REQUEST FOR PROPOSAL
DIGITAL SOLUTIONS COMPANY
TECHNOLOGY DEVELOPMENT AND IMPLEMENTATION

Toronto Artscape Inc. is currently accepting proposals to source, implement and integrate an online tool to deliver a membership, program and facility management system.

This RFP is an open bid.

Issued by:	**Toronto Artscape Inc.	artscape.ca**
Issue Date:	**Friday, April 6th, 2018**
Submission Deadline:	**Monday, April 23, 2018, 5PMEDT**

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1. Introduction

1.1 Introduction

Toronto Artscape Inc. (Artscape) is a not-for-profit urban development organization that makes space for creativity and transforms communities. Since its beginning in 1986, Artscape has become recognized as an international leader in creative placemaking, a practice that leverages the power of art, culture and creativity to catalyze change, growth and transformation in communities. Artscape achieves its mission through developing and managing 11 unique cultural facilities—including community cultural hubs, multi-purpose creative spaces and artist live/work projects—and by delivering programs and services that create the conditions for artists to thrive. Visit Artscape.ca for more information

Toronto Artscape Inc. is launching its first creative entrepreneurship hub, Artscape Daniels Launchpad, in September 2018.

Artscape Daniels Launchpad will be a first-of-its-kind model for creative entrepreneurship serving the greater Toronto and Hamilton Area (GTHA). Its mission is to provide one-stop access to a creative ecosystem that enables creative people across multiple disciplines to connect with each other and the marketplace. To offer a space where creatives can collaborate, experiment, learn and ultimately to thrive in the new economy.

Artscape Daniels Launchpad's vision is to fuel the creative and broader cultural economy of Toronto, Southern Ontario and ultimately the whole of Canada by empowering artists and designers to realize their creative potential.

This new creativity hub is a specialized, state-of-the-art facility complete with tailored programs, technology, equipment, tools and training. Artscape Daniels Launchpad will operate on a membership model. Visit ArtscapeDanielsLaunchpad.ca for more information.

1.2 Artscape Daniels Launchpad Objectives

By providing creative entrepreneurs with the specialized tools and resources needed to support their artistic businesses, Artscape Daniels Launchpad aims to help them increase their income potential. Through the delivery of the space and a network of mentors the organization is creating opportunities for engagement between creative industry partners and creatives and boosting the creative economy in Toronto and Southern Ontario, ultimately Canada.

The model is a new one for Toronto Artscape so while Artscape Daniels Launchpad is being built as a local hub, the plan is to build upon the brick and mortar and expand digitally where possible.

Artscape Daniels Launchpad will operate through revenues comprised of:

1. Memberships Fees
2. Program Fees and Sponsorships

3. Facility Rentals

4. Performance and Event Venue Rentals

See Appendix B for a full description of studios and resources offered.

2. The Opportunity

The organization has engaged the services of a web design company (Studio 56) to design a website and brand, brand elements and messaging. This purpose of this project is to source and implement a solution that will deliver the functionality to support membership & program administration, facility & resource management and event sales and integrate it with the new website for a seamless customer experience.

3. Project Status

Artscape Daniels Launchpad is seeking a Digital Solutions company to source/develop a solution to support its 4 main revenue streams. The organization's preference is for an off-the-shelf solution to deliver the requirements below.

Vendors responding should be prepared to provide details to the specified areas, and if after review and questions add any additional components deemed necessary to successfully complete the project.

The requirements outlined in this document are "Day-One" requirements needed to successfully open Artscape Daniels Launchpad in Fall 2018. As the hub expands, the plan is to have the solution grow along with it. Online program delivery, a network portal for members and artist directories are all next phase projects and consideration should be given to how the proposed solution could either offer these expanded capabilities or integrations.

4. Scope of Work/Required Services

4.1. Deliverables

The scope of work includes:

- Sourcing and customizing a solution to deliver the list of requirements (Appendix A)
- Configuring the solution to deliver each requirement
- Customizing the solution with the established brand, brand elements and messaging
- Integrating the solution with newly designed Artscape Daniels Launchpad website (in progress with Studio 56)
- Integrating the solution with the Building Access Control system provided by Paladin Security

- Integrating the solution with a payment processor
- Integration with Salesforce
- End User and System Administrator training
- System documentation

4.2 Assessment criteria

Proponents will provide the following information:

1. Company Name, mailing address, phone number, and email address.
2. Name, title, phone and email of contact person for organization
3. Number of years in operation
4. Profile of the firm's capacity demonstrating the expertise required to complete the scope of work.
5. An identifiable estimate of the hour and total cost for the provision of the deliverables.
6. A list of personnel that would be assigned to this proposal with each person's hourly and incremental billing rates.
7. Costs of other administrative charges and a fee schedule of additional costs for work not covered in the fee proposal.
8. A list of 3 comparable client references.
9. Proof of Commercial General Liability, Vehicle and Professional insurance with minimum limit of Two Million (2,000,000) dollars as well as a WSIB clearance certificate.

Submissions will be evaluated based on the quoted price and the demonstration of capacity to meet the deliverables.

4.3 Evaluation Criteria

The Organization will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

Value & Cost: Bidders will be evaluated on the cost of the solution(s) based on the work to be performed in accordance with the scope of this project.

Technical Expertise & Functionality: Bidders must provide descriptions and documentation of staff technical experience and experience. Bidders will be evaluated on examples of their work pertaining to the project as well as client testimonials and references.

Speed to Implement: The proposed solution must meet timelines in this RFP.

Organizational Alignment: As a mission-based social enterprise non-profit, Artscape seeks to work with similarly aligned organizations or those who can demonstrate experience with such.

5. Selection

5.1 Process

This Request for Proposal represents the requirements for an open and competitive process. Representatives from Artscape will select the preferred proponent based on the assessment criteria outlined above. All bidders will be notified by email if they have been selected or not.

5.2 Schedule

The schedule for the selection process is as follows:

Item	Deadline	Duration
Submission Release	April 6, 2018	
Proposals Due	April 23, 2018	2 weeks
Award of Contract	April 30, 2018	1 week

5.3 Contract

Any adjustments to the contract will be discussed with the winning proponent. Artscape is planning to finalize and sign the contract on Monday April 30, 2018.

6. Prepare and Submit an Application

6.1 Submission Deadline

Send **ONE** electronic copy with signature and supporting documentation to:
Ksenia Voynova, Project Coordinator, Artscape Daniels Launchpad
Email: kvoynova@artscape.ca

The electronic copy is to be delivered before 3:00pm local time on April 23, 2018. Hard copies are not accepted.

Questions regarding this RFP should be sent via email to Ksenia Voynova at Artscape until the submission deadline.

Late of facsimile submissions will not be accepted or considered. Any clarifications will be issued by addendum.

7. Limitations

Any Respondent making a submission in response to this Request for Proposals does so fully accepting the following provisions:

No representation or warranty expressed or implied, is made by Artscape or any of its agents, as to the accuracy or completeness of such information. Neither Artscape nor its agents will be responsible for, and hereby expressly disclaim, any and all liability for any errors, omissions or inaccuracies in connection therewith.

In its response to this RFP, the Respondent must disclose to the Artscape, any potential conflict of interest that might compromise this process. If such a conflict of interest does exist, Artscape may, at its discretion, refuse to consider the response in question.

The Respondent must also disclose whether it is aware if any Artscape employee or member of the Board of Directors has a financial interest in the Respondent and the nature of that interest. If such an interest exists or arises at any point leading to the selection of the successful Proponent, Artscape may, at its discretion, refuse to consider the response, or proceed with the Respondent any further in this process unless and until the matter is resolved to Artscape's sole satisfaction.

All information provided by or obtained at any time from Artscape or its agents in any form in connection with this RFP that is not publicly available:

(i)   must be treated in a highly confidential manner;
(ii)   is not to be used for any   other purpose other than responding to this RFP;
(iii)   must not be disclosed to any other person without the prior written authorization of Artscape; and
(iv)   shall be returned to Artscape immediately upon the request of Artscape.

No legal obligations will arise hereunder in any circumstances. Artscape reserves the right to amend the scope of this RFP, and to carry out discussions with one or more prospective Respondents at any time, or from time to time, for the purpose of attempting to finalize an acceptable agreement, at all times without recourse against Artscape and its agents, should no such agreement be concluded.

Artscape may proceed as it determines in its sole discretion, including to discontinue or invalidate this RFP and including to re-issue or proceed with a further RFP and Artscape will not be responsible for any losses or costs incurred by any Respondent as a result thereof.

Artscape has the right not to respond to any report or request made by a Respondent and not to distribute copies of any reports or requests received from a Respondent and responses thereto, to the other Respondents. Where Artscape, in its discretion, considers that such report or request necessitates a change to this RFP, Artscape will prepare and issue an appropriate addendum to this RFP.

Artscape reserves the right to terminate this RFP at any time for any reason.

All costs must be itemized to include an explanation of all fees and costs.

APPENDIX A

ID	Requirement	Impact	Urgency	Dependencies and Constraints	Assumptions
1	**Membership - Requirements**				
	Artscape Daniels Launchpad staff need to be able to:				
1.1	-Create membership types in various configurations	High	High		
1.2	-Assign conditions to membership types	High	High		
1.3	-Make these membership types available for sale online	High	High		
1.4	-Track enrollment in each membership type by: -contact details -total numbers	High	High		
1.5	-Report on membership types and usage	Medium	Medium		
	The solution should:				
1.6	-Generate a membership contract upon purchase	High	High		
1.7	-Track expiry date of memberships	High	High		
1.8	-Send notification to member of upcoming expiring membership and: -offer the option for member to self-renew Or -advise member membership will auto-renew unless other action taken	Low	Medium		
1.9	-Grant access to facility doors and resources based on conditions of membership plan	High	High	Door Access Control system provided by Paladin Security	
1.10	-Have a pro-rated refund returned to the payment method based on established cancellation policies	Medium	Medium		Dependent on ability to cancel membership online.
	Members / Potential Members should be able to:				
1.11	-View available membership types online				
1.12	-Select and purchase an applicable membership	High	High		

	type online				
1.13	-Make payment of the membership type online	High	High	Integrated Payment Processor	
1.14	-Self-administer their contact details online				
1.15	-Cancel their membership online	Medium	Low		
2	**Program Administration**				
	Artscape Daniels Launchpad staff need to be able to:				

1.1	-Create a directory of programs with details including:
	    -max number participants
	    -program facilitator
	    -prerequisites
		High	High		

1.2	-Assign programs to applicable membership types	High	High		
1.3	-Make the list of programs available online	High	High		

1.4	-Track enrollment in each program by:
	   -registrant contact details
	   -total numbers
		High	High		

1.5	-Record attendance to a program	High	High		
1.6	-Record progress in program (i.e. Pass/Fail/Attended/Completed..)	Medium	Low		
1.7	-Report on program enrollment and usage	Medium	Medium		
	The solution should:				
1.8	-Generate a receipt upon registration	High	High		
1.9	-Prevent enrollment after deadlines	High	High		
1.10	-Have a pro-rated refund returned to the payment method based on established cancellation policies	Medium	Medium		
1.11	-Prevent enrollment to a program if membership criteria are not met	High	High		
1.12	-Send notification to member of upcoming program dates	Low	Medium		
	Members / Potential Members should be able to:				
1.13	-View available programs online	High	High		
1.14	-Select and enroll in a program	High	High		
1.15	-Make payment for the program online	High	High	Integrated Payment Processor	
1.16	-Self-administer their current, past and future	Medium	Medium		Staff can do

	program enrollments online				this if members can't online
1.17	-Cancel their enrollment online	Medium	Low		Staff can do this if members can't online
3	**Facility Rentals**				
	For all spaces, staff should be able to:				
1.2	-Create a record for all available facility spaces	High	High		
1.3	-Create a record for all available resources (i.e. lockers, small equipment)	High	High		
1.4	-Assign resources to a facility space	Medium	Medium		
1.5	-Assign conditions to make space available based on membership or program conditions	High	High		
1.6	-Interact with a calendar with all facility bookings on it	High	High		
1.7	-Report on space utilization and availability in real time	High	High		
	The Solution should:				
1.8	-Display available facility spaces online in real-time	High	High		
1.9	-Restrict booking of spaces unless established conditions are met (i.e. membership type required, safety training program completed)	High	High		
1.10	-Grant access to facility doors and resources based on conditions of membership plan	High	High	Door Access Control system provided by Paladin Security	
	Members / Potential Members should be able to:				
1.11	-View available spaces online	High	High		
1.12	-Select and book an available space	High	High		
1.13	-Make payment for the rental online	High	High	Integrated Payment Processor	
1.14	-Self-administer their current, past and future bookings online	Medium	Medium		Staff can do this if members can't online
1.15	-Cancel their booking online	Medium	Low		Staff can do

					this if members can't online
4	**Events**				
	For all spaces, staff should be able to:				
1.1	-Create an event with registration available online	High	High		
1.2	-View registrations to all events	High	High		
1.3	-Book Facility spaces for the Event	High	High		
1.4	-Set attendance limits	Medium	Medium		
1.5	-Sell tickets to the event online	High	High		
5	**Community Engagement & Collaboration**				
	Staff should be able to:				
1.1	-Create and send newsletter	Low	Low		
1.2	-Offer a community message board	Medium	Medium		
1.3	-Offer a solution FAQ section	Low	Low		
6	**Building Access Control**				
	The solution should integrate with the Building Security and Door Access Control (BAC) system provided by Paladin Security. In real time, the solution will need to convey to the BAC the following:				
1.1	- membership information and update user's RFID (or similar) card with access to applicable areas, in real time	High	High		
1.2	- program enrollment information and update user's RFID (or similar) card with access to applicable areas, in real time	High	High		
1.3	-facility and update users RFID (or similar) card with access to applicable areas, in real time	High	High		
7	**Payment Provider**				
1.1	The solution should be integrated with a payment processor online for all purchases.	High	High		
8	**Salesforce**				
1.1	The solution should offer an integration for to Salesforce for Contact details at the minimum.	High	High		

APPENDIX B

LEARNING CENTRE
The most high profile space in Artscape Daniels Launchpad is the 4,000+ sq. ft. Learning Centre, located along the south and west perimeter and featuring an unobstructed and protected view of Sugar Beach and Lake Ontario. The Learning Lab is where all of Artscape's Creative Entrepreneurship courses will be delivered. The vertical folding Skyfold partitions will allow for flexibility in space size allowing for multiple applications. In the evening, the space will be rented for special events, such as concerts or performances, as part of Artscape's event venues social enterprise.

DIGITAL MEDIA LAB
A huge draw for the creative community is access to technical equipment and studios at an affordable price. Through our research, we have found that most artists and creatives lose access to these spaces upon graduation, and renting to them in downtown Toronto is cost prohibitive to most. Artscape Daniels Launchpad will offer its members access to a green screen film Studio A and a sound recording Studio B, photography studio, pre and post production edit booths and a computer lab. The size of this space is 2,823 sq. ft. and is a key feature for creatives at Launchpad.

THE COMMONS
The "hive" of Artscape Daniels Launchpad, the Creative Commons, will have the look and feel of a gathering place like Soho House or We Work and provide our members with a co-working space where they can meet, exchange ideas, collaborate on projects and work independently. This 2,603 sq. ft. space will be highly used and offer the added benefit of a catering kitchen and private outdoor terrace with catering facilities.
Located on a Southern side of the building, The Commons offers city views with its floor to ceiling windows.

FASHION & TEXTILES STUDIO
The largest of the workshops, the 1,458 sq. ft. Fashion and Textiles Studio, will offer a suite of tools integral to fashion design, prototyping and textile development. The main room features rows of sewing machines perpendicular to the east-facing windows. The space is also outfitted with a commercial grade washer and dryer, steam irons and an ironing vacuum board, a fusing machine, pressure washer, dye kitchen and dark room with a vacuum light table. This Studio will also feature a specialty digital loom, which is quite unique and highly valued. These tools will allow for a full range of activities related to fashion and textile creation.

JEWELERY LAB
The 1,029 sq. ft. Jewelery Studio is intended to be a comfortable and well-equipped maker space. The shop is located between the woodworking and fashion and textiles shops. Due to the individualistic nature of jewellery making, the room is arranged with individual working benches with support equipment including a hot room. Surrounding this central work zone are two large common worktables of which one will be dedicated to leather making. Large windows will allow visual connectivity for designers to see their products in natural light.

WOODWORKING LAB

The Woodworking Studio is perhaps the most traditional maker space at Launchpad. The physical properties of wood allow it to be both a working maquette and end product through its malleable nature. Wood has allowed artists and designers to ideate and create objects for thousands of years. The Woodworking Studio at Launchpad is meant to support the work of artists and designers engaged in industrial design as well as those working to launch products that requires wood prototypes and components.

PROTOTYPING LAB

The Prototyping Studio is physically, visually and programmatically linked with the woodworking shop and will provide equipment to enable the quick development of 2D and 3D printed products and object prototypes. The workshop is the modern equivalent of the traditional woodworking shop and brings together the streams of digital and handmade object creation. The space is a clean room, separated yet accessible through the Woodworking Studio. This space will feature 2D laser cutters, 3D printers, 3D scanners and plotters, a wax printer, computers and photo printers.

ELECTRONICS LAB

The Electronics Lab is the space where digital electronic components can be developed and prototyped. The space is directly connected to the Woodworking and Prototyping Labs and will allow for cross-pollination of these linked activities in a seamless manner. Benching and ample storage for small parts will allow efficient and comfortable work areas. This 871 sq. ft. lab will feature a digital oscilloscope, function generator, digital millimeter, circuit mill, soldering stations, and a mill oven.

BOARDROOM

The 510 sq. ft. Board Room of Artscape Daniels Launchpad will be used by Launchpad members, Artscape staff and will be available for rent to corporate and non-profit clients. Located on the South West side of the building, it will feature views of the city looking west. The Board Room is in close proximity to a full kitchen and will be equipped with a dual screen, allowing for visualization, and an online meeting system.

GREEN ROOM

The Green Room is a 139 sq. ft. lounge space where visiting lecturers, celebrities and presenters can prepare, relax and gather their thoughts before speaking engagements and performances at Laun