

PROGRAM AGREEMENT

THIS AGREEMENT is between **CANOE PROCUREMENT GROUP OF CANADA**, a tradename of the Rural Municipalities of Alberta, a corporation incorporated pursuant to the laws of Alberta ("**CANOE**") and:

Supplier Legal Name: Catalis Technologies Canada Ltd.

Supplier Corporate Jurisdiction: 10328 81 Ave NW, Ste 203 Edmonton, AB T6E 1X2
(the "**Supplier**"), as of

Date of Agreement: April 20, 2026 regarding

RFP No. CAN-2026-001

RFP Title Public Sector Enterprise Resource Planning (ERP) Software
(the "**RFP**").

BACKGROUND

- A. Canoe is a public agency serving as a national municipal contracting agency for its Members, and in that capacity issued the RFP for the purchase of goods and/or services.
- B. The Supplier is engaged in the business of selling some or all of those goods and/or services, and responded to the RFP.
- C. Canoe wishes to enter into an agreement with the Supplier for the purchase of goods and/or services by Members, pursuant to a purchase program administered by Canoe.
- D. The Parties wish to set out the terms and conditions upon which those purchases will occur, and under which the purchase program will be administered.

NOW THEREFORE, in consideration of the premises and the mutual covenants herein contained and of other good and valuable consideration (the receipt and sufficiency of which are hereby acknowledged by each Party), the Parties hereby agree as follows:

ARTICLE 1 INTERPRETATION

1.1 Definitions

In this Agreement the following terms have the corresponding meanings.

"Administrative Fee" means the fee paid by the Supplier to Canoe as described in this agreement (Administrative Fee) and protected under FOIPPA.

11.10 Time of Essence

Time shall be of the essence in this Agreement.

11.11 Further Assurances

Each Party will take all necessary actions, obtain all necessary consents, file all necessary registrations and execute and deliver all necessary documents reasonably required to give effect to this Agreement.

11.12 Counterparts

This Agreement may be executed in any number of counterparts. Either Party may send a copy of its executed counterpart to the other Party by Electronic Transmission instead of delivering a signed original of that counterpart. Each executed counterpart (including each copy sent by Electronic Transmission) will be deemed to be an original; all executed counterparts taken together will constitute one agreement.

IN WITNESS WHEREOF the Parties have executed this Agreement as of the date first written above.

CANOE PROCUREMENT GROUP OF CANADA

By: 
 Tyler Hannemann (May 11, 2025 08:29:21 MDT)
 Name: Tyler Hannemann
 Title: General Manager

By: 
 Stéphanie Dion
 Name: Stéphanie Dion
 Title: Manager of Procurement

Supplier Legal Name: Catalis Technologies Canada Ltd.

By: 
 Teresa Yeager (May 12, 2025 09:35:34 MDT)
 Name: Teresa Yeager
 Title: Chief Executive Officer

SCHEDULE "A"

RFP PARTICULARS

PART B – RFP PARTICULARS

A. THE “DELIVERABLES”

SOLUTIONS-BASED SOLICITATION

This solicitation process is structured as a solutions-based solicitation, indicating that Canoe is seeking services aligned with the general requirements outlined in the scope of this RFP and consistent with widely accepted industry standards.

The objective of this RFP is to identify and engage qualified suppliers capable of delivering a comprehensive portfolio of Public Sector Enterprise Resource Planning (ERP) Software to support the operational needs of municipalities, cities, federal provincial governments, academic institutions and healthcare organizations. Proponents may include related services provided these are complementary to the proposed commodities.

B. REQUESTED SERVICES

Canoe is seeking proposals from qualified suppliers for Enterprise Resource Planning (ERP) Software for both Integrated ERP Suite and best of breed models.

The Proponent must primarily provide an ERP solution. Proponents whose main products are unrelated systems, such as emergency management, land-use planning, permitting, or inspections software, will not meet this requirement unless they also supply a full ERP solution as their primary offering.

The proposed solution must be an ERP solution that natively supports, at minimum, the following core administrative capabilities for public entities without relying on multiple standalone software products:

- integrated financial management
- general ledger, payables, receivables
- procurement and contract lifecycle management
- HR, payroll, and timekeeping
- budget development, forecasting, and reporting
- asset management and work management
- workflow automation, audit trail, and role-based access
- analytics and reporting within the SaaS environment
- vendor-hosted, vendor-maintained, continuously updated

The following three types of solutions are acceptable:

Model 1. Integrated ERP Suite solution

A single, unified Enterprise Resource Planning system that delivers the core administrative functions—finance, HR/payroll, procurement, budgeting, taxation, utilities, reporting—within one integrated platform and one data model. These systems are designed to operate as a cohesive whole rather than as combined standalone applications.

Model 2. Best-of-Breed solutions

An ERP solution delivery approach where the ERP platform provides core administrative functions and specialized third-party applications are used for specific business needs. The ERP must expose open, well-documented APIs to support secure, reliable integration, and must remain the primary system of record for administrative data provided that:

- the ERP platform includes open, well-documented APIs or connectors.
- integration with third-party systems can be accomplished in a straightforward manner; and
- the ERP platform remains the system of record for core administrative functions.

Model 3. Specialty Municipal Systems solutions

Smaller-scope municipal systems that provide important but limited administrative functionality (such as AP automation, taxation, utility billing, or legacy finance functions) but do not constitute a full ERP solution as described above. Software for emergency management, land-use planning, permitting, GIS or inspections are not included in this RFP.

Solutions assembled from separate products, or solutions primarily designed for unrelated domains (such as emergency management, permitting, land planning, or inspections systems), will be considered non-compliant unless they form part of a unified ERP solution.

Proponents are expected to provide a broad selection of services at reduced prices, offering better value than they typically would to federal and provincial governments, municipalities, cities, academic institutions and school boards. They must address a wide variety of applications and equipment needs. These products, services and/or goods are designed to support or complement the proposed equipment, products, or services, helping maintain smooth operations, greater efficiency, and long-term effectiveness in these sectors.

Canoe prefers suppliers that provide a sole source of responsibility for the services provided under a resulting master agreement. If a proponent is including products, and services of its subsidiary entities, the proponent must also identify all included subsidiaries in its proposal. If proponent requires the use of distributors, dealers, resellers, or subcontractors to provide the equipment, products, or services, the proposal must address how the products or services will be provided to Members, and describe the network of distributors, dealers, resellers, and/or subcontractors that will be available to serve Members under a resulting Program Agreement.

It is expected that proponent's have knowledge of all applicable industry standards, laws, and regulations and possess an ability to market and distribute the equipment, products, or services to Members.

1. Utilisation of the contract – Canoe members

Canoe Members may choose but are not obligated to utilise the services during the term of the agreement. There is no minimum guarantee of usage.

2. Requirements

Proponents are expected to submit a comprehensive proposal that clearly demonstrates the overall best value in alignment with the scope outlined in this Solicitation. The evaluation of best value will encompass, but is not limited to, consideration of the following components within your RFP submission:

- Competitive pricing across the span of services offered beyond a defined service offering.

- Proponents must specify any costs that are excluded from the pricing of their proposed product or service. These might include expenses such as installation, setup, required training, or initial inspections. In addition, proponents should explain any distinctive distribution or delivery options that are part of the proposal.
- Our Members frequently inquire about several aspects, including: the speed and cost of accessing services, procedures for service access, establishing their own review processes, potential location constraints, user-friendliness of service access, support for the local economy, compliance with trade agreements, advantages for their entities when utilizing this contract, availability of knowledgeable contacts for inquiries, commitment to customer care, expected service quality, and potential impacts on their operations and financial outcomes.

To support an industry leading value-based solution, Canoe is requesting that all interested proponents provide a thorough and comprehensive description of their ability to provide the Deliverables when answering the specification questionnaires in the Procurement Portal.

D. MANDATORY SUBMISSION REQUIREMENTS

1. Submission and Specification Questionnaires

Proponents must answer specification questionnaires directly into Canoe's Procurement Portal. Proposal materials should be prepared and submitted in accordance with the instructions in the Procurement Portal, including any maximum upload file size.

Proponents should refer to the instructions in the Procurement Portal and provide all required information in accordance with the instructions provided.

2. Pricing

Each proposal must include pricing information that complies with the instructions set out in the Procurement Portal.

E. MANDATORY TECHNICAL REQUIREMENTS

- The Proponent must primarily provide an integrated Enterprise Resource Planning Software solution. Proponents whose main products are unrelated systems, such as emergency management, land-use planning, permitting, or inspections software, will not meet this requirement unless they also supply a full ERP solution as their primary offering and will be deemed non-compliant.
- Proponents must be the OEM of the proposed ERP software solution. Resellers, distributors, brokers, agents, or any other parties who are not the original software manufacturer are not eligible to submit proposals. Proposals submitted by non-OEM entities will be deemed non-compliant and will not be evaluated.

Proponents should refer to the instructions in the Procurement Portal and provide all required information in accordance with the instructions provided in the Procurement Portal.

F. PRE-CONDITIONS OF AWARD

- Submission of proof of insurance

- Satisfactory reference check if required by Canoe

G. EVALUATION CRITERIA

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

Proponents must provide their response in Canoe's procurement portal.

Non-Price Rated Criteria Category	Points
Program offering -Solution offered -Quality standards, certifications -Core ERP capability coverage -Extensibility, integration and interoperability -Technical Support	25
Suitability and Member profile -Functionality and fit -Comparative positioning -Effort requirement -Members' ease of access to program offering	20
Experience -Market share -Public sector experience/clients -Group purchasing experience	15
Engagement, sales, marketing and training plan	10
Subtotal	70
Pricing Classification -Discounts offered	30
Total Points	100

Proponents should refer to the instructions in the Procurement Portal and provide all required information in accordance with the instructions provided in the Procurement Portal.

H. PRICE

Pricing is worth 30 points of the total score.

Instructions on How to Provide Pricing

- Proponents should submit their pricing information electronically within the Procurement Portal.
- Rates must be provided in Canadian funds, exclusive of all applicable duties and taxes.
- Unless otherwise indicated in the requested pricing information, rates quoted by the proponent must be all-inclusive and must include all labour and material costs, all travel

and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees, duties, tariffs or other charges required by law.

I. AWARD

There are 3 classifications of award:

Group 1. Integrated/full suite ERP solutions: all proponents within 10 points of highest score or top four (4) proponents whichever is greatest are awarded a contract.

Group 2. Best-of-Breed solutions: all proponents within 10 points of highest score or top four (4) proponents whichever is greatest are awarded a contract.

Group 3. Specialty Municipal solutions: all proponents within 10 points of highest score or top three (3) proponents whichever is greatest are awarded a contract.

Competitive Range

Canoe intends to award contracts to all proponents within the Competitive Range. This method ensures Canoe Members have access to high quality vendors and a diverse choice of solutions to meet their needs.

Canoe will rank all proponents by their total score. The Competitive Range includes the highest-ranked proponent and all subsequent proponents whose total scores fall within a 10% difference of the highest score. On a 100-point scale, the margin is 10 points below the top score.

If fewer than four proponents fall within the initial 10% range, Canoe will expand the range to include the highest-ranked proponents. In this case, the score of the second last-ranked proponent becomes the new minimum score for that category.

Canoe reserves the right to limit the Competitive Range to ensure contract quality and management efficiency. Canoe will exclude any proponent whose score is more than 10 points below the top-ranked proponent unless that proponent is needed to meet the minimum award requirements.

[End of Part B]

SCHEDULE "B"

SUPPLIER RESPONSE TO THE RFP

CAN-2026-001 - Public Sector Enterprise Resource Planning (ERP) Software

Opening Date: January 21, 2026 3:28 PM

Closing Date: March 20, 2026 3:00 PM

Vendor Details

Company Name: Catalis Technologies Canada, Ltd.
Address: 10328 81 Ave NW, Ste 203
Edmonton, AB AB T6E 1X2
Contact: Naomi Skopec
Email: proposals.canada@catalisgov.com
Phone: 888-403-4240
HST#:

Submission Details

Created On: Wednesday January 28, 2026 07:47:11
Submitted On: Friday March 20, 2026 12:08:37
Submitted By: Naomi Skopec
Email: proposals.canada@catalisgov.com
Transaction #: a1cd37d7-bc8a-4b1e-8cf7-75fc6638ccf3
Submitter's IP Address: 147.243.236.8

Proponents must review and complete the requirement lists and questionnaires as part of their submission.

Corporate Profile

Line Item	Question	Response *
1	Proponent Legal Name (and applicable d/b/a if any):	Catalis Technologies Canada Ltd.
2	Proponent Address:	10328 81 Ave NW, Ste 203 Edmonton, AB T6E 1X2
3	Proponent website address:	https://catalisgov.com/
4	Proponent's Authorized Representative (name, title, email address) (The representative must have authority to sign on behalf of the Proponent):	
5	Proponent's primary contact for this proposal (name title address email address):	Amina DiMassi, Account Executive, 10328 81 Ave NW, Ste 203, Edmonton, AB T6E 1X2, Amina.DiMassi@catalisgov.com
6	Proponent's other contacts for this proposal if any (name title address email address & phone):	N/A
7	Proponent GST registration number:	717548929RT0001
8	If the Proponent is representing a consortium, each member of that consortium.	N/A
9	Provide a brief history of your company, including your company's core values, business philosophy, and longevity in the industry relating to this solicitation.	Catalis is a recognized leader in providing tailored solutions for municipalities, with over 45 years of experience partnering with local governments to streamline operations and enhance service delivery. As a trusted SaaS provider, we've empowered over 800 government entities across Canada to improve citizen engagement, automate workflows, and boost operational efficiency. We provide a comprehensive portfolio of purpose-built solutions that support municipalities with leading solutions for Citizen Engagement, Planning & Development, Public Works, Finance, and CAMA. As a customer-driven service provider, our trusted advisors are dedicated to delivering advanced solutions that improve everyday municipal operations. Catalis manages the full solution lifecycle; including design, development, implementation, hosting, and ongoing support and maintenance – ensuring continuity, accountability, and a seamless client experience. With a proven track record of delivering successful, timely, and cost-effective solutions, Catalis is dedicated to building long-lasting partnerships grounded in trust and reliability. We actively collaborate with clients throughout the development process to ensure our solutions align closely with their unique goals. As we continue to innovate, Catalis remains a dependable partner in advancing municipal operations and enhancing citizen services, always welcoming feedback to better serve the communities we support. We are a true one-stop partner for municipalities, offering a comprehensive range of solutions that work together to create a cohesive and efficient technology environment. Each of our offerings is built to complement the others, enabling smooth communication, data sharing, and collaboration across all areas of local government. This connected approach streamlines operations and provides municipalities with the flexibility to expand or integrate as their needs evolve—all while maintaining consistency, reliability, and ease of use. Catalis demonstrates its dedication to service by upholding its core values: Customer Centricity, Innovation, Striving for Excellence, Empowerment, Collaboration, and Accountability. These guiding principles inform every aspect of solution development, ensuring that Catalis delivers intuitive, reliable, and secure tools specifically tailored to address the unique and complex demands of the public sector.
10	Where is your headquarters located?	10328 81 Ave NW, Ste 203, Edmonton, AB T6E 1X2
11	Do you have 250 or more full time employees in Canada?	No
12	Provide all "Suspension or Debarment" from public entities in Canada your organisation is currently subject to.	N/A

ERP Solution Classification included in your submission

Canoe will award solutions in 3 distinct categories. Select the one which represents your solution.

Definitions

Integrated / Full Suite ERP Solution

A single, unified Enterprise Resource Planning system that delivers the core administrative functions—finance, HR/payroll, procurement, budgeting, taxation, utilities, reporting—within one integrated platform and one data model. These systems are designed to operate as a cohesive whole rather than as combined standalone applications.

Best-of-Breed Solution

An ERP solution delivery approach where the ERP platform provides core administrative functions, and specialized third-party applications are used for specific business needs. The ERP must expose open, well-documented APIs to support secure, reliable integration, and must remain the primary system of record for administrative data.

Municipal Specialty Systems Solution

Smaller-scope municipal systems that provide important but limited administrative functionality (such as AP automation, taxation, utility billing, or legacy finance functions) but do not constitute a full ERP solution as described above. Solutions for emergency management, land-use planning, permitting, GIS or inspections are not included in this RFP.

Category *
Best of Breed Solution

Bill S-211 declaration

Please note that the response to the information is being collected as data collation for internal use only. The response provided has no bearing on the ability for Proponents to respond to this RFP.

Line Item	Bill S-211	Answer *
1	Does the Proponent identify itself as an "entity" as defined under the Fighting Against Forced Labour and Child Labour in Supply Chains Act or "Bill S211"? As per Bill S211 an "Entity" means a corporation or a trust, partnership or other unincorporated organization that (a) is listed on a stock exchange in Canada; (b) has a place of business in Canada, does business in Canada or has assets in Canada and that, based on its consolidated financial statements, meets at least two of the following conditions for at least one of its two most recent financial years: (i) it has at least \$20 million in assets, (ii) it has generated at least \$40 million in revenue, and (iii) it employs an average of at least 250 employees; or (c) is prescribed by regulations. Please note that the response to the information is being collected as data collation for internal use only. The response provided either yes or no has no bearing on the ability for Proponents to respond to this RFP.	☐ Yes ☒ No

Geographical coverage for offering

Identify the geographical locations included in your offering. While Canoe members are nation wide, **Proponents can select to serve a defined geographical area based on their capabilities.**

Line Item	Province/Territory	Do you currently offer goods in this area? *	Is this area included in your offering for this RFP *	Comments
1	Alberta	☐ Yes ☐ No	☐ Yes ☐ No	
2	British-Columbia	☐ Yes ☐ No	☐ Yes ☐ No	
3	New-Brunswick	☐ Yes ☐ No	☐ Yes ☐ No	
4	Manitoba	☐ Yes ☐ No	☐ Yes ☐ No	
5	Newfoundland and Labrador	☐ Yes ☐ No	☐ Yes ☐ No	
6	Northwest Territories	☐ Yes ☐ No	☐ Yes ☐ No	
7	Nova-Scotia	☐ Yes ☐ No	☐ Yes ☐ No	
8	Nunavut	☐ Yes ☐ No	☐ Yes ☐ No	
9	Ontario	☐ Yes ☐ No	☐ Yes ☐ No	
10	Prince Edward Island	☐ Yes ☐ No	☐ Yes ☐ No	
11	Québec	☐ Yes ☐ No	☐ Yes ☐ No	
12	Saskatchewan	☐ Yes ☐ No	☐ Yes ☐ No	
13	Yukon	☐ Yes ☐ No	☐ Yes ☐ No	

Type of solution and complexity of entity served

This will be used as a quick guide for Members.

Question	Response *	Comments
Deployment model	SaaS Multi-Tenant	
Solution Category (Full Suite ERP, Best of Breed Solution, Specialty Municipal solution)	Best of Breed	
Complexity of entity served (Small-mid, mid-market, large complex)	Small - Mid Public Sector	
Implementation model (Vendor-Led, Partner-Led, etc)	Vendor-Led	

Program offering

Describe your program offering.

Question	Reponse *
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Provide a clear description of your ERP solution. Describe the core functional areas—such as finance, budgeting, procurement, commitment control, reporting, asset and inventory management, human resources, and workflow/approvals—and explain how your solution supports the business processes normally used by municipalities and broader-public-sector entities. If and when using proprietary module names, please define how they correspond to standard public-sector functions.	Catalis ERP Cloud is a fully integrated, cloud-based enterprise resource planning solution purpose built for local governments in British Columbia, Alberta, and Manitoba. Designed specifically for municipalities and broader public-sector entities, the system centralizes financial management, revenue administration, procurement, asset management, payroll, and citizen engagement into a single, secure platform. As a Software-as-a-Service solution hosted on Canadian infrastructure, Catalis ERP Cloud provides secure access from any location, eliminates reliance on on-premise servers, and ensures compliance with Canadian privacy and data residency requirements. The system supports fund accounting, public-sector reporting standards, and municipal regulatory requirements, while enabling collaboration across finance, public works, administration, and citizen services. With a unified database architecture, all modules share common master records and real-time financial integration, eliminating duplicate data entry, strengthening internal controls, and providing accurate, timely reporting to administration and Council. At the core of Catalis ERP Cloud is the General Ledger module, which serves as the foundation for all financial management functions. The General Ledger supports fund accounting, user-defined chart of accounts structures, recurring and reversing journal entries, allocation entries, and detailed audit trails with full transaction history. Budgeting is embedded within the General Ledger module and supports annual, quarterly, or monthly budget preparation, multi-year financial planning, and budget-to-actual reporting. Users may enter original budgets, copy prior-year actuals or budgets, and generate comparative financial statements. The module includes robust financial reporting tools, export capabilities, and customizable reports to support Council reporting, audit requirements, and regulatory compliance. Security controls include role-based access, approval workflows, and audit logs to ensure integrity and accountability. Central Name functions as the shared master record repository across all modules. It provides a single point of entry and maintenance for citizens, ratepayers, customers, vendors, and businesses. By centralizing contact information, multiple addresses, communication preferences, and portal enrollment, Central Name ensures consistent data across taxation, utilities, accounts receivable, accounts payable, licensing, and other subsystems. This supports public-sector best practices for master data management and reduces duplication while improving service delivery. The Cash Receipting module supports centralized revenue collection across taxation, utilities, accounts receivable, licenses, permits, and miscellaneous revenues. Payment types are user-definable and can include cash, cheque, debit, credit card, and electronic funds transfer. The system supports batch processing, receipting adjustments, reprinting and email delivery of receipts, and integration with financial institutions for electronic file imports and exports. Cash receipting posts directly to the appropriate sub-ledger and General Ledger accounts in real time, ensuring accurate and timely revenue recognition. Accounts Payable supports full-cycle procurement-to-payment processing. The module maintains vendor records, supports recurring invoice batches, detects duplicate invoices, and allows scanned invoices and supporting documentation to be attached directly to transactions. Payment processing includes cheque production and electronic funds transfer. Built-in bank reconciliation functionality is included within the Accounts Payable module and supports reconciliation of multiple bank accounts, enhancing financial controls and audit readiness. Integration with Purchase Orders and Project Costing enables commitment tracking and budget validation prior to payment processing. Accounts Receivable supports invoicing, collections, and revenue management for municipal services such as permits, development charges, facility rentals, and miscellaneous billings. The module integrates with General Ledger, Cash Receipting, Taxation, Project Costing, and Physical Assets. Invoices may be emailed or printed, statements generated, penalties applied, and electronic payment files created. The system supports automatic account numbering, invoice reversals, and the transfer of unpaid balances to property tax accounts where legislatively permitted. The Tax System manages the full lifecycle of property taxation, including assessment imports, levy calculations, billing, penalties, adjustments, tax certificates, and reporting. It supports user-defined rate classes, billing districts, pre-authorized payment plans, supplemental levies, and consolidated tax and assessment notices. Tax certificates may incorporate outstanding utility or other receivable balances. The module integrates directly with General Ledger, Cash Receipting, Accounts Receivable, Physical Assets, and Accounts Payable for refunds. Comprehensive reporting supports trial balances, sub-ledger reconciliation, and regulatory compliance. The Utility System supports municipal utility billing for services such as water, wastewater, solid waste, recycling, and stormwater. Billing cycles are user-defined, and rates may be structured as flat, consumption-based, or hybrid models. The system supports meter reading imports, remote meter integration, miscellaneous charges, meter testing and replacement tracking, and electronic billing. Utility transactions integrate directly with General Ledger and Cash Receipting, and customers may view bills through the Online Citizen Portal. The Payroll System manages employee compensation, statutory deductions, benefits, and reporting in compliance with provincial and federal requirements. Payroll integrates directly with the General Ledger for automated expense distribution and with Bank Reconciliation functionality within the payroll process to ensure accurate reconciliation of payroll clearing accounts. The module supports earnings and deduction codes, direct deposit processing, and payroll reporting aligned with public-sector accounting practices. The Purchase Orders module supports procurement, commitment control, and approval workflows. Departments can create purchase orders tied to specific General Ledger accounts or project codes, enabling pre-encumbrance of budgeted funds. Approval routing supports internal control policies and segregation of duties. Purchase Orders integrate with Accounts Payable to ensure invoice matching and prevent overspending beyond approved commitments. Project Costing provides structured tracking of capital and operational projects across multiple fiscal years. Users can assign revenues and expenditures to defined project numbers, establish multi-year budgets, and monitor transactions from Accounts Payable, Accounts Receivable, Payroll, Cash Receipting, and General Ledger. The module supports transfers between projects and detailed reporting at summary and transaction levels. This aligns with public-sector capital planning, grant tracking, and infrastructure investment oversight. Physical Assets and Equipment Costing supports tangible capital asset management in accordance with public-sector accounting standards. The module tracks acquisition cost, amortization using straight-line, declining balance, or unit-of-use methods, maintenance history, replacement cost, and total cost of ownership. Assets integrate with Taxation where applicable and with Project Costing for capital project capitalization. Reporting supports financial statement disclosure and asset lifecycle management. The Gravel System is designed for rural municipalities and supports the management and billing of gravel sales and related inventory transactions. It integrates with Accounts Receivable and General Ledger to ensure accurate revenue tracking and inventory accounting. The Animal License module manages pet licensing, renewals, fee collection, and integration with Cash Receipting and Accounts Receivable. The Business License module supports business registration, classification including NAICS codes, renewals, billing, and compliance tracking. Both modules integrate with Central Name and financial subsystems to ensure consistent customer records and revenue accounting. Cemetery Management supports plot inventory tracking, interment records, contract management, and billing. Transactions integrate with Accounts Receivable and General Ledger, ensuring proper financial control and reporting. The Online Citizen Portal provides residents and businesses with secure, self-service access to tax accounts, utility accounts, invoices, payment history, and selected licensing or service information. Citizens may enroll online, view statements, make payments, and receive electronic communications. This enhances transparency, reduces counter service demands, and supports modern digital service delivery expectations. Online Timesheets enable employees to record time worked against departments, cost centers, or project codes. Approved timesheets flow directly into Payroll and Project Costing, ensuring accurate labor allocation, improved internal controls, and streamlined payroll processing. Across all modules, Catalis ERP Cloud supports public-sector reporting, audit trails with user/date/time stamps, document attachment capabilities, role-based security, and integration between subsystems. Commitment control is achieved through budget validation in General Ledger and Purchase Orders, while reporting capabilities support operational management, financial oversight, and Council decision-making. By centralizing financial and operational data within a purpose-built municipal platform, Catalis ERP Cloud enables municipalities and public-sector entities to improve efficiency, strengthen governance, and deliver responsive services to their communities.
Describe the maturity of your ERP platform, including years in market, installed base in Canada, and the number and type of public-sector clients currently using your solution.	Catalis ERP Cloud is a mature, purpose-built municipal ERP platform backed by more than 45 years of continuous experience serving Canadian local governments. Originally established in 1978 (formerly operating as MuniWare and related municipal software brands), the platform has evolved through multiple technology generations—from on-premise deployments to today's modern, browser-based, SaaS cloud architecture. In 2024, Catalis completed the migration of its ERP solution to a fully modernized, feature-enhanced cloud-hosted environment, ensuring long-term scalability, security, and performance while preserving the depth of municipal functionality developed over decades. Catalis serves over 800 government entities across Canada, including more than 200 clients utilizing our ERP system. Of these, 7 municipalities live on ERP Cloud. The customers actively use Catalis ERP solutions to manage core financial and operational processes. The installed base includes rural municipalities, towns, cities, municipal districts, counties, and regional governments, as well as First Nations communities. Our client portfolio spans small rural communities to municipalities with populations exceeding 20,000 residents. The solution is exclusively focused on the public sector and is purpose-built for municipal government operations. Clients rely on Catalis ERP Cloud for general ledger and fund accounting, taxation, utility billing, accounts payable and receivable, payroll, capital asset management, project costing, licensing, and citizen self-service. Many of our clients have been long-term partners for decades, demonstrating both product stability and sustained customer satisfaction. This depth of market presence, combined with a large and diverse Canadian municipal client base, reflects the maturity, reliability, and ongoing investment in the Catalis ERP platform.

Describe your product roadmap for the next 36 months, including planned functional enhancements, architectural changes, module expansions, and end-of-life notices. State your release cadence and how you communicate changes to clients.	
Include the third party certifications you have related to ERP systems cloud storage such as ISO, ANSI, CSA, SOC etc.	Catalis ERP Cloud is hosted on Amazon Web Services (AWS) using the AWS Well-Architected Framework. All application data is stored within AWS data centers located in Canada, ensuring compliance with Canadian data residency requirements.
Identify the platform(s) who host your solution, where customer data is stored, processed, and backed up (primary, secondary, disaster recovery). Describe your security certifications, data protection practices, access controls, and incident-response protocols applicable to Canadian public-sector organizations.	Catalis ERP Cloud is delivered as a secure Software-as-a-Service (SaaS) solution hosted on Amazon Web Services (AWS) infrastructure. The platform is built using the AWS Well-Architected Framework, providing enterprise-grade cloud security, resilience, and scalability suitable for Canadian public-sector organizations. Customer data is stored, processed, and backed up within Canadian data centres, ensuring compliance with Canadian public-sector data residency and privacy requirements. The system uses a single-tenant database architecture per customer within a multi-tenant application environment, allowing each municipality's data to remain logically isolated while benefiting from a shared application platform. Data residency policies ensure that all primary production data, backups, and redundant storage remain within Canada. The Catalis cloud environment is architected with multiple layers of redundancy and disaster recovery capabilities. Production systems operate in the primary AWS environment, while continuous encrypted backups and disaster recovery mechanisms maintain redundant copies of data, ensuring that municipal data can be restored in the event of infrastructure failure or service disruption. Backups are encrypted and maintained as part of a resilient cloud architecture designed for government systems. Together, these hosting, encryption, monitoring, and governance practices ensure that Catalis ERP Cloud provides a secure, resilient, and compliant environment tailored to the operational and regulatory needs of Canadian municipalities and other public-sector organizations.

Describe your upgrade process, including frequency, required customer involvement, backward-compatibility, test environments, and support for customizations or third-party components during upgrades	Catalis ERP Cloud follows a structured release and upgrade process designed to deliver continuous improvements while minimizing disruption to municipal operations. As a Software-as-a-Service (SaaS) platform, system updates are centrally managed by Catalis and applied within the cloud-hosted environment, eliminating the need for municipalities to perform software installations or maintain local infrastructure. This approach ensures that all customers remain on a consistent and supported version of the application while benefiting from ongoing product enhancements, security updates, and regulatory compliance improvements. Application upgrades are delivered through scheduled product releases as part of Catalis' ongoing product roadmap and release cycle. Enhancements, performance improvements, and security updates are developed, tested, and deployed by the Catalis development and operations teams. Prior to release, all new functionality undergoes a controlled development lifecycle that includes automated and manual testing processes such as static and dynamic application security testing, vulnerability remediation, and internal quality assurance review. These testing procedures are embedded within the development pipeline to ensure that any changes introduced into the platform meet security and reliability standards before production deployment. Because the platform is delivered as a cloud-hosted SaaS application, upgrades are deployed centrally within the hosted environment and do not require customers to download patches, perform local upgrades, or allocate internal IT resources for system maintenance. Municipal users continue accessing the application through supported web browsers without interruption to their environment. Customers are notified of upcoming releases and feature updates in advance through standard product communications and support channels. Catalis maintains a structured release process that incorporates controlled testing and validation before production deployment. Development environments are used to build and test new functionality, followed by quality assurance validation prior to release. This staged process ensures that new features, fixes, and performance improvements are verified before being introduced into the production environment used by municipal clients. Automated and manual testing procedures, including vulnerability scanning and code reviews, are embedded into the release cycle to ensure system stability and security. Because Catalis ERP Cloud is delivered as a standardized SaaS platform, the system is designed to maintain backward compatibility across releases. Existing configurations, data structures, and user permissions are preserved during upgrades, allowing municipalities to continue operating without requiring reconfiguration after each release. System upgrades are designed to maintain compatibility with existing modules, financial records, and operational workflows while introducing incremental improvements to the platform. Municipal configurations such as chart of accounts structures, financial configurations, tax classes, utility rate structures, and workflow settings are stored within the customer database and remain intact during system upgrades. The system's modular architecture allows improvements to be deployed without altering the underlying configuration used by individual municipalities. This ensures that operational processes and reporting structures remain consistent following each release. The platform also supports integrations with third-party systems and external data sources through defined interfaces and API-based integration methods. Catalis ERP Cloud is designed with an API-enabled architecture to facilitate integration with external applications commonly used by municipalities, such as meter reading systems, GIS platforms, payment processors, or document management systems. During upgrades, these integrations are preserved because they rely on stable interfaces and standardized data exchange methods. When changes to integration interfaces are required, Catalis coordinates with customers and integration partners to ensure compatibility and continuity of service. Customer involvement during upgrades is minimal due to the SaaS delivery model. Municipal staff are not required to perform upgrade tasks, install software, or manage infrastructure changes. Instead, customer participation is typically limited to reviewing release notes, evaluating new functionality, and optionally participating in feature adoption or configuration updates if new capabilities are introduced. Catalis also provides post-release support through its Customer Success and software support teams. These teams assist municipalities in understanding new functionality, addressing any issues following an upgrade, and ensuring that system performance and workflows continue to operate as expected. Support services include product documentation, training resources, and ongoing assistance through Catalis' customer support channels. Through this managed upgrade process, Catalis ERP Cloud ensures that municipalities receive regular product enhancements, security improvements, and compliance updates while maintaining operational continuity, system stability, and compatibility with existing configurations and integrations.
Describe the configuration tools, low-code/no-code capabilities, and workflow engines available to clients. Identify which capabilities business users can configure without vendor or partner intervention.	Catalis ERP Cloud provides a range of configuration capabilities that allow municipalities to tailor the system to their operational and financial requirements without requiring ongoing vendor intervention for day-to-day administration. Configuration is primarily managed through system-level settings, module configuration, and role-based access controls, allowing business users and system administrators to manage key aspects of the platform internally. System configuration is performed through administrative tools such as System Profile and module-level configuration settings. These tools allow authorized users to configure core system parameters including chart of accounts structure, financial distributions, municipal settings, tax and utility rules, billing cycles, penalty structures, bank account configurations, and other operational settings. Modules such as General Ledger, Accounts Receivable, Taxation, Utilities, Payroll, and Licensing include configurable parameters that can be adjusted by authorized users to reflect local policies, rates, and business processes. User access and system behavior are controlled through role-based access control (RBAC). Administrators can define user roles and assign permissions at the module and function level, allowing organizations to control access to financial processes, enforce segregation of duties, and manage operational responsibilities across departments. These permissions can be configured internally by system administrators without requiring vendor involvement. The platform also supports configuration of financial structures and operational rules, including fund accounting setup, project and departmental tracking, payroll deduction rules, penalty calculations, and other business rules embedded within modules. These capabilities allow municipalities to align the system with their internal processes while maintaining consistency across financial and operational functions. Catalis ERP Cloud does not rely on a traditional low-code or no-code application development environment. Instead, the platform focuses on structured configuration of built-in modules and business rules. Where additional customization or extension of functionality is required beyond standard configuration, these changes are typically delivered through Catalis development services or system integrations. Workflow functionality within the current platform is primarily supported through role-based permissions and operational processes within modules. While configurable, rules-based workflow automation (such as advanced approval routing, delegation, and escalation) is part of the ongoing product roadmap rather than a fully developed native workflow engine in the current release. For organizations requiring advanced workflow automation or process orchestration, these capabilities can be supported through configuration of existing processes or through integration with external systems using the platform's API-based architecture. In summary, Catalis ERP Cloud enables business users to configure key financial structures, operational rules, system settings, and user access controls internally, while more advanced customization, workflow automation, or application extensions are supported through Catalis services or integration with external platforms.
Describe if and how your solution supports multi-entity, multi-department, or shared-services environments, including controls, reporting, and segregation of duties.	Catalis ERP Cloud supports multi-department municipal operations and can be configured to support multi-entity or shared-services environments where appropriate. The system is designed around a centralized financial and operational data model that allows multiple departments and functional areas within a municipality to operate within a single integrated platform while maintaining appropriate controls and separation of responsibilities. User access and system permissions are managed through role-based access control (RBAC). Role-based permissions can be applied to users and teams, ranging from global Catalis administrators to ERP Cloud administrators and module-specific administrators or operational users. These roles allow organizations to control which users can access specific modules, menus, and system functions within the platform. This structure enables municipalities to support shared services environments—such as centralized finance or administrative teams—while maintaining appropriate segregation of duties across operational departments. Financial and operational segregation is supported through the system's General Ledger structure and associated accounting framework. The General Ledger supports user-defined account structures and fund accounting, enabling municipalities to organize financial activity by department, program, service area, or fund. Transactions originating from modules such as Accounts Payable, Accounts Receivable, Payroll, Cash Receipting, Taxation, Utilities, and Project Costing are posted to the centralized ledger while maintaining their associated departmental or program identifiers. This allows multiple departments to operate within the same system while preserving financial separation and reporting visibility. Catalis ERP Cloud also supports project and program-based financial tracking through the Project Costing module. This module allows transactions from multiple subsystems—including Accounts Payable, Accounts Receivable, Payroll, Cash Receipting, and the General Ledger—to be assigned to defined projects. This enables organizations to track multi-year capital projects, grants, or cross-department initiatives while maintaining full visibility into costs, revenues, and financial performance across participating departments. Shared services environments are further supported through centralized master data management. The Central Name module maintains a single shared record for citizens, customers, and vendors that can be used across multiple modules including taxation, utilities, accounts receivable, and licensing. This allows different departments to interact with the same entities while maintaining consistent records across the system. Catalis ERP Cloud can also support multi-entity scenarios where a municipality operates related organizations such as a municipal utility corporation or other separate legal entities. In these situations, separate ERP Cloud instances can be deployed for each entity to ensure that financial data, transactions, and reporting remain fully segregated. Authorized personnel can access multiple instances through single sign-on authentication, allowing users to securely switch between environments as needed while maintaining complete separation of data and financial records between entities. Reporting capabilities also support multi-department and shared-services operations. Because all modules post to the centralized General Ledger, financial and operational reporting can be produced across the entire organization or filtered by department, program, project, or account structure. Built-in financial statements, trial balances, transaction listings, and configurable reports allow municipal finance teams to generate consolidated or department-level reports as required. Finally, the system supports strong internal controls through audit logging and transaction tracking. System activities are recorded with user identification, date, and timestamp information across modules, enabling administrators and auditors to review transaction history and verify user actions. Combined with role-based access controls and structured financial accounting, these features help municipalities enforce segregation of duties, support shared-service administrative models, and maintain appropriate governance over financial and operational processes. Together, these capabilities allow Catalis ERP Cloud to support the operational needs of municipalities operating across multiple departments or service areas, as well as organizations managing multiple entities, while maintaining strong security controls, clear reporting structures, and appropriate separation of responsibilities.

Describe your reporting and analytics capabilities, including built-in reports, self-service tools, data export methods, and support for external BI platforms.	Catalis ERP Cloud provides comprehensive reporting and analytics capabilities designed to support the operational, financial, and regulatory reporting requirements of Canadian municipalities. Reporting functionality is embedded throughout the system and is tightly integrated with the General Ledger and other operational modules, ensuring that all financial and transactional data can be analyzed and reported in real time. The General Ledger serves as the central reporting foundation for the ERP platform. All financial transactions generated from subsystems—including Accounts Payable, Accounts Receivable, Cash Receipting, Payroll, Taxation, Utilities, Project Costing, and other operational modules—are posted to the General Ledger, enabling consolidated financial reporting across the entire organization. Standard financial reports include trial balances, general ledger listings, budget-to-actual comparisons, transaction history reports, and year-end financial reports required for municipal financial oversight and audit processes. Because all operational modules integrate directly with the ledger, reporting can span multiple departments, services, and programs without requiring manual reconciliation. In addition to built-in financial statements and operational reports, the platform supports user-configurable reporting based on the underlying chart of accounts and transaction data structure. Municipal staff can generate reports that analyze activity by account, project, department, or time period, enabling flexible financial analysis and operational oversight. These reporting tools allow administrators and finance staff to generate information needed for Council reporting, internal management reporting, and regulatory compliance. The system also supports audit and accountability reporting through built-in audit trails. Transactions across the ERP environment are logged with user identification, date, and time stamps, allowing administrators and auditors to review transaction history and verify changes made to financial or operational records. This audit capability supports internal control requirements and external audit processes commonly required within municipal governments. For data analysis outside the application, Catalis ERP Cloud supports structured data export capabilities. Tabular system data can be exported in formats such as CSV files, enabling municipalities to extract information from the ERP system for further analysis or reporting in external tools. These export capabilities allow organizations to integrate ERP data with common productivity and analytics platforms, including spreadsheet-based analysis or external reporting tools used by municipal finance teams. The platform also supports integration with external systems and third-party solutions through its API-based architecture. This allows municipalities to exchange data between the ERP system and other enterprise applications or analytics tools when required. Because the ERP solution is designed with open integration capabilities, organizations can incorporate ERP data into broader municipal reporting environments or connect to third-party business intelligence platforms such as Power BI, Tableau, or other analytics tools through the available APIs. Catalis ERP Cloud's browser-based architecture also enables reporting access across departments without requiring specialized client software. Authorized users can access reporting tools through supported web browsers, allowing municipal staff, finance teams, and administrators to retrieve reports and operational data from any authorized location. In addition to the standard reporting capabilities included within ERP Cloud, Catalis offers an Advanced Reporting module that enables more sophisticated business intelligence-style analysis using ERP data. This module is designed to provide enhanced reporting capabilities beyond traditional operational reports by allowing users to build more complex analytical views, dashboards, and data visualizations directly from ERP Cloud data sources. The Advanced Reporting module connects directly to the ERP Cloud database environment and allows municipalities to analyze financial and operational data across modules such as General Ledger, Accounts Payable, Accounts Receivable, Payroll, Taxation, Utilities, and Project Costing. Users can build interactive reports and dashboards that aggregate and visualize ERP data across departments, fiscal periods, or operational categories. This capability supports deeper financial analysis, performance monitoring, and management-level decision support. Through the Advanced Reporting module, municipalities can create dynamic reports that allow filtering, drill-down analysis, and multi-dimensional views of ERP data. For example, finance teams can analyze expenditures by department, compare budget-to-actual results across fiscal periods, review revenue trends across taxation and utilities, or monitor capital project spending in real time. Because the module draws data directly from ERP Cloud, the information used for analysis remains consistent with the official financial system of record. The Advanced Reporting module complements the built-in ERP reporting tools by providing a flexible environment for creating executive dashboards, operational analytics, and cross-department performance reports. At the same time, municipalities that already use external analytics platforms can continue to leverage those tools by connecting them to ERP Cloud through the platform's API and data export capabilities. Together, these reporting and analytics capabilities—including built-in operational reports, configurable financial reporting tools, structured data export options, integration with external analytics platforms, the Advanced Reporting module, and compatibility with third-party BI tools—provide municipalities with a comprehensive environment for analyzing and managing financial and operational information across their organization.
Describe how your solution supports public-sector financial controls, including approval workflows, delegation of authority, commitment control, audit trails, and compliance reporting.	Catalis ERP Cloud supports public-sector financial controls through a combination of structured financial accounting, role-based system security, integrated financial modules, and comprehensive audit tracking. The platform is designed to support the governance, oversight, and accountability requirements typical of Canadian municipal and public-sector organizations. User access and system permissions are managed through role-based access control. System permissions can be assigned based on user roles, allowing administrators to control which users have access to specific modules, menus, and functions within the system. This structure allows municipalities to restrict financial activities to authorized personnel and implement appropriate segregation of duties across finance, administration, and operational departments. The financial control framework is supported through the centralized General Ledger and integrated subledger modules. Financial transactions originating from operational modules such as Accounts Payable, Accounts Receivable, Payroll, Cash Receipting, Taxation, Utilities, and Project Costing are recorded within the system and posted to the General Ledger. This integrated architecture ensures that all financial activity is captured within a single system of record and supports consistent financial reporting and oversight across the organization. Commitment control and financial oversight are supported through the integration of purchasing, accounts payable, and the General Ledger. Transactions are recorded within the financial system and tracked against the organization's chart of accounts structure, allowing municipalities to monitor expenditures, revenues, and financial activity across departments, programs, and projects. The Project Costing module further supports financial oversight by allowing transactions from modules such as Accounts Payable, Accounts Receivable, Payroll, Cash Receipting, and the General Ledger to be assigned to specific projects, enabling organizations to monitor costs and revenues associated with multi-year capital initiatives or grant-funded programs. Catalis ERP Cloud also maintains comprehensive audit trails across system transactions. System activities are logged with user identification, date, and timestamp information, allowing administrators and auditors to review transaction history and identify changes made to records. These audit logs support internal financial controls, external audit processes, and regulatory accountability requirements common within municipal governments. The system supports compliance reporting and financial transparency through built-in reporting capabilities within the General Ledger and other financial modules. Because all operational modules post transactions to the centralized ledger, financial statements, trial balances, transaction listings, and other financial reports can be generated directly from the system. These reports allow municipal finance teams to monitor financial activity, produce reports for Council or administration, and support year-end financial reporting and audit review processes. In addition, the platform supports document attachment and record tracking across modules, allowing supporting documentation to be associated with financial transactions where required. This helps maintain a clear audit record and ensures that supporting information is available for financial review or compliance verification. Together, these capabilities allow Catalis ERP Cloud to support the financial governance, transparency, and accountability requirements expected within public-sector organizations, providing municipalities with the tools necessary to manage financial transactions, enforce internal controls, maintain audit readiness, and produce reliable financial reports.
Do Canoe members have the ability to choose or restrict the hosting region (including test, staging, and analytics environments)? Can the customer prohibit cross-region failover?	Catalis ERP Cloud is hosted on Amazon Web Services (AWS) infrastructure and is designed to meet the data residency and security requirements of Canadian public-sector organizations. Customer data for Catalis ERP Cloud is stored, processed, and backed up within Canadian AWS data centres, ensuring compliance with Canadian data residency expectations for municipal and public-sector clients. This applies to production environments as well as supporting environments used for system operations. All core application environments—including production, test, and staging environments—are deployed within Canadian cloud infrastructure. Municipal customers do not host or manage these environments directly; however, the Catalis cloud architecture ensures that all environments supporting the ERP application operate within Canadian regions. This ensures that municipal data remains subject to Canadian jurisdiction and privacy frameworks. The platform architecture includes redundant infrastructure and encrypted backup mechanisms to support system resilience and disaster recovery. Data is protected through continuous encrypted backups and disaster recovery mechanisms designed to ensure service continuity in the event of infrastructure disruption. Backup data and recovery processes are maintained within the same Canadian cloud infrastructure, ensuring that customer data remains within Canadian hosting regions as part of the disaster recovery process. Because the ERP Cloud platform is delivered as a centrally managed SaaS environment, infrastructure regions are controlled by Catalis as part of the managed hosting architecture. Municipal customers do not individually configure cloud regions; however, the platform is architected so that municipal customer data remains stored and processed within Canadian hosting regions used by the Catalis environment. The Catalis hosting architecture therefore maintains Canadian data residency across operational environments, backups, and disaster recovery systems, ensuring that municipal data remains protected within Canadian cloud infrastructure and aligned with the expectations of Canadian public-sector organizations.
Describe how your solution meets accessibility requirements, keyboard navigation, screen-reader compatibility, and mobile usability for public-sector staff.	

List and describe all agreements that govern the use, support, hosting, and management of your ERP solution.	Catalis ERP Cloud is governed by a single contractual framework that defines the use, support, hosting, and management of the ERP solution. In most customer engagements, this framework consists of an executed Order Form together with the Master Software Subscription and Services Agreement and its associated schedules. These documents collectively establish the terms under which the ERP Cloud platform is provisioned, implemented, and supported. The primary agreement executed with the customer is the Catalis Order Form. The Order Form defines the commercial terms of the subscription, including the ERP Cloud modules being provided, subscription start date, contract term, pricing, billing schedule, and the scope of professional services associated with implementation. The Order Form also formally identifies the customer organization, key contacts, and system administrators responsible for the deployment and administration of the solution. The Order Form incorporates by reference the Master Software Subscription and Services Agreement, which governs the overall use of the SaaS platform. This agreement establishes the legal and operational framework for the ERP Cloud service, including terms related to software access, service delivery, responsibilities of the parties, confidentiality, and ongoing management of the hosted solution. The agreement structure also includes supporting schedules that define the functional scope and implementation activities associated with the ERP solution. Schedule A describes the software services included in the ERP Cloud subscription, identifying the modules and functionality that will be hosted and made available to the customer. In the Calmar agreement example, this includes modules such as Central Name, General Ledger, Accounts Payable, Accounts Receivable, Taxation, Utilities, Cash Receipting, Payroll, licensing modules, fixed assets, purchase orders, and citizen portal capabilities. Schedule B outlines the professional services and implementation scope associated with deploying the ERP Cloud solution. This schedule defines activities such as application setup, user configuration, module configuration, data migration, system configuration, and training services delivered by Catalis during implementation. It also establishes assumptions, responsibilities of the customer during implementation, and the scope of data conversion from the prior system. Together, the Order Form, Master Software Subscription and Services Agreement, and associated schedules govern the full lifecycle of the ERP Cloud service, including system provisioning, hosting, subscription use, support, implementation services, and ongoing service delivery. Where additional services, integrations, customizations, or scope changes are required, these are addressed through written amendments, additional work orders, or updated statements of work agreed to by both parties. This allows the agreement structure to evolve as new modules, services, or implementation requirements are introduced while maintaining a single governing contract framework between Catalis and the customer. This agreement model ensures that municipalities have a clear and consolidated contractual framework governing the use, support, hosting, and ongoing management of the Catalis ERP Cloud solution.
List anything else you would like to include as part of your offering.	n/a

Core ERP Capability Coverage

Proponents must base responses on the capabilities of their ERP platform, not on a specific client’s implementation.

ADD N/A if no answer

- Identify which features are native, which require configuration, which require customization, and which rely on third-party applications.
- Cite **evidence** (e.g., published documentation, release notes, client deployment patterns).
- Avoid marketing statements that do not provide measurable facts.
- Disclose any assumptions used in classifying a capability.

Evaluation will score the completeness, clarity, evidence, and practicality of proposed approaches required for a delivery of your program offering.

Capability Category	Offered *	Name and Description *	Native (OOB) Support *	If not Native: Configuration *	Requires Customization *	Third-Party Required *	Known Limitations *	Typical use case that require customization or 3rd party *	Evidence
Finance	☒ Yes ☐ No	ERP Cloud – Catalis ERP Cloud offers core municipal finance capability throughout the following modules: General Ledger, Accounts Payable, Accounts Receivable, Cash Receipting, Purchase Orders, Project Costing, and Physical Assets & Equipment Costing. Core finance capabilities included in our modules, include budgeting within the GL module, and Bank Reconciliation within the Accounts Payable module. Additional finance adjacent modules included in ERP Cloud are Tax System, Utility System, Animal License, Business License, Cemetery, and Gravel System. These systems feed into core finance module for an integrated system. When classifying capability, we are assuming that the user of this system is a municipal government organization under 20,000 population within the provinces of AB, MB, or BC.	☒ Yes ☐ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No			

Procurement	Yes No	ERP Cloud – Procurement can be supported in ERP Cloud via the Purchase Orders, Accounts Payable, Central Name, and Cash Receipting modules. The procurement lifecycle is supported through the Purchase Orders and Accounts Payable modules. Purchase Orders manage vendor purchasing activities, commitments, and order tracking. Accounts Payable manages vendor invoices, payments, and reconciliation of outstanding balances. Vendor records are centrally managed in the Central Name module, allowing consistent vendor master data across purchasing and financial transactions. Procurement workflows can be managed in the purchase orders module. Catalis Inventory Management solution also integrates with ERP cloud, to support inventory purchasing integration. When classifying capability, we are assuming that the user of this system is a municipal government organization under 20,000 population within the provinces of AB, MB, or BC.	Yes No	Yes No	Yes No	Yes No			
Human Resources / Payroll (if applicable to your suite)	☒ Yes ☐ No	ERP Cloud – The Payroll and Online Timesheet modules provide core payroll capabilities. The Payroll System module manages employee compensation, deductions, and payroll processing. Payroll transactions integrate with the General Ledger to record labor expenses and associated liabilities. Employee classes, payroll deductions, and payroll-related GL distributions are configured within the payroll system during implementation. When classifying capability, we are assuming that the user of this system is a municipal government organization under 20,000 population within the provinces of AB, MB, or BC.	☒ Yes ☐ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No			
Budgeting and Planning	☒ Yes ☐ No	ERP Cloud – Budgeting capabilities are provided within the General Ledger module, including budget entry, tracking, and budget-to-actual reporting. The Project Costing module supports budgeting and planning for capital and operational projects, enabling municipalities to track project-level budgets, costs, and revenues over time. The system supports integration with third-party municipal budgeting tools and planned enhancements include Excel import/export functionality to support flexible budgeting workflows. When classifying capability, we are assuming that the user of this system is a municipal government organization under 20,000 population within the provinces of AB, MB, or BC.	☒ Yes ☐ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No			

Inventory / Asset Management	☐ Yes ☐ No	ERP Cloud - The Physical Assets & Equipment Costing module manages capital asset records, amortization schedules, and asset-related accounting entries. Project Costing allows capital projects to be tracked from initiation through completion and capitalization. Catalis also provides separate, but integrated solutions for Inventory Management, Work Order Management, and Infrastructure Management. When classifying capability, we are assuming that the user of this system is a municipal government organization under 20,000 population within the provinces of AB, MB, or BC.	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No			
Reporting / Analytics	☐ Yes ☐ No	ERP Cloud, Advanced Reporting - Catalis ERP Cloud provides integrated financial and operational reporting through the General Ledger and all submodules (AP, AR, Taxation, Utilities, Payroll, Project Costing). Includes standard financial reports (trial balance, financial statements, budget vs actual), operational reports, configurable report parameters, data export (CSV), and an optional Advanced Reporting module for dashboards and enhanced analytics. Supports integration with external BI tools via API and data export. When classifying capability, we are assuming that the user of this system is a municipal government organization under 20,000 population within the provinces of AB, MB, or BC.	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No			

Integration and Data Architecture	☐ Yes ☐ No	ERP Cloud - Central Name serves as the master data hub for entities such as citizens, vendors, and organizations. This shared data structure ensures consistent information across modules including taxation, utilities, licensing, receivables, and purchasing. The only module with a separate 'Central Name' are the Payroll and Cemetery modules. ERP Cloud is designed as an integrated platform where operational modules feed transactions into the financial system. In addition, the platform supports integration with external systems through APIs and data exchange mechanisms, allowing integration with third-party municipal solutions, analytics platforms, or specialized operational systems. When classifying capability, we are assuming that the user of this system is a municipal government organization under 20,000 population within the provinces of AB, MB, or BC.	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No			
Platform Tools (workflow, low-code, roles/permissions, extensibility)	☐ Yes ☐ No	ERP Cloud - Platform configuration is managed through administrative tools such as System Profile and module configuration settings. These tools allow administrators to configure system parameters, financial structures, and operational rules within the application. Role-based access control allows organizations to assign permissions based on user roles, restricting access to modules and functions according to job responsibilities. This enables municipalities to enforce segregation of duties and maintain appropriate security controls across finance and operational teams. Configuration options include: • Module access permissions • Financial account structures • Municipal settings • System-wide operational parameters These configuration capabilities allow organizations to manage many aspects of the system without requiring vendor intervention, while more advanced customization or integration work can be supported through professional services or additional platform extensions. When classifying capability, we are assuming that the user of this system is a municipal government organization under 20,000 population within the provinces of AB, MB, or BC.	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No			
	☐ Yes ☐ No	N/A	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No	N/A	N/A	N/A

Extensibility, integration and interoperability

Integration and Extensibility Overview

Area	Native Integration Features *	Limits or Constraints *	Need for Customization or Middleware *
API			
Events/webhooks			
Reporting Data Models			
Workflow Engine			

Technical Support

Question	Answer *
Describe the customer support services available for technical issues, including support channels, hours of availability, response and resolution targets, escalation paths, and any service-level commitments for Canoe Members.	Catalis' Support Team offers several contact methods to best suit the needs of every customer. We also provide support around-the-clock: -Live Support – 8:00am - 4pm Pacific Time, Monday-Friday (excluding holidays) Via phone, email, or through our support portal. -Customer Support Portal (FAQs, tips, news, etc.) Catalis' Support Team maintains robust support processes and implements advanced ticketing and tracking systems to streamline customer inquiries and monitor satisfaction. Catalis utilizes a Salesforce ticketing system. This systematic approach ensures that each customer request receives the attention they deserve and is promptly routed to the appropriate team member with the necessary expertise. These processes also enable better tracking of customer interactions, ensuring continuity and providing valuable insights for future product improvements. The support team can handle a wide variety of technical issues at rapid speed, provide in-depth product knowledge, and offer personalized guidance tailored to each customer's unique needs.
Describe your technical support model, including the distinction between vendor-provided support and partner-provided support. Identify which types of issues are handled directly by your company.	We support our software and its usage. Some support for module workflow assistance and data updates etc. can be billable. Making sure the client environment/equipment and servers (for On-Prem) are client's responsibility.
Describe how support responsibilities are divided between your company and implementation partners, including issue triage, root-cause analysis, and platform-level defects	Catalis implements our own ERP system, we don't have implementation partners.
Describe how technical support interacts with your update and release process, including communication of upcoming releases, support for regression issues, and schedule stability	Updates will be automated and managed by the municipality application admin. In the ERP, there is a page that shows the available releases and the changes contained in that release. The admin can choose to update to any release above the current release they are running on. When they select to update, the server is updated. This process is fairly quick and may take up to a couple minutes. Then when the workstations next log into the application, they are told their machine needs to be updated and they are giving the opportunity to allow the update to happen automatically. This process takes only a couple minutes.

Suitability and Member profile

Question	Reponse *
Beyond the financial cost, what is the specific Full-Time Equivalent (FTE) commitment required from the client's internal team during a standard implementation to ensure success, and what specific technical skill sets must those internal staff possess	To be able to provide the data to us or provide us access to pull the data. We do not need them to have technical skills as long as they know how to use their current software. All technical aspect, our team would be owning.
Describe a specific client profile (size, complexity, or industry vertical) where your solution is NOT the best fit, and explain why a competing product might serve that specific profile better.	
Describe a specific client profile (size, complexity, or industry vertical) where your solution is the best fit, and explain why a competing product might serve that specific profile better.	
Identify functional gaps that your past public-sector clients (within the last three years) have raised during implementation.	
Describe compatibility with commonly used public-sector systems (procurement portals, AP automation tools, asset systems, financial reporting tools).	Catalis has a proven track record of integrating with industry standard budgeting, payroll, recreation, GIS, and utility systems: ERP Cloud is designed in mind for integration with other commonly used tools, procurement, AP, asset management, etc.
Identify typical integration points where members often require customization.	Most Catalis' historical integrations have reached a point where they are standardized and require little to no customization. Due to Catalis' 40+ years with its current target market. Catalis understands the rapidly changing software and AI environment. ERP Cloud has a powerful API with over 2000 end points to allow for variable integration opportunities.
	N/A
	N/A
	N/A

Comparative Positioning

Proponents must summarize how their ERP differs from other major products in the market. This section aims to help Canoe Members understand when your solution is a good fit and when it is not.

Dimension	Strengths of your Solution *	Limitations of your solution *	Typical competitor approaches *	Members types best served *
Finance				
Procurement				
Reporting				
Extensability				

Experience

Describe your experience.

Line Item	Question	Reponse *
1	Provide a high level description of the services you are offering in your proposal.	Catalis is offering an end-to-end implementation of the Catalis cloud-based ERP solution for local governments, including project management, system configuration, data migration, integrations, testing, and go-live support. Our services also include training and resources to ensure successful adoption, ongoing support, and maintenance for long-term system use.
2	What is your Canadian public sector market share for the solutions you are proposing?	Catalis was formed in 2022 through the consolidation of the Canadian companies MuniSight, MuniWare, All-Net, and CAMAlot. Over 45 years of experience with Canadian Municipalities with the adoption of 800+ clients across all solutions.
3	Describe the maturity of your ERP platform, including years in market, installed base in Canada, and the number and type of public-sector clients currently using your solution. Include a representative sample of public entities currently using your solution.	The Catalis ERP solution is a mature and trusted solution with over 45 years of combined experience delivering ERP systems to the public sector, across both on-premises and cloud-based developments. The solution has a strong and established base in Canada, supporting more than 800 public-sector clients. In Canada, the platform is actively used by municipal governments in Alberta, British Columbia, and Manitoba, primarily serving small to mid-sized municipalities with populations under 30,000. These clients represent a mix of rural and urban communities, demonstrating the platform's flexibility and scalability across different municipal environments. A representative sample of users includes Canadian municipalities seeking a modern, user-friendly, secure, and reliable ERP solution to support core financial, operational, and citizen-facing services.
4	What do you consider to be the top three market differentiators of your services relative to this solicitation?	
5	Describe your experience with group purchasing, including a list of current cooperative purchasing contracts in North America.	

Engagement , Marketing and Training

Line Item	Question	Response *
1	Describe the engagement and marketing strategy your company will implement if successful in this solicitation. Your answer should be specific to the various types stakeholders involved.	Catalis will execute a targeted engagement strategy focused on municipal decision-makers. This includes CAOs, CFOs, IT Directors and finance leaders positioning Canoe contract as a streamlined and compliant procurement pathway for ERP modernization. We will collaborate with Canoe on joint marketing initiatives such as webinars, member communications, conference participation and co-branded digital content to drive awareness and adoption. Our sales team and dedicated Customer Success Managers will proactively engage Canoe Members with tailored outreach, education sessions, and executive briefings aligned to their specific operational and regulatory needs.
2	Collaboration between Canoe and the vendor is essential to the buy-in of group purchasing by vendors and their distribution network. What do you expect Canoe's role to be in demonstrating the value of the contract?	Catalis views Canoe as a strategic partner and believes contract success is achieved through collaboration, transparency, and shared promotion of member value. To effectively demonstrate value, Catalis would look to Canoe for support in the following: Clear member communication, member eligibility confirmation, collaborative marketing opportunities, reporting and administrative alignment, and a strategic feedback loop.
3	Describe how you will train your sales force and distribution network on the value of utilizing the group purchasing such as the Canoe contract for public sector and non for profit clients. Include details on measure you will put in place, such as type and cadence of engagement etc.	Catalis will conduct structured internal enablement sessions for our sales team. This will include contract overview training, pricing and compliance guidelines and positioning of the Canoe agreement as a streamlined procurement vehicle for public sector and non-profit clients, reinforced through quarterly refreshers and updated playbooks. We'll incorporate Canoe contract utilization into pipeline reviews and sales governance processes to ensure consistent awareness, correct positioning and compliant use across all qualified opportunities.
4	Describe your methodology and approach to a successful start up / implementation plan and ongoing review and monitoring of the contract use and promotion. Include details on measure you will put in place.	Catalis will execute a structured onboarding plan that includes internal alignment with Sales, Finance, Legal and Customer Success. Formal contract coding within our CRM and billing systems and coordination with Canoe on launch communications and promotional activities. Ongoing monitoring will include monthly sales reporting, quarterly internal compliance reviews, administrative fee reconciliation and regular touchpoints with Canoe to assess contract utilization, member engagement and promotional effectiveness.
5	How will you be monitoring the adoption and utilization of the Canoe contract by your sales and distribution network? Which key performance indicators will you be monitoring?	Catalis will actively monitor adoption and utilization of the Canoe contract through internal tracking, sales enablement processes, and defined performance metrics. The Canoe agreement will be configured in the CRM and will be considered for any eligible municipalities. Catalis will monitor KPI's including adoption metrics, revenue metrics, compliance metrics, and engagement metrics. Catalis views the Canoe agreement as a strategic growth channel and will manage its performance to ensure maximum value for Canoe members.
6	Describe your commitment to attending and/or sponsoring Canoe member engagement events (e.g., reverse trade shows, conventions, golf tournaments, educational offerings, retreats etc.)	Catalis values opportunities to engage directly with Canoe Members and would evaluate participation in select member events where there is a strong alignment with our public sector ERP focus. Sponsorship and attendance decisions would be assessed based on strategic fit, member engagement potential and overall return on investment.
7	Provide details on industry and association partnerships your company has fostered over time which will be beneficial to promoting the Canoe contract in Canada.	All Canadian tradeshow, our own customer user groups, all RFP submissions

Sales and distribution network

Question	Response *
Describe your company's capability to meet the CANOE Member needs across Canada or for each geographical area the Proponent wishes to do business in. Your response should address at least the following areas. a. Sales force. b. Reseller network or distribution methods if any. Please include details, such as the locations of your network of sales.	Catalis has a strong sales and support presence across Canada, with a dedicated team positioned to serve members in all regions. Our sales team is equipped to travel to remote and regional areas, ensuring hands-on support and engagement regardless of location. For Western Canada, our primary team is based in Edmonton, Alberta, providing local expertise, quick response times, and in-person support when needed.
Describe your how you manage government sales. Include details on the sales and training structure and how you specifically address sales and marketing with public sector clients in a group procurement context.	Catalis manages government sales through a specialized public sector sales team trained in municipal procurement processes, compliance requirements and long-cycle consultative selling. This is supported by structured onboarding and ongoing enablement focused on ERP modernization and regulatory alignment. In a group procurement context, we position contracts such as Canoe as compliant, pre-vetted purchasing vehicles, equipping our sales team with clear pricing governance, contract-use protocols, and targeted marketing materials tailored to public sector decision makers.
Describe in details the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your service goals or promises.	1. Support Process & Procedures Catalis utilizes a robust internal service request and ticketing system (Salesforce-based) to manage all customer inquiries. This system allows customers to submit support requests via phone, email, or our online support portal. Our step-by-step support process includes: 1) Ticket Creation – Customer contacts Catalis via phone, email, or portal. 2) Case Logging & Categorization – Inquiry is logged into our internal system and routed to the appropriate subject matter expert. 3) Prioritization – Tickets are prioritized based on urgency and operational impact. 4) Resolution & Communication – A dedicated support representative works directly with the customer to provide resolution, with updates communicated via email. 5) Closure & Survey – Once resolved, a satisfaction survey is automatically issued. This structured workflow ensures accountability, visibility, and timely resolution while maintaining continuity across interactions. 1. Response-Time Capabilities & Availability Catalis provides: - Live Support Hours: 8:30am–5:00pm MST, Monday–Friday (excluding holidays) - Contact Methods: Phone (speak directly with a live local representative), email, and online support portal - Customer Portal: Access to FAQs, product tips, updates, and news Municipalities are able to call and speak directly with a live person in our office, ensuring immediate engagement rather than third-party call routing. 2. Performance Monitoring & Service Commitments Catalis maintains advanced tracking and monitoring systems to measure service quality and ensure continuous improvement. After every resolved case, customers receive a survey to evaluate their experience and provide feedback on the support process. Customer feedback is actively reviewed to: - Identify trends and improvement opportunities - Recognize high-performing team members - Refine internal processes - Enhance training initiatives This systematic feedback loop ensures that Catalis continually strengthens its support delivery and maintains high service standards. 3. Continuous Improvement & Staff Development Catalis invests in continuous training and professional development for all support staff. This commitment to ongoing learning ensures our team remains current with industry trends, emerging technologies, and best practices. As a result, customers benefit from knowledgeable support representatives who can provide informed guidance and resolve concerns effectively. Internal performance monitoring and a culture of accountability reinforce our service commitments and help ensure consistent, high-quality support. 4. Commitment to Local, Personalized Support We are committed to ensuring that every municipality receives: - Prompt attention - Clear communication - Effective resolutions - Long-term partnership support Through structured processes, dedicated in-house expertise, and continuous improvement initiatives, Catalis consistently delivers reliable, high-quality customer service to our municipal clients.

Member access to program offering

Line Item	Question	Response
1	List the necessary steps for a Canoe member to set up an account and access your program offering for the first time should you be awarded a contract.	Once a member selects the Catalis ERP Cloud solution, we begin with a collaborative discovery process to define a clear, mutually agreed-upon scope of services tailored to their specific operational needs, priorities, and timeline. This ensures everyone has alignment on expectations, deliverables, and milestones before configuration and implementation begin. Our implementation team is dedicated exclusively to deploying the Catalis ERP Cloud platform. Because they focus solely on our solution, they bring deep product knowledge, practical experience, and proven best practices to every project. Working side by side with the member's team, they configure and implement the system according to the agreed-upon scope of work, ensuring a smooth rollout, strong knowledge transfer, and a confident transition to go-live.
2	Describe how members can access information, pricing, discounts, services, get a quote and place an order.	Members will have access to Catalis information on Canoe procurement and can reach out to Catalis Sales Team for further scope with pricing, and services.
3	In a case where your company has an existing public sector customer who desires to be onboarded onto the Canoe offering, how would you address this situation?	If an existing public sector customer wishes to transition to the Canoe contract, Catalis would review the current agreement terms and assess edibility to migrate at renewal or through a mutually agreed amendment. Any transition would be structured to maintain pricing integrity, ensure compliance with contractual obligations, and align with Canoe reporting requirements.

Implementation Network

This section focuses on implementation partner information for Members. Implementation services are not included in this RFP. Do not include your marketing or promotional material.

Question	Answer *
Do you have a partner network? Enter "yes" or "no", if "no", explain how clients implement your software. If "yes" move on to question 2.	
Describe your implementation partner network, including tiers, mandatory certifications, areas of specialization, and any restrictions or required approvals that limit our choice of partner for specific modules or deployments.	
Describe your partner certification process.	
Describe how you monitor performance of your implementation network, performance review and circumstances under which the partnership status would be revoked.	
How do you support the implementation of your software through your implementation network?	
Do you offer the same level of support to all your implementation partners?	

Question	Response *
Describe your corporate ESG initiatives.	Introduction Catalis' mission is to "Harness technology to empower all levels of government to make their greatest possible contribution to the citizens they serve". Our values include "Customer centricity, innovation, striving for excellence, empowerment, collaboration, and accountability." We believe our values, in particular our focus on both individual and corporate accountability, require a deep commitment to operational responsibility and environmental conscientiousness. With this in mind, we have created a Corporate Environmental Policy to ensure that we are working with a diverse group of suppliers that share our values and beliefs. Program Goals & Objectives Our Corporate Environmental Policy represents a commitment from leadership to employees, customers, and the community. Sustainability and protecting the environment are a priority at Catalis. Our approach to protecting the environment is to identify goals to address environmentally significant impacts from our products and business operations. Our most material environmental issues are energy and greenhouse gases, managing product end-of-life, and implementing circular economy principles to conserve resources. Commitments 1. Operate our business in a manner that reduces our impacts on the environment, prevents pollution, and protects the environment and resources. 2. Manage the life cycle of our products, solutions, and services in an environmentally responsible manner. 3. Maintain full compliance with applicable environmental laws, regulations, and other obligations. When our own requirements are more stringent, we operate to these higher standards. We require this same compliance of our partners and contractors. 4. Continue to evaluate and review annually the impact of our business on the environment, set goals to reduce these impacts, and measure our progress; and report performance to our stakeholders and the public. 5. Continually improve environmental and corporate social responsibility performance. Formal Procedures 1. Establish baselines. Baselines will serve as reference points to measure progress. 2. Establish targets: Catalis will set targets for each metric based on program objectives. 3. Implement strategies: Catalis will implement strategies to achieve its targets. Strategies may include reducing waste, using energy-efficient technologies, sourcing sustainable materials, and complying with environmental regulations. 4. Monitor progress: Catalis will regularly monitor progress towards achieving targets. This may involve tracking data, conducting audits, and reporting progress. 5. Report performance: Catalis will report its performance to stakeholders annually. This report should include data on each metric, progress towards achieving targets, and any challenges the organization faced during the reporting period. Metrics 1. Carbon footprint reduction: This metric measures the carbon footprint of the organization. Action steps include prioritizing hosting partners with measurable sustainability practices, monitoring the amount of energy used, and monitoring the distance traveled by employees for business purposes. 2. Waste reduction: This metric measures the amount of waste produced. Action steps include identifying the type of waste produced, setting waste reduction targets, and implementing waste reduction strategies. 3. Sustainable sourcing: This metric measures the amount of sustainable materials the organization sources. Action steps include identifying sustainable materials, setting sustainable sourcing targets, and implementing sustainable sourcing strategies. 4. Compliance with environmental regulations: This metric measures Catalis' compliance with environmental regulations. Action steps include staying up to date with the latest environmental regulations, implementing compliance strategies, and conducting regular audits to ensure compliance. At Catalis, we are committed to reducing our impact on the environment and protecting natural resources through our environmental responsibility program. By identifying our most material environmental issues, setting measurable goals, and implementing sustainable strategies, we strive to minimize energy consumption, greenhouse gases, and waste while preserving our planet's health for future generations. We will continue to evaluate our progress and seek opportunities for further improvements.

Addenda, Terms and Conditions

PART D -TERMS AND CONDITIONS OF THE SOLICITATION PROCESS

Proponents should structure their proposals in accordance with the instructions in the Procurement Portal.

A proponent who submits conditions, options, variations, or contingent statements, either as part of its proposal or after receiving notice of selection, may be disqualified.

1.1.1 Ability to Provide Deliverables

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

1.1.1.2 Non-Binding Pricing

The Proponent has submitted its pricing in accordance with the instructions in the Solicitation. The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading, or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

1.1.2 Proposals in English

All proposals are to be in English only.

1.1.3 No Incorporation by Reference

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

1.1.4 Past Performance

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

1.1.5 Information in SOLICITATION Only an Estimate

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

1.1.6 Proponents to Bear Their Own Costs

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

1.1.7 Proposal to be Retained by Canoe

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

1.1.8 No Guarantee of Volume of Work or Exclusivity of Contract

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

1.1.9 Trade Agreements

Proponents should note that (based on the Members looking to purchase under this Solicitation) this procurement process is subject to the requirements of:

- Comprehensive Economic and Trade Agreement between Canada and the European Union, Chapter 19 (Government Procurement)
- Canadian Free Trade Agreement, Chapter 5 (Government Procurement)
- New West Partnership Trade Agreement, Article 14 (Procurement) and Part V, Section C (Exceptions: Government Procurement)
- Trade and Cooperation Agreement Between Ontario and Quebec, Chapter 9
- Atlantic Procurement Agreement
- Ontario Broader Public Sector (BPS) Procurement Directive

1.2 Communication after Issuance of Solicitation

1.2.1 Proponents to Review Solicitation

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

1.2.2 All New Information to Proponents by Way of Addenda

This Solicitation may be amended only by addendum in accordance with this section. If Canoe, for any reason, determines that it is necessary to provide additional information relating to this Solicitation, such information will be communicated to all proponents by addendum posted in the Procurement Portal. Each addendum forms an integral part of this Solicitation and may contain important information, including significant changes to this Solicitation. Proponents are responsible for obtaining all addenda issued by Canoe.

1.2.3 Post-Deadline Addenda and Extension of Submission Deadline

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

1.2.4 Verify, Clarify, and Supplement

When evaluating proposals, Canoe may request further information from the proponent or third parties in order to verify, clarify, or supplement the information provided in the proponent's proposal. Canoe may revisit, re-evaluate, and rescore the proponent's response or ranking on the basis of any such information.

1.2.5 Restricted Communications

Proponents that fail to comply with the requirement to direct all communications to the Solicitation Contact may be disqualified from the Solicitation process. Without limiting the generality of this provision, Proponents may not communicate with or attempt to communicate with the following (unless instructed to by the Solicitation Contact):

1. any RMA director, officer, employee or agent (other than the Solicitation Contact);
2. any member of the Evaluation Team;
3. any expert or advisor assisting the Evaluation Team; or
4. any other elected official of any level of government, including any advisor to any elected official.

1.2.6 Authorized Communications, Amendments, Waivers

Proponents are advised that from the date of issue of the Solicitation through any award notification:

1. only the Solicitation Contact is authorized by CANOE to amend or waive the requirements of the Solicitation pursuant to the provisions of this Solicitation; and
2. under no circumstances shall a Proponent rely upon any information or instruction from any commissioner, officer, employee, agent of CANOE or RMA unless the information or instruction is provided in writing by the Solicitation Contact.

1.3 Notification and Debriefing

1.3.1 Notification to Other Proponents

Once an agreement is executed by Canoe and a proponent, the other proponents may be notified directly in writing and will be notified by public posting of the outcome of the procurement process.

1.3.2 Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the Solicitation Contact and must be made within sixty (60) days of such notification. The Solicitation Contact will contact the proponent's representative to schedule the debriefing. Debriefings may occur in person at Canoe's location or by way of conference call or other remote meeting format as prescribed by Canoe.

1.3.3 Procurement Protest Procedure

Any proponent with concerns about the Solicitation process is required to attend a debriefing prior to proceeding with a protest.

If, after attending a debriefing, the proponent wishes to challenge the Solicitation process, it should provide written notice to the Solicitation Contact in accordance with the procurement protest procedures below:

A bid dispute must be submitted within 5 Business Days of the circumstances giving rise to the dispute. To submit a bid dispute, proponents must deliver a written submission containing:

1. The name, address, and telephone number of the Proponent;
2. An indication that the bid dispute is authorized by an authorized signing officer or representative of the Proponent;
3. The Solicitation number;
4. Identification of the statute or procedure that is alleged to have been violated;
5. A precise statement of the relevant facts;
6. Identification of the issues to be resolved;
7. The Proponent's argument and supporting documentation; and
8. The Proponent's proposed resolution. All documentation must be addressed to:

Attention: General Manager, Canoe Procurement Group of Canada
Canoe Procurement Group of Canada
2510 Sparrow Drive, Nisku, Alberta T9E 8N5

EMAIL: proposals@canoeprocurement.ca

Once a bid dispute has been received, the General Manager, Canoe Procurement Group of Canada will initiate a review of the matter. The General Manager will complete that review and provide a response to the proponent as soon as reasonably possible, but generally within 10 Business Days.

That response shall be the final response from CANOE regarding the bid dispute.

Filing a bid dispute does not affect a Proponent's ability to participate in ongoing or future procurement opportunities with CANOE.

1.4 Conflict of Interest and Prohibited Conduct

1.4.1 Conflict of Interest

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

1. in relation to the Solicitation process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including, but not limited to:
2. having or having access to confidential information of Canoe in the preparation of its proposal that is not available to other proponents;
3. having been involved in the development of the Solicitation, including having provided advice or assistance in the development of the Solicitation;
4. receiving advice or assistance in the preparation of its response from any individual or entity that was involved in the development of the Solicitation;
5. communicating with any person with a view to influencing preferred treatment in the Solicitation process (including, but not limited to, the lobbying of decision-makers involved in the Solicitation process); or
6. engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive Solicitation process or render that process non-competitive or unfair; or
7. in relation to the performance of its contractual obligations under a contract for the Deliverables, the proponent's other commitments, relationships, or financial interests:
8. could, or could be seen to, exercise an improper influence over the objective, unbiased, and impartial exercise of its independent judgement; or
9. could, or could be seen to, compromise, impair, or be incompatible with the effective performance of its contractual obligations.

1.4.2 Disqualification for Conflict of Interest

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

An existing supplier of Canoe may be precluded from participating in the Solicitation process in instances where Canoe has determined that the supplier has a competitive advantage that cannot be adequately addressed to mitigate against unfair advantage. This may include, without limitation, situations in which an existing supplier is in a position to create unnecessary barriers to competition through the manner in which it performs its existing contracts, or situations where the incumbent fails to provide the information within its control or otherwise engages in conduct obstructive to a fair competitive process.

1.4.3 Disqualification for Prohibited Conduct

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

1.4.4 Prohibited Proponent Communications

Proponents must not engage in any communications that could constitute a Conflict of Interest and should take note of the Conflict of Interest declaration set out in the Procurement Portal.

1.4.5 Proponent Not to Communicate with Media

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

1.4.6 No Publicity or Promotion

CANOE does not wish any Proponent, including the Ranking Proponent, to make any public announcement or distribute any literature regarding this Solicitation or otherwise promote itself in connection with this Solicitation or any arrangement entered into under this Solicitation without the prior written approval of CANOE.

If a Proponent, including the Ranking Proponent, makes a public statement either in the media or otherwise that is contrary to CANOE's wishes noted above, then:

1. CANOE may disqualify that Proponent; and
2. although CANOE intends to treat all Proposals as confidential, CANOE may disclose any information about a Proponent's Proposal to provide accurate information and/or to rectify any false impression which may have been created.

1.4.7 No Lobbying

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

1.4.8 Illegal or Unethical Conduct

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

1.4.9 Supplier Suspension

Canoe may suspend a supplier from participating in its procurement processes for prescribed time periods based on past performance or based on inappropriate conduct, including, but not limited to, the following:

1. illegal or unethical conduct as described above;
2. the refusal of the supplier to honor its submitted pricing or other commitments;
3. engaging in litigious conduct, bringing frivolous or vexatious claims in connection with Canoe's procurement processes or contracts, or engaging in conduct obstructive to a fair competitive process; or

4. any conduct, situation, or circumstance determined by Canoe, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

In advance of a decision to suspend a supplier, Canoe will notify the supplier of the grounds for the suspension and the supplier will have an opportunity to respond within a timeframe stated in the notice. Any response received from the supplier within that timeframe will be considered by Canoe in making its final decision.

1.5 Confidential Information

1.5.1 Confidential Information of Canoe

All information provided by or obtained from Canoe in any form in connection with this Solicitation either before or after the issuance of this Solicitation:

1. is the sole property of Canoe and must be treated as confidential;
2. is not to be used for any purpose other than replying to this SOLICITATION and the performance of any subsequent contract for the Deliverables;
3. must not be disclosed without prior written authorization from Canoe; and
4. must be returned by the proponent to Canoe immediately upon the request of Canoe.

1.5.2 Confidential Information of Proponent

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

1.6 Procurement Process Non-Binding

1.6.1 No Contract A and No Claims

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

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

1.6.2 No Contract until Execution of Written Agreement

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

1.6.3 Non-Binding Price Estimates

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

1.6.4 Cancellation

Canoe may cancel or amend the Solicitation process without liability at any time.

1.6.5 Competition Act

Under Canadian law, a Proponent's Proposal must be prepared without conspiracy, collusion, or fraud. For more information on this topic, visit the Competition Bureau website at <http://www.cb-bc.gc.ca/eic/site/cb-bc.nsf/eng/01240.html>, and in particular, part VI of the *Competition Act*, R.S.C. 1985, c. C-34.

1.7 Rights of Canoe Procurement Group of Canada – General

In addition to any other express rights or any other rights which may be implied in the circumstances, CANOE reserves the right to (in its sole discretion):

1. make public the names of any or all Proponents;
2. request written clarification or the submission of supplementary written information from any Proponent and to incorporate such clarification or supplementary written information into the Proponent's Proposal;
3. waive formalities and accept Proposals that substantially comply with the requirements of this Solicitation;
4. contact or not contact any or all references provided by the Proponent;
5. verify with any Proponent or with a third party any information, or check references other than those provided by Proponents, as set out in a Proposal;
6. disqualify any Proponent whose Proposal contains misrepresentations or any other inaccurate or misleading information, or any Proponent whose reasonable failure to cooperate with CANOE impedes the evaluation process, or whose Proposal is determined to be non-compliant with the requirements of the Solicitation;
7. disqualify any Proponent that has a Conflict of Interest or Unfair Advantage, or where reasonable evidence of any Unfair Advantage or Conflict of Interest is brought to the attention of CANOE, and CANOE determines that no reasonable mitigation is possible, or that the Proponent has not taken sufficient steps to promptly address such matters to the satisfaction of CANOE;
8. disqualify any Proponent that is bankrupt or insolvent, or where bankruptcy or insolvency are a reasonable prospect;
9. disqualify any Proponent that has engaged in significant or persistent deficiencies in performance of any substantive requirement or obligation under a prior contract or contracts;
10. disqualify any Proponent if the Proponent, or any officers, directors or other key personnel of the Proponent:
 - a. are subject to final judgments in respect of serious crimes or other serious offences; or
 - b. have engaged in professional misconduct or acts or omissions that adversely reflect on the commercial integrity of the Proponent – including where there is any evidence that the Proponent or any of its employees or agents colluded with any other Proponent, its employees or agents in the preparation of its Proposal, or have made false declarations to CANOE;
11. disqualify any Proponent if the Proponent has failed to pay taxes;
12. make changes, including substantial changes, to this Solicitation provided that those changes are issued by way of addenda in the manner set out in this Solicitation;
13. accept or reject a Proposal if only one Proposal is submitted;
14. accept any Proposal in whole or in part;
15. reject a subcontractor proposed by a Proponent within a consortium;
16. reject a Proposal:
 - a. if CANOE or RMA has initiated a dispute, claim or litigation with that Proponent;
 - b. if that Proponent has initiated or is involved in a dispute, claim or litigation against CANOE or RMA that CANOE or RMA considers to be frivolous, vexatious, without merit and/or unreasonable;
 - c. if the Proponent has failed to satisfy an outstanding debt to CANOE or RMA;
 - d. if the Proponent has a history of illegitimate, frivolous, unreasonable or invalid claims;
 - e. if the Proponent provides incomplete, unrepresentative or unsatisfactory references; or
 - f. if CANOE determines that it would not be in the public interest to accept the Proposal;
 - g. select a Proponent other than the Proponent whose Proposal reflects the lowest cost to CANOE; or
 - h. cancel this Solicitation process at any stage (without providing reasons), and thereafter issue a new request for proposals, request for qualifications, engage in limited tendering, or take no further action in respect of the matters contemplated by this Solicitation.

By submitting a Proposal, the proponent authorizes the collection by CANOE of the information identified in this Solicitation which CANOE may request from any third party.

1.7.1 No Prohibited Conduct

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

1.7.2 Disclosure of Information

The proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by Canoe to the advisers retained by Canoe to advise or assist with the Solicitation process, including with respect to the evaluation of this proposal.

1.8 Governing Law and Interpretation

These Terms and Conditions of the Solicitation Process (PART D):

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

End of PART D



I have the authority to bind the Proponent.

- Teresa Yeager, Chief Executive Officer, Catalis Technologies Canada Ltd.

Conflict of Interest

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

By Selecting "NO" in the box below, the Proponent declares that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the Solicitation.

☒ Yes ☐ No

The Proponent is deemed to have read and taken into account all addenda issued by Canoe.

Please check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum 03 - CAN-2026-001 Tue March 3 2026 11:04 AM	☐	3
Addendum 02 - CAN-2026-001 Sun February 8 2026 12:43 PM	☐	4
Addendum 01 - CAN-2026-001 Tue January 27 2026 07:48 AM	☐	2

Schedule “B1”

PRICING

Schedule "C"**MARKETING AND PROMOTION OF AGREEMENT**

Once the Agreement is awarded, the Supplier will meet with Canoe to discuss an effective launch strategy, and shall provide:

- Supplier's contact information;
- Customer engagement strategy;
- Access to knowledge sharing materials (e.g., webinars);
- Escalation process;
- Marketing materials, and,
- Other relevant materials.

To support Members, Canoe and the Supplier will work together to encourage the use of the Agreement resulting from this RFP.

The Supplier will actively promote the Agreement to Members by:

- Educating and creating awareness within their dealer and distribution networks about group purchasing, Canoe Procurement Group and the use of Canoe contract by Members;
- Conducting sales and marketing activities directly to onboard Members;
- Providing excellent and responsive Members support;
- Identifying Members savings; and
- Identifying improvement opportunities (e.g., planning priorities, multi-year projects).

Canoe will promote the use of the Agreement with Members by:

- Using online communication tools to inform and educate;
- Holding information sessions and webinars, as required;
- Attending, when appropriate, Members and Supplier events;
- Facilitating Member engagement, where appropriate;
- Providing effective business relationship management;
- Managing and monitoring Supplier performance;
- Facilitating issue resolution; and
- Marketing Supplier promotions.

Schedule "D"

SAMPLE SALES REPORT



Supplier Name: OFFICE SUPPLY COMPANY
 Canoe Contract Number: CAN-2024-III
 Month: June
 Year: 2024

CANOE SUPPLIER ADMIN FEE TEMPLATE
 Monthly Submission of Data Required

Member Number	Member Name	Province	Branch (if applicable)	Date of Purchase	Transaction Date	Accounting Date	PO #	Invoice #	Item Description	Category (Parts / Labour / Service)	Item cost	Miscellaneous	Freight	Subtotal	PST	GST/HST	Total Invoice	Amount eligible for Admin Fee	Admin Fee Rate	Admin Fee to Canoe
AB1603	SAMPLE ONLY County of your County	AB	ED	3/5/2024	3/5/2024	3/5/2024	555662	9955623	Pens	Parts	5.32	-	-	5.32	-	0.27	5.59	5.32	5.00%	0.27
AMM5002	SAMPLE ONLY RM of your town	MB	WN	2/1/2024	2/25/2024	3/1/2024	TR33556	9955624	Trays	Parts	552.30	0.20	0.50	553.00	33.18	27.65	613.83	552.30	5.00%	27.62
SAR1222	SAMPLE ONLY Town of At Home	SK	RG	12/23/2023	1/31/2024	3/1/2024	202403jj	9955625	Whiteboard	Parts	1,555.20	-	20.30	1,575.50	110.29	78.78	1,764.56	1,555.20	5.00%	77.76
TOTALS											2,112.82	0.20	20.80	2,133.82	143.47	106.69	2,383.98	2,112.82	5.00%	105.64

Schedule “E”

LICENSING TERMS AND CONDITIONS