Part D. If no amendments to the Form of Agreement are proposed, state "none". It is at the City's sole discretion whether or not these proposed amendments will be considered for the Form of Agreement.

Section / General Condition	Proposed Amendment	Rationale and Benefit
N/A		

REQUEST FOR PROPOSALS NO. PS20210795
FOR THE PROVISION OF PLANNING AND ENGAGEMENT SERVICES
PART C - FORM OF PROPOSAL

APPENDIX 10
CONFLICTS; COLLUSION; LOBBYING

Complete this APPENDIX 10 - Conflicts; Collusion; Lobbying in the form set out below by setting out any exceptions to the declarations in Section 9 of the Legal Terms and Conditions attached as Appendix 1 to this Part C - Form of Proposal or indicate that there are no exceptions, as applicable.

Exceptions to Declaration as to no Conflict of Interest in RFP Process (Section 9.1 of Legal Terms and Conditions)	Andrew Baigent (a current shareholder, but not involved in this project) is married to Kirsten Behler.
Exceptions to Declaration as to No Conflict of Interest Respecting Proposed Supply (Section 9.2 of Legal Terms and Conditions)	
Exceptions to Declaration as to No Collusion (Section 9.3 of Legal Terms and Conditions)	
Exceptions to Declarations as to No Lobbying (Section 9.4 of Legal Terms and Conditions)	

**Assessment Department Location****Mailing Address**

PO Box 5350
Station Terminal
Vancouver BC V6B 5L5

6951 Westminster Highway
Richmond BC
V7C 1C6
www.worksafebc.com

Clearance Section

Telephone 604 244 6380
Toll Free within Canada
1 888 922 2768
Fax 604 244 6390

City of Vancouver
453 West 12th Avenue
VANCOUVER, BC V5Y 1V4

July 08, 2021

Person/Business : URBAN SYSTEMS LTD
Account number : 265127

We confirm that the above-mentioned account is currently **active** and **in good standing**.

This firm has had continuous coverage with us since March 07, 1980 and has satisfied assessment remittance requirements to **July 01, 2021**.

The next payment that will affect this firm's clearance status is due on July 20, 2021.

This information is only provided for the purposes of Section 258 of the *Workers Compensation Act*, which indicates that a person using a contractor or subcontractor to perform work may be responsible for unpaid assessments of the contractor or subcontractor.

Employer Service Centre
Assessment Department

Clearance Reference # : C132476635
CLRA1A

Now you can report payroll and pay premiums online.

Visit www.worksafebc.com

Please refer to your account number in your correspondence or when contacting the Assessment Department.

To alter this document constitutes fraud.

The background of the page is a light gray map of a city street grid. The grid consists of numerous small, irregular polygons representing city blocks, connected by a network of lines representing streets. Some lines are thicker than others, possibly indicating major roads or highways. The map is oriented horizontally and covers the entire page area.

APPENDIX B

TEAM RESUMES

MELISSA CLEMENTS, MCIP, RPP

COMMUNITY PLANNER

URBAN
SYSTEMS



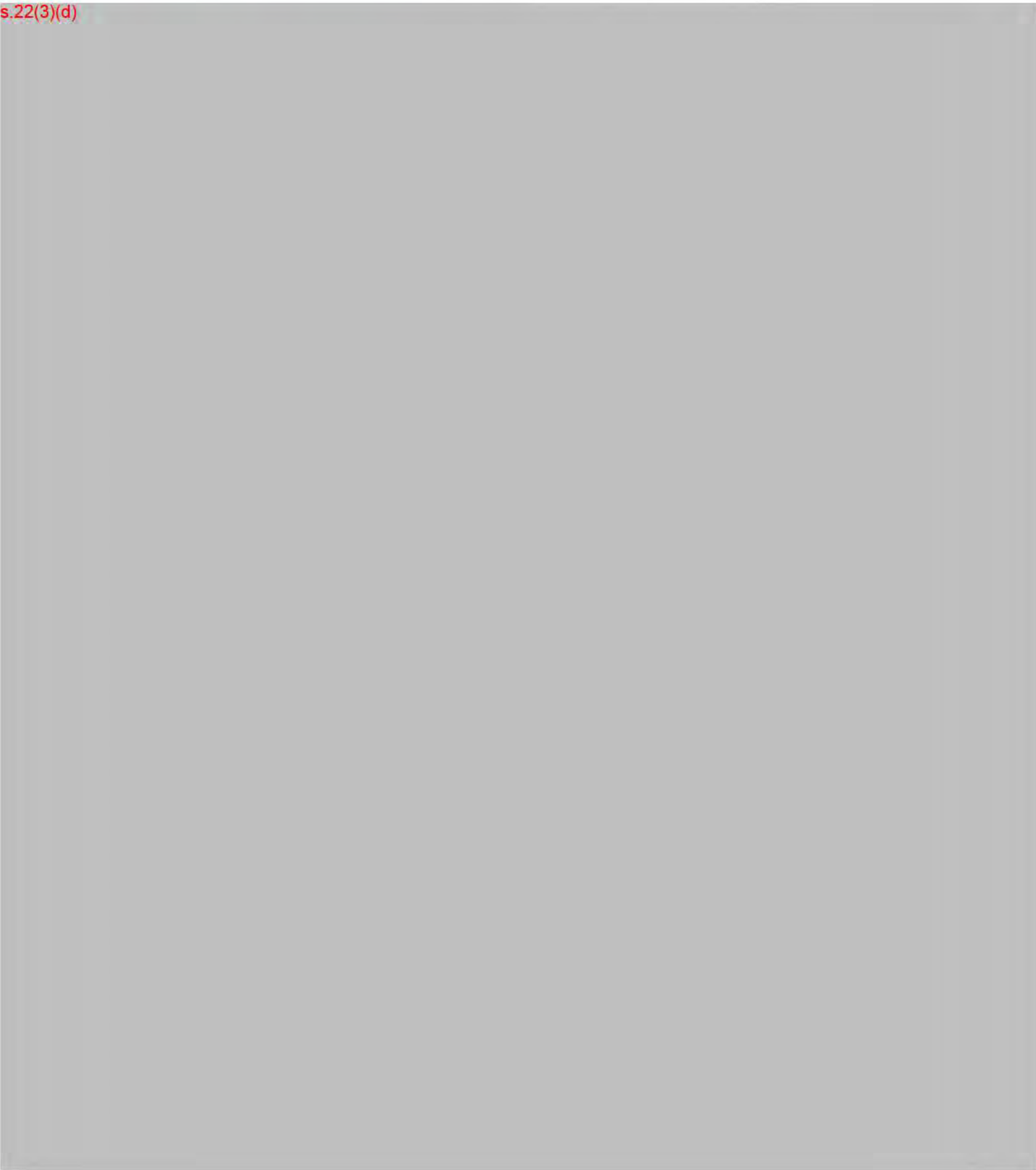
s.22(3)(d)

s.22(3)(d)

s.22(3)(d)



s.22(3)(d)



s.22(3)(d)





PAM ROBERTSON, BA, CTD, ABC, CP3
SENIOR COMMUNICATION, PUBLIC ENGAGEMENT AND LEARNING SPECIALIST



s.22(3)(d)

s.22(3)(d)



PAM ROBERTSON, BA, CTP, ABC, CP3

SENIOR COMMUNICATION, PUBLIC ENGAGEMENT AND
LEARNING SPECIALIST

urbansystems.ca

s.22(3)(d)



PAM ROBERTSON, BA, CTD, ABC, CP3

SENIOR COMMUNICATION, PUBLIC ENGAGEMENT AND
LEARNING SPECIALIST

urbansystems.ca

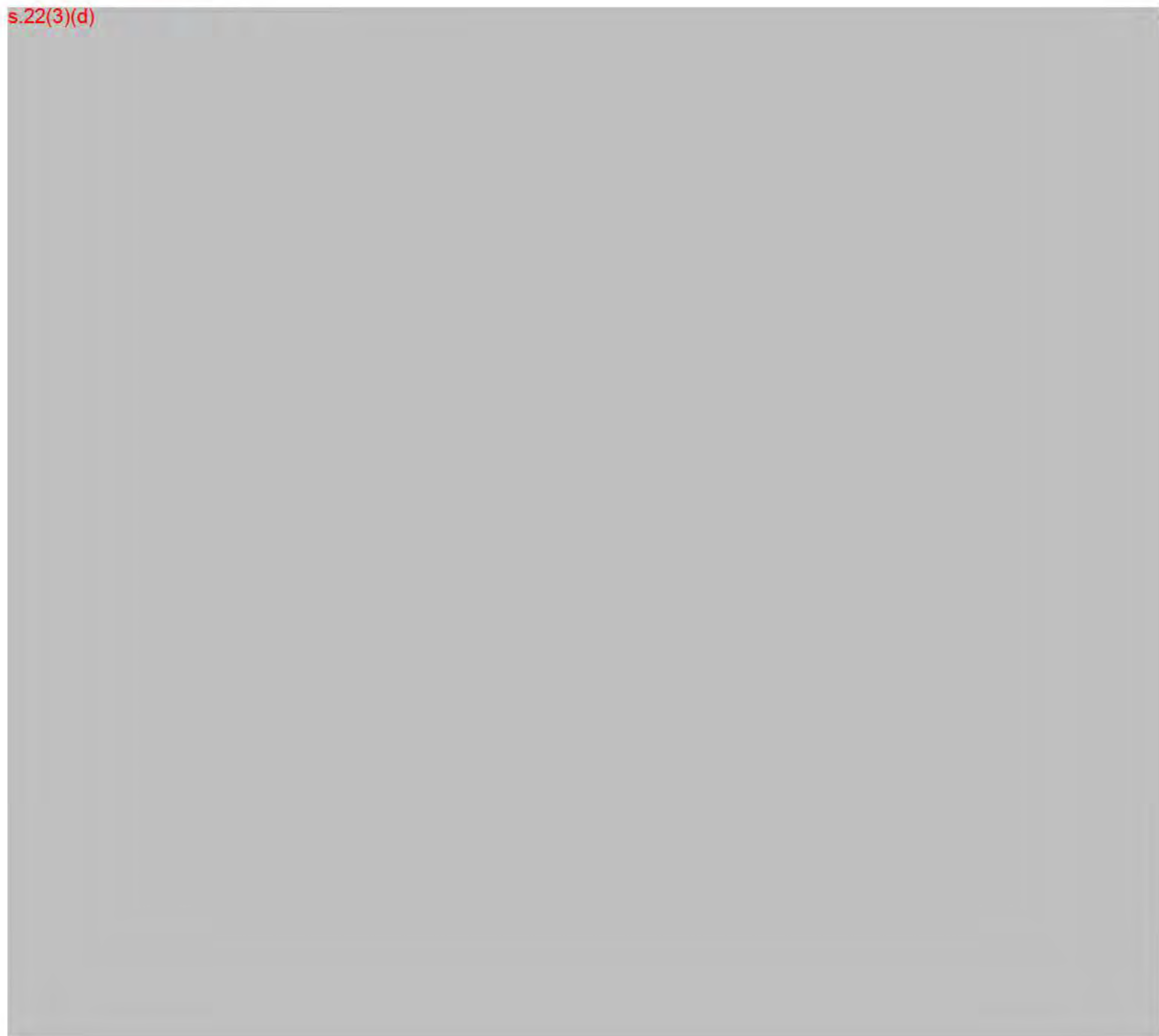
s.22(3)(d)



s.22(3)(d)



s.22(3)(d)



s.22(3)(d)



CATHERINE R. BERRIS, RLA, RPP, FCSLA
COMMUNITY PLANNER AND LANDSCAPE ARCHITECT

URBAN
SYSTEMS



s.22(3)(d)

s.22(3)(d)

s.22(3)(d)



ALEX MILLER

COMMUNICATIONS AND ENGAGEMENT CONSULTANT



s.22(3)(d)

s.22(3)(d)

s.22(3)(d)



ABBEY-JANE MCGRATH, J.D.

COMMUNICATION AND ENGAGEMENT SPECIALIST



s.22(3)(d)

s.22(3)(d)

DAYLIN MANTYKA, MSC

COMMUNICATIONS & ENGAGEMENT SPECIALIST

URBAN
SYSTEMS



s.22(3)(d)

s.22(3)(d)

A faint, light gray background pattern of a city street map is visible at the top of the page.

DAYLIN MANTYKA, MSC

COMMUNICATIONS & ENGAGEMENT SPECIALIST

urbansystems.ca

s.22(3)(d)

A large, solid gray rectangular box covers the majority of the page, indicating that the content has been redacted under section 22(3)(d) of the Access to Information Act.

s.22(3)(d)

BLAIR SMITH

DIGITAL MEDIA PRODUCER

URBAN
SYSTEMS



s.22(3)(d)

s.22(3)(d)



JESSE CASS

INFORMATION MANAGEMENT SPECIALIST



s.22(3)(d)

s.22(3)(d)



s.22(3)(d)

s.22(3)(d)

s.22(3)(d)





RHIA ROMANO

COMMUNICATIONS SPECIALIST



s.22(3)(d)

s.22(3)(d)

DEVON JENNINGS-LANDER, BA MGMT

PROJECT AND ENGAGEMENT COORDINATOR



s.22(3)(d)

s.22(3)(d)