

**Frontenac Municipalities**

**Request For Proposal**

**Electronic Voting for 2026 Municipal Elections**

**(Internet and Telephone Voting)**

**RFP # 2026-C01**

**Closing Date: Friday, February 20, 2026, at 1:00 p.m. Eastern Standard Time**

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## Introduction

### Purpose

This Request for Proposal (“RFP”) is seeking proposals from qualified firms to provide a hosted solution to supply integrated Internet and telephone voting for the 2026 Municipal, School Board Elections, and questions to electors (as necessary) in accordance with the *Ontario Municipal Elections Act, 1996, C. 32*. The objective is to receive individual proposals and for the Proponent to also identify what additional cost and service advantages would be provided should the Proponent be selected by the majority of the Frontenac Municipalities. This RFP is released on behalf of the following Municipalities that shall be referred to in this RFP as the “Frontenac Municipalities” or the “Municipalities”.

The Corporation of the Township of Central Frontenac

The Corporation of the Township of North Frontenac

The Corporation of the Township of South Frontenac

Each municipality shall make its sole determination whether to select its own vendor or to participate in a group selection. Each municipality shall be invoiced individually.

## Background Information

### North Frontenac

North Frontenac is home to over 2,285 permanent residents (and 7,000+ seasonal residents), North Frontenac Township holds approximately 6,200 eligible voters. Council consists of a Mayor elected at large and 6 Councillors (2 from each ward). The wards are divided by the pre-amalgamated Townships being Barrie, Clarendon and Miller; Palmerton, North Canonto and South Canonto.

### Central Frontenac

Central Frontenac is located in Eastern Ontario in the heart of the Land O'Lakes Region and Frontenac County. There is a year-round population of 4,890 (2021) and approximately 9,890 eligible voters distributed across four districts: Kennebec, Olden, Oso, and Hinchinbrooke. Council consists of 8 Councillors (2 from each district), and a Mayor elected at large.

### South Frontenac

South Frontenac is a rural township located just north of the City of Kingston. There are approximately 19,000 eligible voters distributed across four wards with a total population of approximately 20,188 (2021). Council consists of 8 Councillors (2 from each ward) and a Mayor elected at large.

The Councils of the Frontenac Municipalities are comprised as follows:

North Frontenac Council

- Mayor elected at large - (Choose 1)
- Ward 1 - Barrie- (Choose 2)
- Ward 2 – Clarendon Miller (Choose 2)
- Ward 3 – Palmerston, North and South Canonto (Choose 2)

Central Frontenac Council

- Mayor elected at large (Choose 1)
- District 1- Kennebec-(Choose 2)
- District 2 - Olden (Choose 2)
- District 3 - Oso (Choose 2)
- District 4 - Hinchinbrook (Choose 2)

South Frontenac Council

- Mayor elected at large (choose 1)
- Ward 1 – Bedford (choose 2)
- Ward 2 – Portland (choose 2)
- Ward 3 – Loughborough (choose 2)
- Ward 4 – Storrington (choose 2)

School Boards

In addition to the election of Councillors and Mayors, each municipality is required to vote for 4 different school boards:

- English Public - Limestone District School Board (choose 1)
- English Separate - Algonquin and Lakeshore Catholic District School Board (choose 1)
- French Public - Conseil des écoles publiques de l'Est de l'Ontario (choose 1)
- French Separate - Conseil des écoles catholiques de langue française du Centre-Est (choose 1)

## Project Objectives

The objective of Frontenac Municipalities is to provide their voters with secure, accurate, convenient, accessible and cost-effective voting methods, while utilizing the latest in technological advances, in a manner that ensures their confidence in the integrity of the voting process.

The Frontenac Municipalities wish to receive detailed submissions for the delivery of Internet and Telephone Voting for the 2026 Municipal Election. Upon receiving a submission, review by staff and vendor demonstrations as needed, proposals that best meet the needs of the Municipalities will be selected. The lowest or any quote will not necessarily be selected.

## Project Timelines

<b>Milestone</b>	<b>2026 Dates</b>
Deadline for questions	February 4, 2026
Deadline for answers to proponent	February 9, 2026
RFP Closes	February 20, 2026
Invitations to demonstrate product	February 26, 2026
Scheduled product demonstrations	March 12, 2026
RFP Award	Early April subject to individual Council meetings

## Project Requirements

A summary of Frontenac Municipalities' requirements is as follows:

1. Provision of the electronic voting service (Internet and Telephone) as outlined in Appendix A and Appendix B.
2. Provision of Elector List management.
3. Provision of printing/sorting/mailing of Voter Instruction Letters.
4. Provision of support for the Voter HelpLine staff and Election staff during the eVoting period.

Vendors are required to respond in detail to each Business Requirement in Appendix A and each Technical Requirement in Appendix B.

Costs for the above listed tasks are to be included with the proposal.

### Voter List Management

The Frontenac Municipalities may choose to engage the services of DataFix as a voter list management partner for the 2026 election, if required, bidders will need to articulate their interface with this business partner.

## Accessible Customer Service

All proposals for the delivery of Internet and Telephone Voting must comply with the *Accessibility for Ontarians with Disabilities Act, 2005*, and the Accessibility Standards, as amended.

In accordance with Ontario Regulation 429/07, Accessibility Standards for Customer Service, every provider of goods and services that involve dealing with members of the public, or developing policies, procedures and practices for the provision of goods and services to the public, all consultants and sub consultants, shall be trained in understanding Accessible Customer Service.

Every third-party providing service to Frontenac Municipalities is required to fill out the attached Compliance Form noted as Appendix "C" and include it with your proposal.

## Assumptions

Frontenac Municipalities assumes that the successful proponent will deliver an electronic voting solution that will meet all requirements as set out in this document within the timelines required to conduct the 2026 Municipal and School Board Elections.

## Specifications

### Scope of Services

The selected proponent will be required to meet the requirements for a hosted solution:

SOLUTION	REQUIREMENTS SUMMARY
Internet & Phone Voting	<ul style="list-style-type: none"> <li>Provide an integrated Internet and Telephone voting solution</li> </ul>
Data	<ul style="list-style-type: none"> <li>Provide the complete integrated database to record voting from both Internet and telephone voting and convey results to the Frontenac Municipalities in the format required to count and report on the Internet and Telephone voting results</li> </ul>
Hosted	<ul style="list-style-type: none"> <li>Provide software</li> <li>Provide hardware</li> <li>Provide telephony solution</li> <li>Provide data migration to/from Frontenac Municipalities data sources</li> <li>Provide software configuration (to meet Municipal Elections Act)</li> <li>Provide training for administrative use of the software by election officials</li> <li>Provide on-going support</li> <li>Provide proper data center environment</li> </ul>
Web Site	<ul style="list-style-type: none"> <li>Provide the election web site for electors to access the on-line voting application and any information related to on-line voting</li> </ul>
Help Desk Support	<ul style="list-style-type: none"> <li>Provide “help desk” support to the Frontenac Municipalities voter help center staff</li> </ul>
Issuing Personal Identification Numbers (PIN)	<ul style="list-style-type: none"> <li>Frontenac Municipalities intend to implement a one-step PIN System. PIN numbers will be assigned by the proponent to electors on the Electors List and will be included in a Voter Instruction letter to be mailed out to each eligible elector.</li> </ul>
Training	<ul style="list-style-type: none"> <li>Provide training to technical and election staff (on-line and in person)</li> </ul>

## Project Management

The proponent shall designate a project manager in the proposal. All coordination for services with the Frontenac Municipalities and the successful proponent shall be the responsibility of the project manager. The project manager shall ensure that any substitutions in proponent team personnel are approved by the Frontenac Municipalities Returning Officers.

The proponent shall be prepared to provide the following:

- Report to the Frontenac Municipalities through a review process and online meetings at various stages of the work program. Work progress shall be measured against the work schedule.
- Frontenac Municipalities recognize that project management is an essential part of this project; therefore, written progress reports are required to be submitted and consist of the actual schedule achieved overlaid on the original base schedule submitted by the proponent at the start up meeting.

## Proposal Submission Instructions

### Directions

#### A. Date and Place for Receiving Proposal submissions:

##### **By Mail**

Proponent(s) are to provide one (1) original of their Proposal Submission. Proposal Submissions shall be submitted on the prescribed form, in a sealed envelope, clearly identifying the document as **RFP #2026-C01- Electronic Voting for 2026 Municipal Elections - Internet and Telephone Voting at the Township of South Frontenac, Attn: James Thompson, 4432 George St. Sydenham ON K0H 2T0, no later than 1:00 p.m. eastern standard time, Friday, February 20, 2026.**

##### **By Email**

Proposal submissions shall be submitted on the prescribed form and submitted to [jthompson@southfrontenac.net](mailto:jthompson@southfrontenac.net) with the following in the Re: line of the email **RFP #2026-C01 Electronic Voting for 2026 Municipal Elections - Internet and Telephone Voting – do not open until February 20, 2026, 1:00 p.m. eastern standard time. The email will remain unopened until the opening time and date.** Emails sent to any other email address other than [jthompson@southfrontenac.net](mailto:jthompson@southfrontenac.net) will not be considered.

##### **By Biddingo**

Follow the process as described on the Biddingo website (not all of the municipalities utilize this platform)

Proposals must be received no later than 1:00 p.m. eastern standard time on February 20, 2026. Proposals received after the specified due date and time will not

be considered and will be returned unopened/unread. Fax submissions will not be accepted.

- B. All proposals will clearly identify the name of the proponent and the RFP number on the sealed envelope.
- C. Mailed in or couriered bids must be date-stamped at the above location to be considered. Late submissions will not be accepted and will be returned unopened without exception. The time stated at the Township office shall be the only recognized timepiece for the purpose of this submission.

The use of the mail or courier services for delivery of a Bid will be at the risk of the bidder. The Bid must come into the possession of the above-mentioned representative of the municipality before the deadline for submission or the Bid will be returned to the bidder unopened.

In the event that the Bid is hand delivered and is received past the deadline for submission, the Bid envelope will be time stamped and returned unopened to the deliverer immediately.

In the event that the Bid is received by a means other than 'in person' and is received past the submission deadline, it will be time stamped and returned unopened by courier.

- D. Bidders must be available, if selected, to provide a product demonstration on Thursday, March 12, 2026. Product demonstrations may be in person at the Township of South Frontenac offices or by webinar. Bidders are responsible for their costs associated with such product demonstrations.
- E. All proposals shall be submitted including Appendix "A", "B", "C" and "D".
- F. The Frontenac Municipalities reserve the right to issue addendum(s), amend the Request for Proposals document or reissue a revised Request for Proposals document.

## **Proposal Submission Requirements**

All proposals shall include the following information:

- i. An Executive Summary outlining the background information of the proponent's company, including contents of the proposal and any specific exceptions to the requirements.
- ii. Qualifications: provide a description of the proponent's capabilities specifically related to the Ontario Municipal Elections requirements.
- iii. Project Organization: Identify the composition of the proposed project team, including:

1. Project team members
2. Description of the roles of the team members
3. Level of experience of the team members specific to municipal elections
4. Description of the role of Election staff members

iv. Client References: a minimum of three (3) municipal (preferably from Ontario) client references for similar work performed for municipal elections. References to include the client's name, title, contact information, number of electors and a summary of the eVoting event.

v. Cost Breakdown: The Proponent shall provide a detailed cost breakdown for each municipality, showing the total cost to the Frontenac Municipalities for the performance of all services, expenses, materials, and deliverables, in addition to all software/hardware costs (if applicable), to be used for completion of this project. Alternatively, a breakdown of costs and services shall be required, provided that the Proponent is selected by the majority of the Frontenac Municipalities. The Proponent shall provide pricing information for the project as follows:

- Each module/component, including voting solution application and voter instruction letter production and postage for delivery to elector's residence, voter list management, training, technical/operational support, voting results/display.
- the cost per elector for each individual municipality
- the cost per elector for Frontenac Municipalities acting collectively
- project management cost details – including details on all components included
- cost summary and total cost
- cost of optional value-added services
- In Canadian dollars
- Exclusive of HST

vi. A completed Appendix A: Business Requirements.

vii. A completed Appendix B: Technical Requirements.

viii. A completed Appendix C: Accessibility Compliance Form.

ix. A completed Appendix D: Form of Tender

x. Sample report of post-election statistics available

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xi. Performance Bonding - Proponents are required to provide with their proposal either a letter of credit from a bonding company confirming that a Performance Bond in the amount of 25% of the proposed Total Cost will be provided in hard copy upon award of contract to the successful proponent, or an irrevocable Letter of Credit payable to the Frontenac Municipalities (North Frontenac, Central Frontenac, South Frontenac) in the amount of 25% of the proposed Total Cost.

Responsibility for the submission of a proposal at the proper location within the proper times is that of the proponent submitting the proposal and the Frontenac Municipalities assume no responsibility.

A proponent submitting a proposal may amend their proposal after its submission and prior to the opening of the proposals by submitting a complete replacement proposal, delivered as outlined above and before bids are closed. The submission most recently received shall replace and nullify any previously submitted bid.

Withdrawals may be made by email to [jthompson@southfrontenac.net](mailto:jthompson@southfrontenac.net) prior to the close of the proposals.

Proponents must have a comprehensive understanding of the areas listed in this Request for Proposals. Understanding and previous Canadian Municipal Election experience in all aspects of similar projects are essential criteria in the qualifying process.

Proponents shall have a proven record of having provided this service requirement.

The Frontenac Municipalities reserve the right to check all references furnished and consider the responses received in determining the award of this proposal. The Frontenac Municipalities reserve the right to reject all Bids or to select a Bid other than the Bid having the lowest price. In making a decision as to which Bids to accept, the Frontenac Municipalities reserve the right to consider some or all of the following factors:

- i. The general reputation of the Contractor.
- ii. Any prior experience the Frontenac Municipalities has had with the Contractor.
- iii. The financial status and strength of the Contractor.
- iv. The previous experience of the Contractor in this area.
- v. Any previous experience between the Contractor and other municipalities.
- vi. The Frontenac Municipalities determine the ability of the Contractor to deliver the services to the quality standards required and within the time frames.
- vii. Any other factors that the Frontenac Municipalities believe reasonably impact on the Contract and the ability to complete the Contract to the full satisfaction of the Frontenac Municipalities.

## **Questions/Inquiries**

All requests for additional information or clarifications regarding the Request for Proposals shall be in writing by e-mail only to the attention of:

James Thompson, Clerk  
Email: [jthompson@southfrontenac.net](mailto:jthompson@southfrontenac.net)

The deadline that questions/inquiries to be accepted is up to 4:00 pm local time, February 4, 2026.

Any and all responses to questions/inquiries to the Request for Proposal from any and all bidders will be issued by the Frontenac Municipalities in the form of a written addendum posted to the South Frontenac Township's website by no later than 4:00 pm February 9, 2026. More than one response may be posted. Respondents are responsible for checking all postings prior to submission and acknowledging in their submission that all postings have been read.

Bidders attempting to contact Frontenac Municipalities' staff or elected officials other than the contact indicated in this RFP in subsection a) above, for whatever reason, during the Bid or evaluation process are advised that such action may result in their disqualification from the process.

## **Opening And Evaluation Process**

### **Opening**

Bids will be opened at a public Bid opening meeting following the deadline for submission at the South Frontenac Township office.

### **Bid Submission / Rejection Of Submissions**

- i. Submission of a Bid will constitute acceptance of all provisions contained in this RFP on the part of all bidders.
- ii. When submitting a Bid, bidders must ensure that their submission is complete and meets all requirements. Failure to do so may result in the incomplete Bid being rejected.
- iii. The Bid must bear an original signature of an authorized signing officer of the bidder, or the Bid may be rejected.
- iv. Bids which are incomplete, conditional, illegible, or obscure or which contain reservations, erasures, alterations, or irregularities will be declared improper and may be rejected. Bids must be legible, written in ink, or by typewriter. Bids written in pencil will not be considered. In the case of an error in extending the unit prices, the unit price shall determine the quoted price.

v. None of the conditions contained on the bidder's standard or general conditions shall be of any effect unless explicitly agreed to by the municipality and specifically referred to on the Contract.

#### Evaluation Criteria

The Frontenac Municipalities reserve the right to consider and score each of the factors, in its sole discretion based on the information received by it from each and every Contractor, from its own staff, and from outside sources, as these factors may impact on the benefit the Frontenac Municipalities receive from this Contract.

Each response to this Request for Proposals shall be evaluated by Frontenac Municipalities to determine the degree to which it responds to the requirements as set out. All proposals will be evaluated based on the following criteria:

Criteria	Summary	Score
Communication Skills	<ul style="list-style-type: none"> <li>Clarity and readability of written proposal</li> </ul>	5
Business Experience & Team composition and experience	<ul style="list-style-type: none"> <li>Proponent has been providing voting solutions as its primary business for a minimum of 5 years.</li> <li>Experience of individual team members with projects of similar scope and size</li> <li>Team members' appropriate skills and education</li> <li>Demonstrated history of proposed team in successfully completing projects of a similar nature on time and on budget</li> </ul>	10
Understanding of the Municipalities' needs and a proposal that demonstrates successful deployment of a solution in accordance the Act and having regard for the following areas.	<ul style="list-style-type: none"> <li>Compliance with the Ontario Municipal Elections Act as it applies to the Municipal and School Board Elections</li> <li>Understanding of the requirements of the scope of work.</li> <li>Acceptable proposed schedule and work plan</li> <li>Value added propositions and recommendations</li> <li>Attention to relevant challenges that the committee has not considered</li> <li>Municipal Election Act understanding.</li> <li>Advance polls; Election Day.</li> <li>Voter List Management</li> </ul>	25

	<ul style="list-style-type: none"> <li>• Voter look-up: Voter strike off.</li> <li>• Corrections to the voters list.</li> <li>• Data protection, back-up redundancies.</li> <li>• Auditability, security, recoverability, while ensuring appropriate voter rights; voter receipts</li> <li>• Third Party Auditor role; capabilities during the event.</li> <li>• Voter Personal Identification Numbers (PIN); additional security credentials</li> <li>• Voter Information Letters.</li> <li>• Voting via the Internet and phone at Designated Voting Locations (kiosks).</li> <li>• Helpdesk, including level of capabilities the feature delivers and voter questions it can address.</li> <li>• LE – should have prompt for citizenship</li> <li>• Technical support for advance polls and election day.</li> <li>• Training; on-line and in person</li> <li>• Experience in Ontario municipal elections.</li> <li>• Various reports and formats; statistical reports; opening and closing reporting function; voting results tabulation</li> <li>• Candidates Voter Tracking capability</li> </ul>	
Technical Solution	<ul style="list-style-type: none"> <li>• Solution addresses all business and technical aspects of the project as identified in the RFP</li> <li>• Solution draws on proven methodology</li> <li>• Solution is flexible and scalable</li> <li>• Solution is cost and time effective</li> </ul>	20
Cost	<ul style="list-style-type: none"> <li>• Delivery of Services</li> </ul>	20
Product Demonstration (By Invitation)		20
<b><i>TOTAL</i></b>		100

## **Award Of Contract**

This Contract is expected to be awarded in early April, 2026 and is subject to the approval of each the Municipalities Council. Frontenac Municipalities reserve the right to reject the Bid of any bidder who does not furnish evidence of sufficient capital, capacity, and experience to successfully execute the work in the specified time should such evidence be requested. The lowest or any Bid may not be accepted.

## **Acceptance**

- A. As soon as practicable after opening the Bids, Frontenac Municipalities will endeavor to act upon them. The acceptance of a Bid will be by notice in writing signed by a duly authorized representative of the Frontenac Municipalities, and no other act of the Frontenac Municipalities shall constitute the acceptance of a Bid. Acceptance of a Bid by the Frontenac Municipalities shall bind the Contractor to execute the contract.
- B. The contract shall consist of and have priority in the following order:
  - i. The Purchase Order and/or Supply Contract.
  - ii. The RFP:
  - iii. And the supplier Bid.
- C. The Frontenac Municipalities may accept a Bid in whole or in part, whether the total cost is the lowest or not, and may reject any or all Bids.
- D. The Frontenac Municipalities reserve the right to award or reject any Bid in whole or in part.
- E. Should the Frontenac Municipalities receive only one (1) Bid on services that have known multiple sources potential, the right is reserved to recall or cancel the competition.
- F. All Bids shall be irrevocable for sixty (60) days following the deadline for submission to allow sufficient time for evaluation of the Bids and for the investigation of the bidders.

## **Terms And Conditions**

- A. The Contractor agrees that it will continuously save, keep harmless and fully indemnify the Frontenac Municipalities, its elected officials, employees and agents and its successors and assigns, from and against all actions, claims, and demands whatsoever which may be brought against or made upon the Frontenac Municipalities and the Contractor also agrees that it will continuously save, keep harmless and fully indemnify the municipality, its elected officials, employees and agents and its successors and assigns, against all types of losses, liabilities, claims, costs or expenses which Frontenac Municipalities may incur resulting from or arising out of the

Contractor's failure to exercise reasonable care, skill or diligence in their performance or rendering of any equipment, material and/or services to be performed or rendered by the Contractor, pursuant to the contract.

- B. The Contractor shall indemnify the Frontenac Municipalities from all claims arising out of unpaid accounts relating to the contract. The Frontenac Municipalities shall have the right at any time to require satisfactory evidence that the equipment, material (or any part of it) in respect of which any payment has been made or is to be made by the municipality is free of and clear of liens, attachments, claims, and demands, charges or other encumbrances.
- C. Submissions of bids as a result of this RFP are in accordance with the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*
- D. The Contractor shall comply with relevant federal, provincial and municipal statutes, regulations and by-laws pertaining to the contract and its performance. The Contractor shall be responsible for ensuring similar compliance by its suppliers. The contract shall be governed and interpreted in accordance with the laws of the Province of Ontario.
- E. Workplace Safety & Insurance Board - Before the execution of the Contract, and before receiving payments, the bidder shall submit a declaration stating that the Contractor has paid all assessments or compensations payable and has otherwise complied with all the requirements of the Workplace Safety and Insurance Board. Prior to commencement of work the Contractor must provide proof of a WSIB Clearance Certificate (any default in coverage will automatically terminate the working relationship between the Contractor and the Frontenac Municipalities, a complete breakdown of bid prices for individual sub-trades and/or major portions of the work; and a schedule of work with expected completion date.
- F. General Liability Insurance - Prior to commencement of work, the Contractor must provide proof of \$5,000,000.00 General Commercial General Liability Insurance including coverage for public liability, property damage, all his trucks, vehicles and machines; also, any vehicles or equipment hired by him, and used in connection with this work.

## APPENDIX A: BUSINESS REQUIREMENTS

The respondent must indicate the extent to which their proposal complies with the following business requirements by indicating Comply Fully (F), Partially Comply (P), Non-Compliance (NC), or Not Applicable (NA) providing additional comments where full compliance is not indicated or where additional information would prove appropriate. Citing sections in proposal documentation is acceptable.

Note: The solution as referenced in this document refers to internet & telephone voting unless specified otherwise.

Requirement Description	 	Compliance: F, P, NC, N/A
<b>General</b>		
A1.1 The solution <b>MUST</b> comply with all legislation for conducting a Municipal and School Board election within the Province of Ontario, including but not limited to the <i>Ontario Municipal Elections Act, 1996</i> , C. 32. as amended.	x	x

Requirement Description				Compliance: F, P, NC, N/A
A1.2	<p>The integrity of elector data is integral to running a successful election. The vendor <b>MUST</b> provide, or integrate with, a service which allows Election officials to ensure that the 2026 Elector List:</p> <ul style="list-style-type: none"> <li>a) meets the highest standard of merge/purging/duplicate file identification to identify and eliminate duplicate elector files</li> <li>b) meets Canada Post requirements for postal incentives and mail accuracy through use of Canada Post Corporate approved address correction program.</li> </ul>	x	x	
A1.3	<p>Upon confirmation from the Municipalities' Returning Officers, all electoral data captured within the voting system or in the proponent's possession must be returned to the Election office or destroyed within 120 days of the election date with the permission of the Municipal Clerks. Further, the proponent <b>MUST</b> sign a certificate of destruction verifying same.</p>	x	x	
Presentation				
A2.1	The solution <b>MUST</b> provide the elector with clear instructions on the voting procedure and how to perform the selection process.	x	x	

Requirement Description				Compliance: F, P, NC, N/A
A2.2	The solution <b>MUST</b> be customizable to incorporate the Municipality's logos where necessary.	X		
A2.3	The solution web-based interface <b>MUST</b> be via a web-browser in standard HTML and JavaScript. Solutions requiring the installation of an end-client or plug-in are not acceptable.	X		
A2.4	The solution <b>MUST</b> be customizable so the ballot will conform to the <i>Ontario Municipal Elections Act</i> , 1996, C. 32, as amended.	X	X	
<b>Voting – General</b>				
A3.1	The solution <b>MUST</b> have the ability for users to vote using the telephone.		X	
A3.2	The solution <b>MUST</b> have the ability for users to vote using the Internet.	X		
A3.3	The solution <b>MUST</b> link the elector to one (and ONLY one) specific voting ward or district for the race for Municipal Councillor.	X	X	
A3.4	The solution <b>MUST</b> be able to link the elector to another voting district for the race for School Board.	X	X	
A3.5	The solution <b>MUST</b> allow the elector the ability to vote on multiple initiatives that are exclusive of one another.	X	X	

Requirement Description				Compliance: F, P, NC, N/A
A3.6	The solution <b>MUST</b> allow multiple voting from one single computer or phone number.	X	X	
A3.7	The solution <b>MUST</b> provide confirmation to the elector on how he/she has voted, requests confirmation to proceed and then confirms that vote has been cast.	X	X	
A3.8	The solution <b>MUST</b> ensure that vote was actually counted by providing confirmation at the time the ballot was cast.	X	X	
A3.9	The solution <b>MUST</b> ensure that no contest should be split across two screen pages. If there are six candidates for an office, then all six should be visible on a single screen page in order not to disadvantage candidates at the bottom of the list.	X		
A3.10	The solution <b>MUST</b> ensure that multi-page ballots (1 per initiative) should be easily navigable by electors, with no way to get lost or leave the balloting process except deliberately.	X	X	

Requirement Description				Compliance: F, P, NC, N/A
A3.11	The solution <b>MUST</b> provide for the opportunity for the voter to vote a single race from the eligible races in the election, exit the system and have that specific race's ballot included in the election count. A voter can then reconnect to the system at a later time during the voting period and be offered the remaining races in the election with the knowledge that the initial race ballot has been already included in the election. To be clear a voter is not required to vote the entire slate of races in one voting visit to the system.	x	x	
A3.12	The solution <b>MUST</b> have the capability to alert the elector to under vote and provide the opportunity to intentionally cast a spoiled ballot and prohibit over votes.	x	x	
A3.13	The solution <b>MUST</b> ensure electors can point and click to make their voting selections. Electors should be able to navigate back and forth within the ballot of every individual initiative to change selections freely until the moment when they click the final button that irrevocably submits their ballot.	x		

Requirement Description				Compliance: F, P, NC, N/A
A3.14	The solution <b>MUST</b> ensure that phone electors can navigate within every individual initiative and change selections freely until the moment they press the final button that irrevocably transits their ballot.		x	
A3.15	The solution <b>MUST</b> include functionality for voters with disabilities that meet all statutory accessibility requirements. (Vision, hearing challenges, touch screens, etc).	x	x	
A3.16	The solution <b>MUST</b> provide the voter with the ability to re-enter the system if their session is interrupted or terminated (intentionally or not).  The solution must allow a voter who has started a voting session via any electronic method (telephone or internet), to re-enter the system to finish an interrupted voting session. The voter must be able to choose the method that they want to use to complete the vote electronically. (i.e.: if they started voting using the telephone, were disconnected, then they could re-connect, using the internet or telephone, and continue voting from where they were interrupted).	x	x	

### Voting – Security

Requirement Description				Compliance: F, P, NC, N/A
A4.1	The solution <b>MUST</b> be able to handle interruptions during the voting process and have reliable alternate arrangements in place.	x	x	
A4.2	The solution <b>MUST NOT</b> allow for “reusability” of the vote (either by voting more than once online or by voting both online and in person).	x	x	
A4.3	The solution <b>MUST NOT</b> allow for “modification” of the cast vote (after an elector has dispatched her/his vote) by elector or other party.	x	x	
A4.4	The solution <b>MUST</b> ensure that the secrecy of the vote is guaranteed during the casting, transfer, reception, collection and tabulation of votes.	x	x	
A4.5	The solution <b>MUST</b> ensure none of the actors involved in the voting process (organizers, election officials, trusted third parties, electors, etc.) are able to link a vote to an identifiable elector.	x	x	
A4.6	The solution <b>MUST NOT</b> allow on screen electioneering (marketing by way of pop-ups which may influence the elector).	x	x	
A4.7	The solution <b>MUST</b> prevent the use of a computer to view, change or record a previously submitted vote.	x	x	

Requirement Description				Compliance: F, P, NC, N/A
A4.8	The solution <b>MUST</b> provide for secure identification and authentication of the information transmitted on the system.	x	x	
A4.9	The solution <b>MUST</b> provide protection against abuse, including tampering, fraudulent use, and illegal manipulation by electors, election officials, or any other individual or group.	x	x	
A4.10	The solution <b>MUST</b> have a secure mechanism for ensuring that all ballots cast are for the correct voting categories and that no external, unauthorized or "rogue" ballot or votes are cast.	x	x	
A4.11	Vendor <b>MUST</b> be able to demonstrate an awareness, understanding, and experience with legal issues regarding storage of information (Canada vs. USA)	x	x	
A4.12	The solution is required to have a voting process that will not compromise the integrity of the vote.	x	x	
A4.13	The solution has a reliable audit trail process. Auditing features including (but not limited to): continuous auditing capability during the election period, confirmation that the results file has not been altered, reporting capabilities of the Access log, audit reporting capabilities on sessions or connections to the system etc.	x	x	

Requirement Description				Compliance: F, P, NC, N/A
A4.14	As an individual may attempt to use both Internet and Telephone voting methods simultaneously, the solution <b>MUST</b> have mechanisms in place to allow only one vote per validated individual.	x	x	
A4.15	The solution <b>MUST</b> have a proven process in place which handles individuals attempting to vote multiple times with only one PIN.	x	x	
A4.16	The solution <b>MUST</b> have the ability to identify and advise of any suspicious voting activity with regard to Internet and Telephone voting methods.	x	x	
A4.17	The solution <b>MUST</b> have the ability to identify and report on spoiled ballots.	x	x	
A4.18	The solution <b>MUST</b> have the ability to secure the voting results once the Internet and Telephone voting period ends.	x	x	
A4.19	The solution <b>MUST</b> ensure that if in-person electronic kiosk voting is being offered at designated locations in addition to vote from anywhere evoting, that voters in line to vote in the polling place after the 8PM event closing time, can still cast a vote on the kiosk as per the Municipal Elections Act.	x	x	
A4.20	The solution <b>MUST</b> allow for one municipality to include a question on the ballot (Central Frontenac)	x	x	

Requirement Description				Compliance: F, P, NC, N/A
<b>Voting - Audit</b>				
A5.1	The system <b>MUST</b> provide an Auditor function, which provides the capability for an individual to perform a pre-defined or a randomized set of audit functions on the voting and reporting features of the system prior to, during, and after the voting period.	x	x	
A5.2	The system <b>MUST</b> provide the capability for an Auditor to cast a specified audit ballot for each, or any, candidate, prior to and during the election.	x	x	
A5.3	The system <b>MUST</b> provide the capability for an Auditor to review the number of audit votes currently in the system and the status of each of those ballots.	x	x	
<b>Electors List</b>				
A6.1	If using electronic voting for Advance Voting only, once an elector has voted using either the Internet or Telephone voting options, the solution <b>MUST</b> have the ability to physically "strike through" the name of that elector on the Electors List.	x	x	
A6.2	The solution <b>MUST</b> provide for the ability to electronically update any aspect of the voter information prior to and during the event. This should include the voter's voting region (ward, etc),	x	x	

Requirement Description				Compliance: F, P, NC, N/A
	address, name change, or any other attributes maintained on the profile record of the voter.			
<b>Support (Municipality)</b>				
A7.1	Vendor <b>MUST</b> have the ability to provide knowledgeable user support to Municipality staff (via phone & email/video conference (e.g., Zoom) for Internet and Telephone voting methods and data reports.	x	x	
A7.2	Vendor <b>MUST</b> have the ability to provide reliable technical support to Municipality Staff (via phone, email or in person/video conference (e.g., Zoom) for the solution. The type of support and medium will be dependent on the solution being presented by the vendor.	x	x	
<b>Voting/PIN</b>				
A8.1	In the event that an eligible elector's PIN gets lost via postal mail, the solution <b>MUST</b> have the ability to disable the lost PIN and provide a new PIN for this citizen to vote using the Internet and Telephone voting methods. Once a new PIN is generated for the voter, the system must be able to generate a new Voter Information Letter from within the system that can be sent or presented to the elector.	x	x	

Requirement Description				Compliance: F, P, NC, N/A
A8.2	The system <b>MUST</b> have the capability to enumerate (add) voters to the official elector's list. If a new voter needs to be added to the list of eligible voters, the system must provide the capability to add the new voter to the valid voter's list and issue them a valid voting PIN. Once a new PIN is generated for the voter, the system must be able to generate a new Voter Information Letter from within the system that can be sent or presented to the elector.	x	x	
<b>Candidate</b>				
A9.1	The system must provide controlled access for the candidates (or their designates), to electronically identify his/her "supporters" prior to or during the election. The electronic attendance confirmation of the voters must be viewable by the candidate or their designate during the event. This feature will replace the manual "struck- off list" function regularly performed during the election by candidate agents or scrutineers at the polls.			
<b>Reporting</b>				
A10.1	The solution has ability to monitor the system and produce a report showing that no votes were cast prior to official vote opening.	x	x	

Requirement Description				Compliance: F, P, NC, N/A
A10.2	When the specified Internet and Telephone voting time period ends, the solution <b>MUST</b> be able to produce an updated electors list in an electronic file format that will be forwarded to the Municipality.	x	x	
A10.3	The solution <b>MUST</b> be able to provide a report with the following: (1.) list of all names (electors) that used the Internet and Telephone voting technology AND (2.) corresponding voting method that was used by each specific elector.	x	x	
A10.4	The solution <b>MUST</b> have the ability to provide the "Statement of Poll" information.	x	x	
A10.5	Whenever Municipal Election Office staff require, the solution <b>MUST</b> be able to produce customized reports that include statistical and demographical information with regard to users of the Internet and Telephone voting methods.	x	x	

## APPENDIX B: TECHNICAL REQUIREMENTS

The respondent must indicate the extent to which their proposal complies with the following business requirements by indicating Comply Fully (F), Partially Comply (P), Non-Compliance (NC), or Not Applicable (NA) providing additional comments where full compliance is not indicated. Citing sections in proposal documentation is acceptable.

Requirement Description				Compliance: F, P, NC, N/A
<b>Privacy</b>				
T1.1	The respondent <b>MUST</b> clearly identify whether they are able to meet the requirements of PIPEDA.	x	x	
T1.2	The proposed solution <b>MUST NOT</b> allow the collection, use and /or disclosure of any personal information without consent from the individual.	x	x	
T1.3	Describe the vote audit trail and how it protects: <ul style="list-style-type: none"> <li>The privacy of the elector and,</li> <li>Ensures a trail that will be verified in an election recount or appeal.</li> </ul>	x	x	
<b>Accessibility</b>				
T2.1	The solution <b>MUST</b> be available without long distance charges to electors in all regions of Municipality.		x	
T2.2	The public web-based component <b>MUST</b> operate satisfactorily over a dial-up connection and links of	x		

Requirement Description				Compliance: F, P, NC, N/A	
	speeds of 10Mbps or greater without loss of functionality.				
T2.3	The solution <b>MUST</b> include functionality for speech and/or hearing impediments.	x	x		
T2.4	The solution <b>MUST</b> meet compliance with <a href="#">Web Content Accessibility Guidelines (WCAG) 2.0</a> , Level AA.	x			
<b>Equipment Standards</b>					
T3.1	All hardware requirements, and quantity of equipment that have to be supplied by the Municipality <b>MUST</b> be defined in full.	x	x		
T3.2	All end-user Web based interface components of the solution <b>MUST</b> use W3C standards and <b>MUST</b> function properly in all modern browsers.	x			
T3.3	All end user web based interface <b>MUST</b> be responsive design to include mobile devices.				
T3.4	The vendor <b>MUST</b> specify telephone partnership or solution provider and will be responsible for external contracts. A detailed outline is required.		x		
<b>Internet</b>					
T4.1	SSL security from a browser recognized trusted CA is required on all pages and all pages that accept	x			

Requirement Description				Compliance: F, P, NC, N/A
	or display private information.			
T4.2	The web-based interface <b>MUST</b> be via a modern web-browser in standard (X)HTML and JavaScript. Solutions requiring the installation of an end-user client or plug-in are not acceptable.	X		

### Support Standards

T5.1	All technical components of the solution will be supported by the vendor without the need for any assistance from the Municipality's IT staff. Vendor <b>MUST</b> specify levels support.	X	X	
T5.2	The proposed solution <b>SHALL</b> have an uptime of 99.99% during the electronic voting periods outlined in the proposal.	X	X	
T5.3	The vendor <b>MUST</b> outline a System Recovery and Disaster plan.	X	X	
T5.4	Vendor <b>MUST</b> supply the specifications of the number of IVR ports available to the system.		X	

### Data

T6.1	The vendor <b>MUST</b> encrypt the election data both in transit and at rest	X		
T6.2	The vendor <b>MUST</b> provide a proper data center environment, including air conditioning, UPS and	X	X	

Requirement Description				Compliance: F, P, NC, N/A
	fire suppression solution. Vendor must indicate if data center is Tier I, Teir II, Tier III or Tier IV.			
T6.3	The vendor will be responsible for data protection, data backup, and data security. A detailed outline is required.	x	x	
T6.4	All data related to the proposed solution <b>MUST</b> be the property of the Municipality and in accordance with legislation (PIPEDA) should not be transmitted or stored outside of Canada. Upon request and at a minimum at the end of the contract, the vendor <b>MUST</b> provide to the Municipality the data in an electronic format of Municipality's choosing.	x	x	
T6.5	Data from the secured system in the vendor's data centre <b>MUST NOT</b> be removed or transmitted to another system until the final results are created and in the control of the election officials. At no time during the election timeline, prior to, during or after, can the ballot data be removed.	x	x	
T6.6	System administration <b>MUST</b> be done via a secure internet connection and include Multifactor Authentication at login.	x		
<b>Security</b>				
T7.1	The solution <b>MUST</b> provide role based security to	x		

Requirement Description				Compliance: F, P, NC, N/A
	users based on duties and tasks.			
T7.2	The vendor <b>MUST</b> outline the process of securing election information.	x	x	
T7.3	If artificial intelligence is utilized in the vendors solution that <b>MUST</b> be identified and what if any data is contributed to a Large Language Model	x	x	
<b>Volume</b>				
T8.1	The Web based component solution <b>MUST</b> be able to accommodate concurrent use of the Municipality's many voters. Vendor is to describe the load capability of the system in terms of concurrent voters being supported both by the Internet and on the phone.	x	x	
<b>Testing and Acceptance</b>				
T9.1	Vendor <b>MUST</b> outline a test plan and strategy.	x	x	
T9.2	Vendor <b>MUST</b> provide a schedule of system lockdown period prior to voting period.	x	x	
<b>Planning</b>				
T10.1	The vendor <b>MUST</b> adhere to best practiced project management standards in implementation of solutions. This will include assignment of a single project manager.	x	x	

Requirement Description				Compliance: F, P, NC, N/A
T10.2	The vendor <b>MUST</b> provide a project outline including an implementation strategy and communication plan.	x	X	
T10.3	The vendor <b>MUST</b> include all on-going operating costs in the costing for the solution.	x	X	

## Appendix C: Accessibility Compliance Form

### **ACCESSIBILITY COMPLIANCE FORM** (To be included with Proposal Submission)

I, the undersigned, in submitting the Accessibility Compliance Form (hereinafter "form") to:

Frontenac Municipalities  
(hereinafter "Municipality")

For:

### **CONFIRMATION OF ACCESSIBILITY COMPLIANCE**

Do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of \_\_\_\_\_  
Company Name (hereinafter "Company")

\_\_\_\_\_  
Company Mailing Address (including postal code)

that:

1. I have read and I understand the contents of this Certificate.
2. I understand that if this Certificate is found not to be true and complete in every respect the Municipality has the authority to discontinue the services of the Company.
3. I am authorized by the Company to sign this Certificate, and to submit on behalf of the Company.
4. I/We acknowledge that as a vendor/supplier/contractor of Frontenac Municipalities, we are bound to comply with all accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* as amended from time to time.
5. I/We declare that I/We have read, understand and will meet or exceed all enacted accessibility Standards as amended from time to time.

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6. I/We further declare that I/We will undertake to ensure all employees, agents, volunteers and subcontractors hired by us in completion of our work will also comply with the above Standards, including training in Accessible Customer Service. This would include any new employees in the future.

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(Printed Name and Signature of Authorized Agent of Bidder)

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(Position Title) (Date)

---

(Email Contact Information)

---

(Telephone and Fax Contact Information)

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## APPENDIX D: FORM OF TENDER

### Appendix D: Form of Tender

Company Name

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Address

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Telephone \_\_\_\_\_ Fax \_\_\_\_\_

#### To: The Frontenac Municipalities

1. I/WE declare that no person, firm or corporation other than the one whose signature or the signature of whose proper officer's seal is or are attached below, has any interest in this bid or in the Contract Proposed to be taken.
2. I/WE further declare that this Bid is made without any connection, knowledge, comparison of figures or arrangement with any other company, firm or person making a Bid for the same work and is in all respects fair and without collusion or fraud.
3. I/WE further declare that no member or employee of the Frontenac Municipalities is or will become interested directly or indirectly as a contractor in the supplies, work or business to which is relates or in any portion of the profits thereof, or of any such supplies to be used therein or in any of the monies to be derived there from.
4. I/WE further declare that I/WE have a complete and thorough understanding of the description of work and do hereby Bid and offer to enter into a contract to do all of the work and to provide all of the labour and to provide, furnish, deliver, place and erect all materials mentioned and described or implied therein including in every case freight, duty, exchange and Federal and Provincial Sales Tax and other charges on the terms and conditions and under the provisions therein set forth and to accept in full payment therefore, the Total cost specified below.

5. I/WE agree that this offer is to continue open to acceptance until 60 days after the said opening.

**Agreement**

---

Contact Person & Phone – Please Print

---

Person Authorized to Sign – Please Print

---

Position of Authorized Person – Please Print

---

Signature of Authorized Person

---

Witness

Dated at \_\_\_\_\_ the \_\_\_\_\_ day of \_\_\_\_\_, 2026.

Frontenac Municipalities

---

ACCEPTED by the Frontenac Municipalities

---

Signature of Authorized Person

---

Date

**(This Form shall be completed and submitted with the Bid.)**