

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: Agilyx Solutions Limited

Supplier Corporate Jurisdiction: 303-3301 Douglas Street, Victoria, British Columbia, V8Z 3L2
(the "**Supplier**"), as of

Date of Agreement: May 1, 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.

shall be effective only if it is in writing and signed by the Party giving it, and only in the specific instance and for the specific purpose for which it has been given. No failure on the part of either Party to exercise, and no delay in exercising, any right under this Agreement shall operate as a waiver of such right. No single or partial exercise of any such right shall preclude any other or further exercise of such right or the exercise of any other right.

11.8 **Severability**

If any part of this Agreement is held by a court of competent jurisdiction to be illegal, unenforceable or invalid, it will, be severed from the rest of this Agreement, which shall continue in full force and effect, so long as the economic or legal substance of the matters contemplated hereby is not affected in any manner materially adverse to either Party.

11.9 **Assignment**

This Agreement may not be assigned by either Party without the prior written consent of the other Party.

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.

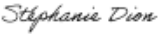
11.12 **Counterparts**

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 (Aug 19, 2026 09:05:30 MDT)
 Name: Tyler Hannemann
 Title: General Manager

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

Supplier Legal Name: Agilyx Solutions Limited

By: *Shelley Zapp*
Shelley Zapp (Sep 2, 2025 11:23:41 PDT)

Name: Shelley Zapp

Title: President

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:	Agilyx North America
Does your company conduct business under any other name? If yes, please state:	Agilyx Group
Address:	#303-3301 Douglas Street Victoria, BC V8Z 3L2
Contact:	Allan McNeely
Email:	info.na@agilyxgroup.com
Phone:	855-424-4599 1
Fax:	250-881-3702
HST#:	781255724

Submission Details

Created On:	Thursday March 12, 2026 21:20:40
Submitted On:	Friday March 20, 2026 05:04:36
Submitted By:	Allan McNeely
Email:	info.na@agilyxgroup.com
Transaction #:	a4eb9377-9dce-449b-a92b-221584814144
Submitter's IP Address:	147.243.242.240

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):	Agilyx Solutions Limited
2	Proponent Address:	303-3301 Douglas Street, Victoria, British Columbia, V8Z 3L2
3	Proponent website address:	Agilyxgroup.com
4	Proponent's Authorized Representative (name, title, email address) (The representative must have authority to sign on behalf of the Proponent):	Allan McNeely Vice President of Business Development, North America allan.mcneely@agilyxgroup.com
5	Proponent's primary contact for this proposal (name title address email address):	Allan McNeely Vice President of Business Development, North America allan.mcneely@agilyxgroup.com
6	Proponent's other contacts for this proposal if any (name title address email address & phone):	NA
7	Proponent GST registration number:	78125 5724
8	If the Proponent is representing a consortium, each member of that consortium.	NA
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.	Agilyx is a global technology services and solutions provider specializing in enterprise software implementation, with a strong focus on the public sector. With over 20 years of experience delivering ERP and municipal solutions, Agilyx has supported organizations across North America, Europe, Australia, New Zealand, Asia, and Africa. Our business is built on the principle of being "Change Ready"—enabling organizations to adapt quickly and cost-effectively to evolving operational, regulatory, and community needs. We combine deep domain expertise in municipal operations with modern cloud technologies to deliver solutions that are scalable, resilient, and aligned to public-sector best practices. Agilyx's core values underpin all engagements: • Customer-first mindset – focusing on long-term outcomes and measurable value • Collaboration and accountability – working as a single team with our clients • Innovation and continuous improvement – leveraging modern platforms and agile delivery approaches • Integrity and trust – maintaining transparency and high standards in all engagements Our philosophy emphasizes configuration over customization, enabling clients to adopt leading practices while retaining flexibility to evolve over time. This approach reduces implementation risk, accelerates time to value, and lowers total cost of ownership. Agilyx has leveraged our years of experience with enterprise Municipal financial system implementations to develop a disruptive new modern Property Tax and Utility Billing solution called MUNivers. Agilyx is the developer and system integrator of MUNivers, a modern municipal revenue management solution built on the Salesforce platform. This enables us to deliver a fully integrated, end-to-end solution without reliance on third-party implementation partners, ensuring accountability, consistency, and reduced project risk. With over two decades of experience serving the public sector, including more than 20 years delivering municipal financial system implementations, Agilyx brings deep domain expertise, proven methodologies, and a strong track record of successful project delivery.
10	Where is your headquarters located?	Suite 1701 Level 17 99 Mount Street, North Sydney, New South Wales 2060 Australia
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 organization is currently subject to.	NA

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 *
Specialty Municipal 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	SaaS Multi-Tenant
Solution Category (Full Suite ERP, Best of Breed Solution, Specialty Municipal solution)	Specialty Municipal Solution	Specialty Municipal Solution
Complexity of entity served (Small-mid, mid-market, large complex)	Mid-Market Public Sector	Our MUNivers solution is offered to all local governments regardless of size; Small-mid, mid-market, large complex.
Implementation model (Vendor-Led, Partner-Led, etc)	Vendor-Led	Vendor-Led

Program offering

Describe your program offering.

Question	Response *
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.	The Agilyx MUNivers platform solution is contained within the acceptable solution Model 3. Specialty Municipal System (property taxation and utility billing) that provides qualifying administrative functionality but does not constitute a full ERP solution. Agilyx offers the MUNivers municipal revenue management platform, complemented by integration capabilities with leading ERP solutions such as Unit4 ERPx, Microsoft Dynamics, Oracle, and SAP. As defined in this submission, MUNivers is positioned as a Municipal Specialty System focused on Property Tax, Utility Billing, and Citizen Engagement. The solution supports core municipal business processes as follows: • Property Tax Administration Manages assessments, billing, rebates, deferrals, tax certificates, and tax sale processes, aligned with provincial legislation and municipal policies. • Utility Billing Supports water, sewer, stormwater, waste, and related services, including meter management, consumption tracking, billing cycles, and arrears handling. • Revenue Management and Payments Enables automated billing, flexible payment plans (including pre-authorized payments), and real-time account management. • Citizen Engagement Provides secure self-service capabilities for residents, including account access, billing history, payments, service requests, and communication. • Workflow and Approvals Includes configurable workflow engines to automate approvals, enforce controls, and standardize processes across departments. • Reporting and Analytics Delivers real-time insights through integrated reporting tools and supports export to external BI platforms. MUNivers is built on the Salesforce Government Cloud platform, ensuring scalability, security, and seamless integration with ERP and third-party systems. The platform is designed to support configuration rather than customization, enabling municipalities to adapt processes without complex development.
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.	The Agilyx MUNivers platform solution is contained within the acceptable solution Model 3. Specialty Municipal System (property taxation and utility billing) that provides qualifying administrative functionality but does not constitute a full ERP solution. MUNivers is a new solution developed by Agilyx. Two municipalities in Alberta, , have gone live.
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.	Agilyx maintains an active product roadmap focused on continuous innovation, regulatory alignment, and customer-driven enhancements. Over the next 36 months, key roadmap themes include: • Expanded automation of revenue management processes • Enhanced citizen self-service and digital engagement capabilities • Deeper integration frameworks with ERP, GIS, and payment platforms • Advanced analytics and reporting capabilities • Ongoing alignment with Canadian legislative and regulatory changes The platform follows a regular release cadence, with incremental updates delivered through the SaaS model. This ensures clients benefit from continuous improvements without disruptive upgrades. All updates are: • Communicated in advance through release notes and client briefings • Tested in controlled environments prior to deployment • Designed to maintain backward compatibility Clients are supported through change management communications, ensuring transparency and minimal operational disruption.
Include the third party certifications you have related to ERP systems cloud storage such as ISO, ANSI, CSA, SOC etc.	The Agilyx MUNivers platform solution is contained within the acceptable solution Model 3. Specialty Municipal System (property taxation and utility billing) that provides qualifying administrative functionality but does not constitute a full ERP solution. Document attached is: Proof of IT Security ISO IEC 27001 Certification.pdf

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.	Agilyx maintains a strong commitment to information security and compliance. Our Information Security Management System (ISMS) is certified to ISO/IEC 27001:2013, demonstrating adherence to internationally recognized standards for data security, risk management, and operational controls. In addition, the underlying Salesforce Government Cloud platform adheres to multiple global and regional certifications, including SOC, ISO, and other security frameworks applicable to public-sector cloud environments. MUNivers is hosted on the Salesforce Government Cloud platform, leveraging secure, enterprise-grade infrastructure with high availability and resilience. • Data Residency & Hosting: Customer data is stored and processed in secure cloud environments, with regional hosting aligned to Canadian public-sector expectations. • Backup & Disaster Recovery: Automated backups, redundancy, and disaster recovery protocols ensure business continuity. • Security Controls: - o Role-based access controls and least-privilege access - o Encryption in transit and at rest - o Multi-factor authentication support - o Comprehensive audit logging • Incident Response: Established incident management processes aligned to ISO 27001 ensure timely detection, response, and resolution of security events. Agilyx's ISO-certified ISMS ensures that security is embedded across all service delivery processes.
Describe your upgrade process, including frequency, required customer involvement, backward-compatibility, test environments, and support for customizations or third-party components during upgrades	MUNivers follows a SaaS-based upgrade model: • Regular, non-disruptive releases managed centrally • No requirement for customer-led upgrades • Dedicated test/sandbox environments available for validation • Backward compatibility maintained for configurations • Third-party integrations validated as part of release cycles Customers are notified in advance and supported through release documentation and guidance.
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.	MUNivers provides robust configuration and low-code capabilities through the Salesforce platform: • Workflow automation tools configurable by business users • Rules-based engines for billing, payments, and approvals • Role and permission management • Form and process configuration without coding • Dashboard and reporting customization This enables municipalities to adapt processes independently without reliance on vendor development.
Describe if and how your solution supports multi-entity, multi-department, or shared-services environments, including controls, reporting, and segregation of duties.	The solution supports: • Multiple entities and departments within a single environment • Segregation of duties through role-based access • Centralized data with controlled visibility • Consolidated and entity-specific reporting This makes MUNivers well suited for municipalities operating shared services models or multiple business units.
Describe your reporting and analytics capabilities, including built-in reports, self-service tools, data export methods, and support for external BI platforms.	MUNivers provides: • Pre-built operational and financial reports • Real-time dashboards • Self-service reporting tools • Data export capabilities (API, CSV, integrations) • Integration with external BI platforms (e.g., Power BI, Tableau) Reporting is designed to support both operational users and executive decision-making.
Describe how your solution supports public-sector financial controls, including approval workflows, delegation of authority, commitment control, audit trails, and compliance reporting.	The solution supports public-sector controls including: • Configurable approval workflows • Delegation of authority frameworks • Full audit trails and transaction history • Automated validation and balancing processes • Compliance reporting aligned to municipal requirements
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?	The underlying platform, Salesforce, does not allow customers to self-select the hosting region for their Salesforce instances. Salesforce's data residency policy ensures that the customer data is stored in the country where their organization is located.
Describe how your solution meets accessibility requirements, keyboard navigation, screen-reader compatibility, and mobile usability for public-sector staff.	MUNivers leverages Salesforce's accessibility framework: • Keyboard navigation support • Screen reader compatibility • Responsive design for mobile devices • Compliance with modern accessibility standards (e.g., WCAG alignment)
List and describe all agreements that govern the use, support, hosting, and management of your ERP solution.	The Agilyx MUNivers platform solution is contained within the acceptable solution Model 3. Specialty Municipal System (property taxation and utility billing) that provides qualifying administrative functionality but does not constitute a full ERP solution. Typical agreements include: • Software Subscription Agreement • Support and Maintenance Agreement • Service Level Agreements (SLA) • Implementation Services Agreement (if applicable)
List anything else you would like to include as part of your offering.	MUNivers provides: • A single platform for revenue management • Reduced reliance on legacy systems • Improved citizen engagement • Lower total cost of ownership through SaaS delivery

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	NA	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	NA	NA	NA
Procurement	☐ Yes ☒ No	NA	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	NA	NA	NA
Human Resources / Payroll (if applicable to your suite)	☐ Yes ☒ No	NA	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	NA	NA	NA
Budgeting and Planning	☐ Yes ☒ No	NA	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	NA	NA	NA
Inventory / Asset Management	☐ Yes ☒ No	NA	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	NA	NA	NA
Reporting / Analytics	☐ Yes ☒ No	Built-in dashboards + BI integration	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	NA	NA	NA
Integration and Data Architecture	☐ Yes ☒ No	API-first architecture	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	NA	NA	NA
Platform Tools (workflow, low-code, roles/permissions, extensibility)	☐ Yes ☒ No	Workflow, roles, automation	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	NA	NA	NA
	☐ Yes ☒ No	The Agilyx MUNivers Property Tax and Utility Billing platform solution is contained within the acceptable solution Model 3. Specialty Municipal System (property taxation and utility billing) that provides qualifying administrative functionality but does not constitute a full ERP solution.	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No	No limitations within the typical scope of local government business and technical functional requirements. Customization not typically required.	Specialized Reporting	The classifications outlined are evidenced through formal MUNivers contractual and product documentation, including the Software Subscription Agreement and Customer Order Forms, which detail the application architecture, included platform services, module structure, user licensing, and third-party integrations.

Extensibility, integration and interoperability

Integration and Extensibility Overview

Area	Native Integration Features *	Limits or Constraints *	Need for Customization or Middleware *
API	Yes	Rate limiting	None
Events/webhooks	Yes	Rate limiting	None
Reporting Data Models	Yes	None	None
Workflow Engine	Yes	None	None

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.	Agilyx provides five (5) days within customer's business hours support with defined SLAs, including ticketing, email, and escalation pathways.
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.	Agilyx provides primary support since it is both the solution and implementation services provider of MUNivers. However, platform-level issues are escalated to Salesforce where required.
Describe how support responsibilities are divided between your company and implementation partners, including issue triage, root-cause analysis, and platform-level defects	Agilyx handles application, configuration, and integration while Salesforce handles infrastructure.
Describe how technical support interacts with your update and release process, including communication of upcoming releases, support for regression issues, and schedule stability	Support teams coordinate with release cycles, providing advance notice and regression support.

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	A successful MUNivers implementation follows a phased resource model, where client effort is distributed across roles and aligned to key project stages (design, build, testing, and deployment). This approach avoids sustained full-time commitments and ensures efficient use of internal resources. Typical client involvement includes: - Executive Sponsor (5-10%) Provides strategic oversight, governance alignment, and decision escalation. - Client Project Manager (40-60% during peak phases) Leads internal coordination, supports governance, and ensures alignment with project timelines and deliverables. - Business SMEs (20-40% during design and testing; 10-20% otherwise) Represent key functional areas (e.g., tax, utilities, finance, customer service), supporting requirements validation, process design, and user acceptance testing. - Technical / IT Resources (20-30% during integration and data migration phases) Support data extraction, validation, integration coordination (ERP, GIS, payment platforms), and environment readiness. - Data / Reporting Leads (15-25% during migration and reporting phases) Responsible for data cleansing, reconciliation, and validation of reporting outputs. Overall effort profile: Average client involvement is typically equivalent to 2.5-4.5 FTE distributed across roles, with peak engagement during design workshops, testing, and go-live. Agilyx's vendor-led delivery model minimizes client burden by providing structured methodology, pre-configured processes, and guided workshops, ensuring client resources are engaged efficiently and only where necessary.
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.	The Agilyx MUNivers Platform specialized in Property Tax and Utility Billing Revenue Management. It is designed for any size of local government that requires a property tax and utility billing solution. Thus, MUNivers is only of service for local government organizations. MUNivers is the most innovative and efficient revenue management software platform currently available for local government that incorporates a Cloud SaaS model that integrates into any ERP platform solution.
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.	MUNivers is designed as a scalable, cloud-native platform that performs equally effectively across local governments of all sizes—from small communities to municipalities and even larger large urban centres. Its configuration-driven architecture ensures consistent functionality, performance, and user experience regardless of organizational scale.
Identify functional gaps that your past public-sector clients (within the last three years) have raised during implementation.	MUNivers is a newer platform in the marketplace, with two municipal customers currently live in production. To date, no material functional gaps have been identified. Client feedback has primarily focused on incremental enhancements and expansion of existing capabilities within Property Tax, Utility Billing, and the optional Citizen Portal, as well as interest in future revenue management functionality. As a continuously evolving platform, MUNivers incorporates client feedback into its product roadmap, with additional functionality delivered through regular software updates.
Describe compatibility with commonly used public-sector systems (procurement portals, AP automation tools, asset systems, financial reporting tools).	MUNivers seamlessly integrates with any Provincial or Territorial property taxation system for property valuation data exchange, and with ERP financial systems to support end-to-end revenue and financial processing.
Identify typical integration points where members often require customization.	To date, all client requirements have been successfully addressed without the need for custom development, leveraging MUNivers' configurable architecture and integration capabilities.
	NA
	NA
	NA

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	NA	NA	NA	NA
Procurement	NA	NA	NA	NA
Reporting	NA	NA	NA	NA
Extensibility	NA	NA	NA	NA

Experience

Describe your experience.

Line Item	Question	Response *
1	Provide a high-level description of the services you are offering in your proposal.	The Agilyx MUNivers platform solution is contained within the acceptable solution Model 3. Specialty Municipal System (property taxation and utility billing) that provides qualifying administrative functionality but does not constitute a full ERP solution. Agilyx provides a comprehensive, end-to-end solution for municipal revenue management through our MUNivers Property Tax and Utility Billing platform, supported by implementation, integration, and ongoing customer success services tailored to the Canadian public sector. At the center of our offering is MUNivers, a purpose-built solution designed specifically for municipalities to manage the full lifecycle of property taxation and utility billing. The platform supports complex legislative and policy-driven processes, including assessments, billing, rate structures, rebates and deferrals, arrears management, and compliance reporting. The Property Tax module enables municipalities to manage taxation processes with precision and transparency, including tax billing cycles, local improvements, tax certificates, and tax sale processes. The Utility Billing module supports a wide range of municipal services such as water, sewer, and waste, with capabilities for meter-based billing, flexible rate configuration, off-cycle billing, and complex scenarios such as shared meters and tenant billing. MUNivers also includes Citizen Engagement capabilities, providing residents with secure self-service access to accounts, billing information, payments, and service requests—enhancing service delivery while reducing administrative workload. Built on the Salesforce Government Cloud platform, MUNivers delivers enterprise-grade scalability, security, and integration. It integrates seamlessly with ERP systems, GIS platforms, and payment gateways, enabling municipalities to operate within a connected and modern digital ecosystem. Agilyx complements the platform with a full range of services, including vendor-led implementation, system integration, data migration, training, and ongoing support—ensuring successful delivery and long-term value realization.
2	What is your Canadian public sector market share for the solutions you are proposing?	MUNivers is an emerging solution within the Canadian public sector market, with two local government customers currently live in production. As such, current market share is limited relative to the overall number of local governments across Canada. However, MUNivers has been purpose-built to address the specific needs of Canadian towns, cities and municipalities and is designed to scale efficiently across jurisdictions of all sizes. The platform is currently in an early growth phase, with active expansion efforts and a growing pipeline of municipal opportunities. Given the size and fragmentation of the Canadian local government market, MUNivers is well-positioned to expand its footprint, supported by a modern cloud architecture, a scalable pricing model, and a strong implementation methodology and track record.
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 Agilyx MUNivers platform solution is contained within the acceptable solution Model 3. Specialty Municipal System (property taxation and utility billing) that provides qualifying administrative functionality but does not constitute a full ERP solution. The Agilyx MUNivers platform is a modern, cloud-native solution designed specifically for local government property taxation and utility billing. As a newer product in the market, MUNivers reflects current best practices in SaaS architecture, user experience, and integration, rather than legacy system design. • Years in Market MUNivers was introduced to the market three years ago, developed to address the evolving needs of local governments seeking to transition from legacy systems to modern, cloud-based platforms. • Installed Base in Canada MUNivers currently has two live Customers in Canada, with additional implementations in progress as part of its planned market expansion. • Public Sector Customer Profile The platform is purpose-built for local governments and similar public sector entities responsible for property taxation, utility billing, and citizen engagement. Current Customers include Indigenous and local government organizations, with solution configurations tailored to their specific operational and governance requirements. • Representative Customers Agilyx can provide reference Customers upon request, including organizations currently utilizing MUNivers for core revenue management functions. While MUNivers is early in its market adoption, it is backed by Agilyx's deep experience in delivering enterprise ERP solutions to the public sector for 25+ years globally. The platform's modern design, combined with a focused functional scope, positions it well to support local governments transitioning from aging or end-of-life systems. MUNivers was borne from the gaps we identified with customers while implementing their ERP end-to-end platform solutions.
4	What do you consider to be the top three market differentiators of your services relative to this solicitation?	MUNivers differentiates itself in the Canadian municipal market through its purpose-built design for local Canadian government revenue management, its configuration-first architecture that eliminates the need for custom code development and heavy reliance of vendors for change support, and its modern, citizen-centric, cloud platform that integrates seamlessly with existing local government systems. Together, these capabilities provide local government with a low-risk, scalable, and future-ready solution that supports operational efficiency, digital transformation and enhanced citizen service delivery.
5	Describe your experience with group purchasing, including a list of current cooperative purchasing contracts in North America.	Agilyx recognizes the growing importance of cooperative purchasing frameworks across North America as a means for public sector organizations to accelerate procurement, reduce administrative burden, and access pre-vetted solutions. At present, Agilyx and its MUNivers platform are not yet part of a formal cooperative purchasing contract. However, we have structured our commercial model, delivery approach, and contractual framework to align with the principles of cooperative procurement, including standardized pricing, scalable licensing, and repeatable implementation methodology, plus group implementations with shared costs and infrastructure. Agilyx views participation in cooperative purchasing programs like the Canoe Procurement Group and similar North American frameworks, as a strategic priority. We are actively evaluating and pursuing opportunities to join such programs to enable broader and more efficient access to the MUNivers solution for local government. This approach is driven by increasing demand from local governments seeking modern, cloud-based revenue management solutions as legacy systems approach end-of-life. By aligning with cooperative purchasing models, Agilyx intends to support local government in accelerating their modernization initiatives while maintaining transparency, consistency, and value in procurement. In the interim, Agilyx is able to support streamlined procurement through flexible contracting approaches and standardized commercial terms, enabling municipalities to adopt MUNivers efficiently while broader cooperative participation is established.

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.	Agilyx will implement a structured, multi-channel engagement and marketing strategy designed to drive awareness, adoption, and value realization of the MUNivers solution across the Canoe Procurement Group network. Our approach is tailored to the distinct needs of key stakeholder groups within the Canadian municipal ecosystem.
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?	Agilyx views Canoe Procurement Group as a key partner in enabling efficient, trusted, and scalable access to local government solutions. We see Canoe's role as complementary to our own...focused on validating, promoting, and streamlining the procurement pathway, while Agilyx focuses on solution delivery, implementation, and municipal domain expertise. Agilyx expects Canoe to play an important role in demonstrating the value of the contract in the following ways: • Providing trusted procurement validation by ensuring that the vendor selection and contracting process has been conducted in a fair, competitive, and compliant manner, thereby reducing procurement risk and administrative burden for member organizations. • Supporting market awareness and education by promoting the availability and benefits of the contract through Canoe's network, events, and communications, including vendor showcases, webinars, and outreach to member municipalities. • Enabling procurement acceleration by offering a pre-established contracting vehicle that allows municipalities to access solutions and pricing without undertaking a full procurement process, thereby reducing timelines and simplifying internal approvals. • Acting as a partner in ongoing alignment by facilitating feedback between member organizations and vendors, supporting continuous improvement of the contract, and ensuring that offerings remain relevant to evolving municipal needs. Agilyx views Canoe not only as a procurement mechanism, but as a strategic partner in helping municipalities modernize critical systems more efficiently. Through coordinated engagement, aligned messaging, and collaborative outreach, Canoe and Agilyx can jointly demonstrate the value of the contract and support increased adoption across the local government sector.
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.	Agilyx follow its already existing structured training and enablement program to ensure our sales team and broader distribution network fully understand and actively promote the value of cooperative purchasing through the Canoe contract for public sector and non-profit clients. Our approach is designed to embed the Canoe pathway as a standard, preferred procurement option within our go-to-market model. Training and enablement will include the following measures: • Initial onboarding and certification for all sales and account management personnel, focused on the fundamentals of cooperative purchasing, the specific value proposition of the Canoe contract, and how it simplifies procurement for local government and non-profit clients. This will include positioning, objection handling, and when to introduce Canoe in the sales cycle. • Development of standardized sales playbooks and collateral that clearly articulate the benefits of the Canoe contract, including procurement efficiency, reduced administrative burden, pre-negotiated terms, and faster time to contract. These materials will be embedded into our CRM and sales processes. • Regular training cadence, including quarterly enablement sessions to reinforce messaging, share updates from Canoe, and highlight successful use cases and lessons learned. These sessions will ensure continued alignment and consistency across the sales team. • Ongoing communication and reinforcement through monthly sales meetings, internal newsletters, and updates to ensure that Canoe remains top-of-mind as a procurement pathway for eligible clients. • Scenario-based training and deal coaching to help sales teams identify when the Canoe contract is the most effective route and how to position it appropriately with procurement, executive, and operational stakeholders. • Collaboration with Canoe to incorporate co-branded training sessions, webinars, and updates, ensuring that our teams remain aligned with Canoe's messaging, program evolution, and best practices. • Performance tracking and accountability measures, including monitoring the number of opportunities leveraging the Canoe contract, conversion rates, and feedback from clients. These metrics will be reviewed regularly to drive continuous improvement. • Enablement of any channel or partner resources (where applicable) through the same training materials and sessions, ensuring consistent messaging across all client touchpoints. Through this structured and continuous training approach, Agilyx will ensure that our sales force and distribution network are well-equipped to promote and utilize the Canoe contract effectively, supporting local governments and non-profit organizations in accessing the MUNivers solution through an efficient and trusted procurement pathway.
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.	Agilyx will apply a structured, phased approach to contract start-up, implementation, and ongoing performance management to ensure successful adoption and sustained use of the Canoe contract across the public sector and non-profit market. Our methodology combines initial enablement, proactive market engagement, and continuous monitoring and improvement. Our approach includes the following components: • Contract Start-Up and Enablement Upon award, Agilyx will initiate a formal onboarding process with Canoe to align on objectives, messaging, and engagement strategy. This includes development of co-branded materials, confirmation of pricing and contractual frameworks, and internal alignment across sales, marketing, and delivery teams. All relevant personnel will be trained on how to position and utilize the Canoe contract effectively. • Go-to-Market Activation Agilyx will launch targeted outreach activities to drive awareness of the Canoe contract within the local government and non-profit sectors. This includes coordinated campaigns, participation in Canoe-led events and webinars, direct account engagement, and inclusion of the Canoe pathway in all relevant sales discussions where appropriate. • Stakeholder Engagement Engagement will be tailored to key stakeholder groups, including procurement, executive leadership, operational teams, and IT stakeholders. Agilyx will provide clear messaging on the value of cooperative purchasing, supported by demonstrations, use cases, and business value articulation. • Ongoing Contract Promotion The Canoe contract will be embedded as a standard procurement option within Agilyx's sales and marketing processes. This includes consistent reference in proposals, presentations, and client discussions, as well as inclusion in digital marketing, webinars, and thought leadership content. • Performance Monitoring and Reporting Agilyx will establish internal tracking mechanisms to monitor contract utilization, including number of opportunities leveraging the Canoe contract, conversion rates, and overall pipeline activity. These metrics will be reviewed on a regular basis to assess effectiveness and identify opportunities for increased adoption. • Regular Review Cadence with Canoe Agilyx will participate in regular check-ins with Canoe (e.g., quarterly or as agreed) to review performance, share insights, align on upcoming initiatives, and refine engagement strategies. This ensures ongoing alignment and continuous improvement. • Feedback and Continuous Improvement Feedback from local government and non-profit clients will be actively gathered and incorporated into both product positioning and contract usage strategies. This includes identifying barriers to adoption and refining messaging, materials, and engagement approaches accordingly. • Accountability and Continuous Reinforcement Use of the Canoe contract will be reinforced through internal governance, including sales management oversight, regular communication, and alignment with performance objectives. This ensures that cooperative purchasing remains a consistent and prioritized pathway. Through this structured methodology, Agilyx will ensure a successful contract start-up, sustained promotion, and measurable adoption of the Canoe contract, enabling local governments and non-profit organizations to efficiently access the MUNivers solution.
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?	Agilyx will monitor adoption and utilization of the Canoe contract through our CRM and regular sales reporting processes. The Canoe pathway will be tracked as part of our standard opportunity management, with ongoing review by sales leadership. Key performance indicators will include: • Number of opportunities utilizing the Canoe contract • Conversion rate of Canoe-based opportunities to closed contracts • Total contract value generated through Canoe • Pipeline volume associated with Canoe opportunities • Sales team adoption rate (frequency of Canoe being used as a procurement pathway) • Feedback from local government and non-profit clients on ease of procurement These metrics will be reviewed on a regular basis to assess effectiveness and support continuous improvement.
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.)	Agilyx is committed to actively supporting Canoe member engagement events as part of our broader partnership approach. We will participate in and, where appropriate, sponsor key events such as reverse trade shows, conventions, and educational sessions to engage directly with local government and non-profit stakeholders. Our participation will focus on building relationships, increasing awareness of the Canoe contract, and demonstrating the value of the MUNivers solution. We will align our level of involvement with Canoe's event calendar and priorities, ensuring consistent and meaningful engagement across the network. Agilyx already has in place annually extensive participation in the critical local government conferences across Canada.
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.	Agilyx is an emerging provider within the Canadian local government market and, as such, is in the early stages of establishing formal industry and association partnerships in Canada. While we do not currently maintain formal partnerships with Canadian industry or sector associations, we actively engage with local government stakeholders through client relationships, targeted outreach, and participation in sector events. We recognize the importance of these partnerships in supporting awareness and adoption of cooperative purchasing programs. Developing relationships with relevant Canadian local government associations is a strategic priority for Agilyx. We intend to actively pursue and foster these partnerships in alignment with the Canoe Procurement Group to support coordinated outreach, shared education, and increased visibility of the Canoe contract across the local government sector. We would also look to Canoe to provide guidance on which industry and association partnerships would be most beneficial to join, ensuring our efforts are aligned with Canoe's network and deliver the greatest impact. In the interim, Agilyx will leverage its existing local government experience, growing client base, and targeted engagement strategy to support effective promotion of the Canoe contract.

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.	Agilyx has the capability to support CANOE member needs across Canada through a highly mobile and scalable national sales model, supported by centralized expertise and growing regional presence. a. Sales Force Agilyx maintains a national sales force that operates across Canada, with resources based primarily in Western Canada and supported by our broader North American team. Our sales model is designed to be highly mobile, enabling us to engage effectively with local government and non-profit clients in all provinces and territories. Our team leverages a combination of in-person engagement for key milestones and remote collaboration for ongoing activities, ensuring both responsiveness and efficiency regardless of location. As demand for the MUNivers solution grows, Agilyx will continue to expand its sales presence across Canada, with a focus on strengthening regional coverage in Central and Eastern Canada to support increased market adoption. b. Reseller Network / Distribution Agilyx currently delivers MUNivers directly to clients and does not utilize a reseller or third-party distribution network. This direct engagement model ensures consistency in messaging, accountability, and quality of service from initial engagement through implementation and ongoing support. As part of our growth strategy, Agilyx may evaluate selective partnership opportunities in the future; however, our current approach prioritizes direct relationships with clients to ensure a high level of service and alignment. Overall, Agilyx's mobile national sales model, combined with a direct delivery approach and planned expansion, ensures that we can effectively meet the needs of CANOE members across all regions of Canada.
Describe 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.	Agilyx manages government sales through a structured, consultative approach tailored to the needs of local government and public sector clients. Our sales team is supported by a defined enablement and training program that focuses on public sector procurement processes, stakeholder engagement, and solution-based selling. This includes onboarding, ongoing training, and regular knowledge sharing to ensure consistent messaging and understanding of sector requirements. Sales and marketing activities are aligned to the public sector environment and emphasize education, transparency, and value. This includes targeted outreach, demonstrations, and participation in sector events. In a group procurement context, such as Canoe, Agilyx incorporates the cooperative purchasing model into its sales approach by positioning it as a streamlined, compliant procurement pathway. Our teams are trained to identify when group purchasing is appropriate and to clearly communicate its benefits, including reduced procurement timelines, pre-negotiated terms, and ease of access for local government and non-profit clients. Our business development team has individuals with experience with the national public sector at all levels of government from 40 years to team member who have recently graduated from university and everything in between.
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.	Agilyx delivers customer service through a structured, multi-tiered support model designed to provide timely, consistent, and effective service to local government and non-profit clients throughout implementation and ongoing operations. Our customer service program includes the following components: • Support Model Agilyx utilizes a tiered support approach. Client-designated Super Users provide first-line support, supported by Agilyx consultants as second-line support for issue resolution, system guidance, and escalation management. This model ensures efficient issue handling while building client self-sufficiency. • Service Access and Case Management Clients can log support requests through a centralized service desk, where all issues, questions, and enhancement requests are tracked, prioritized, and managed. Each request is assigned a severity level, tiered response time requirement and monitored through to resolution. • Response and Resolution Targets Agilyx is committed to timely response and resolution based on issue severity: o Critical issues: rapid response with priority handling and continuous engagement until resolved o High/medium issues: response within agreed service windows with regular updates o Low-priority requests: scheduled response and resolution based on impact and urgency Detailed service levels are defined and agreed upon during contract finalization. • Post Go-Live Support (Hypercare) Following go-live, Agilyx provides an enhanced support period (typically up to four months) with increased availability and proactive monitoring to ensure a smooth transition to steady-state operations. • Ongoing Customer Success and Continuous Improvement Clients have access to Agilyx's Customer Success Program, which includes regular check-ins, performance reviews, and identification of optimization opportunities. Feedback is incorporated into product enhancements and service improvements. • Communication and Transparency Clients receive regular updates on issue status, and service performance is reviewed periodically to ensure alignment with expectations and continuous improvement. • Performance Management and Accountability Agilyx monitors service delivery through internal performance metrics such as response times, resolution times, and client satisfaction. Our teams are accountable for meeting service commitments, supported by defined processes and regular internal reviews. Through this structured approach, Agilyx ensures reliable, responsive, and high-quality customer service that supports long-term client success and continuous improvement.

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.	At Agilyx our mission is to make a positive difference in the working lives of people who work in local government. We focus on making it easy for customers to engage with us and helping our customers to get work done, as effectively and efficiently as possible. A Canoe member can access the MUNivers program offering through a simple and structured onboarding process. The key steps are as follows: • Initial contact and engagement, where the Canoe member connects with Agilyx to express interest and confirm eligibility under the Canoe contract. • Introductory discussion to understand the local government's requirements, scope, and objectives, and to confirm alignment with the MUNivers solution. • Confirmation of use of the Canoe contract as the procurement vehicle, including review of applicable terms, pricing, and scope. • Execution of a participation agreement or order form referencing the Canoe contract, establishing the commercial and contractual framework. • Account and environment setup, including provisioning of the MUNivers platform and configuration of initial access for designated users. • Project initiation, including kickoff planning, assignment of project resources, and alignment on implementation timelines and deliverables. • Ongoing access to support and customer success resources following onboarding. This process is designed to be straightforward and efficient, enabling Canoe members to quickly and confidently access the MUNivers solution.
2	Describe how members can access information, pricing, discounts, services, get a quote and place an order.	Agilyx provides a straightforward and accessible process for Canoe members to obtain information, pricing, and services, and to proceed through to quotation and ordering. Members can access our program offering through the following steps: • Initial Inquiry and Information Access Members can contact Agilyx directly via by calling our 1-800#, our website or by email at info@agilyxgroup.com to request information on the MUNivers solution, including capabilities, service offerings, demos and alignment to their requirements. • Consultation and Requirements Review Agilyx will engage with the member to understand their needs, scope, and objectives, and provide relevant information, demonstrations, and guidance. • Pricing and Discounts Pricing and any applicable Canoe contract discounts will be provided in alignment with the pre-established Canoe agreement, ensuring transparency and consistency. • Quotation A formal quote will be prepared based on the member's specific requirements, referencing the Canoe contract terms, pricing structure, and scope of services. • Order Placement Members can proceed by executing an order form or agreement referencing the Canoe contract, confirming scope, pricing, and terms. • Account Setup and Access Upon execution, Agilyx will initiate onboarding, including account setup, system access, and project initiation. This process ensures that Canoe members can easily access information, obtain pricing, and engage Agilyx efficiently through a clear and responsive pathway.
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?	Agilyx recognizes that existing public sector clients may wish to leverage the benefits of the Canoe contract, and we would approach this situation in a collaborative and compliant manner. Where a current client expresses interest in onboarding to the Canoe offering, Agilyx would: • Review the existing contractual arrangements to ensure alignment with applicable terms, obligations, and procurement requirements. • Engage with the client and Canoe to determine the appropriate and compliant pathway for transitioning or incorporating the Canoe contract, ensuring transparency and adherence to procurement policies. • Where feasible, align future services, renewals, or expansions of scope with the Canoe contract structure, allowing the client to benefit from cooperative purchasing without disrupting existing commitments. • Ensure that any transition or alignment maintains continuity of service, protects the client's interests, and preserves the integrity of both the existing agreement and the Canoe framework. Agilyx's objective is to support client flexibility while maintaining fairness, compliance, and consistency with Canoe contract principles.

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.	No. Agilyx is both the solution and implementation services provider of MUNivers. Clients are unable to implement the software by themselves. The solution value model of MUNivers is that we take care of everything including.
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.	NA
Describe your partner certification process.	NA
Describe how you monitor performance of your implementation network, performance review and circumstances under which the partnership status would be revoked.	NA
How do you support the implementation of your software through your implementation network?	NA
Do you offer the same level of support to all your implementation partners?	NA

Environmental and social governance ESG

Question	Response *
Describe your corporate ESG initiatives.	Agilyx recognizes the importance of environmental, social, and governance (ESG) principles and is committed to operating in a responsible and sustainable manner appropriate to our size and stage of growth. Our current ESG-related practices include: • Environmental Responsibility Agilyx operates primarily as a cloud-based, services-focused organization, minimizing physical infrastructure and reducing environmental impact. We promote remote and hybrid working models to reduce travel and associated emissions and leverage leading cloud platforms that maintain their own sustainability programs. • Social Responsibility We are committed to fostering an inclusive, respectful, and collaborative workplace. Agilyx supports employee well-being, professional development, and equal opportunity. In our client engagements, we emphasize ethical business practices and delivering solutions that improve service delivery for local governments and the communities they serve. • Governance and Ethics Agilyx maintains strong governance practices appropriate to our organization, including clear accountability, ethical business conduct, and compliance with applicable laws and regulations. We prioritize transparency in our client relationships and maintain disciplined internal controls over project delivery, data security, and financial management. • Ongoing Development As Agilyx continues to grow, we are evaluating opportunities to further formalize and expand our ESG initiatives in alignment with industry best practices and client expectations. Agilyx's approach to ESG is pragmatic and evolving, with a focus on responsible operations, ethical conduct, and continuous improvement.

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.

- Allan McNeely, Director, Business Development - North America, Agilyx Group

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