

# Request for Proposal (RFP)

## Mobile Application Design, Development, and Implementation

**For: Union of BC Municipalities (UBCM)**  
**Due: June 3, 2026**

### 1) Introduction

The Union of BC Municipalities (UBCM) is seeking proposals from qualified vendors to design, develop, and implement a native mobile application for the organization. The primary purpose of the app will be to serve as the official event application (app) for UBCM’s annual Convention, held each September.

Proponents are asked to outline their proposed approach to app design, development, implementation, and ongoing scalability. The app must deliver a seamless and engaging attendee experience and include, at a minimum, features such as a calendar, session and speaker information, venue maps, sponsor and exhibitor visibility, updates and push notifications.

UBCM is seeking an app solution that can scale to support future organizational needs and other events. Both turnkey event platforms and fully custom-designed applications will be considered.

### 2) Objectives & Scope

#### 2.1 Objectives

- **Attendee experience:** Deliver a stable, intuitive mobile app experience for Convention attendees.
- **Operational efficiency:** Enable UBCM staff, sponsors and exhibitors to publish and update content quickly with minimal vendor support during the event.
- **Security & privacy:** Protect data and support Canadian data residency requirements.
- **Engagement & communications:** Support timely communications to attendees before and during the event.
- **Reporting:** Provide reporting/analytics to support post-event evaluation and continuous improvement.
- **Scalability:** Select a solution that can scale for future events and additional UBCM uses. Future capabilities under consideration are listed in Section 4.3 (Out of Scope for 2026).

## 2.2 Scope of Work

1. Discovery & solution design (confirm requirements, assumptions, and approach).
2. App configuration/development, theming/branding, and content/data setup (including import and validation).
3. Integrations (UBCM website/Drupal, Slido, media hosting such as YouTube; others as identified during discovery).
4. Quality assurance/testing, UAT support, and go-live readiness (including App Store/Google Play submission support).
5. Admin training, documentation, and knowledge transfer.
6. Support and maintenance (including event time support options, if applicable).
7. Post event analytics report.

## 3) Event Profile

The UBCM Convention is the organization’s flagship annual event and the largest gathering of local government leaders in BC. Held each September, the Convention brings together elected officials, senior staff from municipalities and regional districts, First Nations leaders, provincial and federal government representatives, and sector partners. The event typically features a five-day in-person program that includes:

- Plenary sessions and workshops.
- Governance activities such as executive elections, and resolutions debates.
- Trade show and exhibitor hall.
- Sponsor activations and networking events.
- Media briefings and daily communications.

**Dates & Location:** September 14-18, 2026, in Vancouver (BC)

**Expected Attendance:** approx. 2,400 on-site.

**Stakeholders:** Attendees, sponsors, tradeshow exhibitors, speakers and staff.

**Content Volume:** approx. 40 sessions, 80 speakers, 150 exhibitors, 50 sponsors.

## 4) Functional Requirements

UBCM has organized functional requirements into three sections to clearly distinguish between mandatory features required for the 2026 Convention, optional enhancements, and future capabilities under consideration for subsequent phases. Proponents must clearly indicate:

- Whether each feature is fully supported out of the box, configurable, or requires custom development.
- Any dependencies, constraints, or third-party licensing requirements.
- Any assumptions related to scope or effort.

## 4.1 Mandatory Features (Required for Go-Live: 2026 Convention)

### 4.1.1 Attendee Experience

#### Program & Agenda

- Full program agenda with session detail pages (title, description, speakers, time, location, tags).
- Calendar export (Outlook, iCal, Google).
- Program should be responsive to the current time (e.g., on Thursday morning the app shows Thursday morning, not still starting at Monday).

#### Venue & Wayfinding

- Venue information and maps (multi-floor support).
- Ability to link sessions to specific rooms.

#### Sponsors & Tradeshow Exhibitors

- Exhibitor and sponsor self-service portals.
- Sponsor listings by tier (platinum, gold, silver, bronze), including logo, description, and contact information.
- Sponsored banners and sponsored push notifications.
- Tradeshow information and exhibitor map or floor plan.
- Exhibitor listings with logo, description, booth number, and location.

#### Resolutions, Governance & Elections

- Resolutions and Policy Book display (e.g., PDF Flipbook).
- Live or near-real-time feed to share progress of resolutions debates.
- Nominations and elections information.
- Executive nominations display (candidate bio, image, embedded video or external link).
- Information and/or link to voting platform (if applicable).

#### Onsite Services & Engagement

- Section with information about onsite services (support desk/information, Wi-Fi information, media services), including description and location.
- Slido integration for live Q&A and polling (link or embedded web view).
- Push notifications from the app.

## Media & Communications

- Event news and daily updates (external link or embedded content).
- Session recordings (embedded or linked to YouTube channel).
- Social media links (X, Facebook, LinkedIn, YouTube).
- Push notifications for important updates and announcements.

## Search & Access

- Unified search function across sessions, speakers, exhibitors, and documents.
- Offline access to core content, including agenda, speaker bios, and maps.
- Accessibility support (screen reader compatibility, color contrast, and scalable text).

### 4.1.2 Content Management & Administration

- Web-based admin console for content creation and management.
- Role-based access control (e.g., administrators, content editors).
- Content preview and publishing controls.
- Document library for session materials, images, and media.
- Push notification creation and scheduling.
- Audit logs and version control for administrative actions.
- Analytics dashboards and report export option.

### 4.1.3 Technical, Security & Performance Requirements

- Native mobile applications for iOS and Android (preferred).
- Integration with UBCM website (Drupal), Slido and YouTube (and others as identified).
- Performance capable of supporting peak concurrency (1,000 users).
- Target uptime of 99.9% or greater during the event.
- Canadian data residency.
- Encryption in transit (TLS 1.2+) and at rest (AES-256).
- Secure administrator authentication.
- Logging, monitoring, and audit capability.
- Data backup, recovery procedures, and disaster recovery planning.
- Support for submission to App Store and Google Play.

## 4.2 Optional Enhancements (Nice to have for 2026)

The following features are optional and not required for the 2026 contract award. Proponents should price these options separately if available and describe any implementation dependencies.

- Personalized schedule (“My Agenda”) with conflict indicators.
- Separate calendar for networking or special events.
- Interactive or ayfinding maps linked to agenda.
- Capability to link/integrate a 3<sup>rd</sup> party voting platform.
- Onsite technical support during the event.

### 4.3 Capabilities (Out of Scope for 2026)

The following capabilities are not required for the 2026 Convention and must not be included in baseline pricing. They are listed to assess platform scalability and long-term viability only.

Proponents should describe conceptual capability and high-level approach (no detailed design or pricing required unless explicitly offered as optional).

- User account creation and login. User profiles with saved preferences, schedules, privacy and notification controls.
- Integration with UBCM’s registration system (FileMaker Pro).
- Moderated in-app engagement feeds or discussions.
- Attendee self-service management of registration information.
- Digital badge or credential replacement linked to registration data.
- Any other features that could enhance the app as a year-round access point for UBCM events, news, and updates beyond the Convention.

## 5) Submission Requirements

Written submissions should not exceed 10 pages and include the following information:

### 5.1 Company & Product Profile

- Company overview, years in application development, event-tech experience, team bios and qualifications, office/support location.
- Product architecture (platform vs. custom build).
- List most recent/relevant events for which the company developed a similar application. Share App store links or demo environment access.
- References (if available).

### 5.2 Approach & Implementation Plan

- Typical project implementation approach, plan and timeline.
- Client responsibilities vs. vendor responsibilities.
- Change management considerations.

### 5.3 Security & Compliance

- Data residency.
- Data encryption (in transit and at rest).
- User authentication methods.
- Data ownership and retention policies.
- Incident response and breach notification process.

### 5.4 Service & Support

- Support hours/time zones, SLAs, escalation contacts.
- Admin training, knowledge base, quick-start guides, video tutorials.
- Onsite support capabilities and pricing (not required).

### 5.5 Pricing

- Pricing/licensing model (per event, per attendee, annual subscription).
- Completed pricing table: one-time setup fees, assumptions and exclusions.
- Contract terms (termination, data ownership, IP, uptime, remedies).
- Optional add-ons (on-site support).
- Non-profit discounts (if available).

UBCM will not assume any functionality is included unless explicitly stated in the proposal. Proponents must clearly identify any third-party dependencies, additional licensing costs, or technical constraints that may impact delivery, pricing, or timeline.

### 5.6 Submission Format & Submission

All proposals and supporting documents should be submitted in PDF format by email no later than **5:00 PM, June 3, 2026** to: [cdehaanhewett@ubcm.ca](mailto:cdehaanhewett@ubcm.ca)

## 6) Timeline

Milestone	Date
RFP issued	May 5
RFP submission deadline	June 3
Shortlist notified	June 5-10
Demos/Pilots	June 8-12
Award/Contract	June 15-19
Kickoff	June 22

Go-live	September 2
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## 7) Evaluation Criteria, Scoring and Decision

Criteria	Weight
Functionality & accessibility	25%
Vendor knowledge & experience	15%
Security & compliance	15%
Implementation & support	15%
Scalability & product roadmap alignment	15%
Cost & value	15%

Inclusion of future capabilities in this proposal does not obligate UBCM to proceed with subsequent phases, enhancements, or renewals. In addition, UBCM reserves the right:

- To make changes to the scope and timelines in agreement with the vendor.
- To negotiate a contract with one or more proponents to this request.
- Not to proceed further with any proponents to this request.
- To negotiate a contract with any vendor.

**For questions please contact:**

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