



Request for Proposal

Virtual Event Platform & App

Submission close: August 13, 2020

Submit to: fms@ocfp.on.ca

Ontario College of
Family Physicians



OVERVIEW

INTRODUCTION

The Ontario College of Family Physicians (OCFP) requires an **Event Platform** for our 2021 Family Medicine Summit, a virtual conference scheduled to take place January 30 to February 27, 2021.

The OCFP represents more than 13,500 family physicians across the province. We support our members by providing evidence-based education and professional development, promoting and recognizing leadership excellence in family medicine, and advocating for the vital role family physicians play in delivering the highest quality care to patients across Ontario. A not-for-profit and member-driven organization, the OCFP was established in 1954 and is the provincial chapter of the College of Family Physicians of Canada.

The OCFP's annual conference has historically been predominantly an in-person event, drawing hundreds of delegates, exhibitors, and staff together over four days. Given the COVID-19 pandemic, the OCFP is shifting delivery from in-person to virtual, and has created a program that will uphold the quality standards for the event that members have come to expect.

VISION

Family physicians – Leaders for a healthy Ontario.

MISSION

Supporting Ontario family physicians through education, leadership, research and advocacy, to deliver high-quality health care.

VALUES

The OCFP values...

- The role of family physicians, advocating for their essential role in healthcare
- The views and needs of our members, reflecting them in our work
- High-quality, accessible, patient-centred healthcare for all Ontarians
- Excellence in professional development, based on evidence

PROJECT DESCRIPTION

The OCFP is seeking proposals from qualified vendors to provide a complete virtual event platform for the Family Medicine Summit (Jan. 30 to Feb 27, 2021). We plan to welcome 600+ delegates, 70+ sponsors/exhibitors, and 60+ presenters to the conference.

The successful Proponent will offer a full-service, all-in-one event management platform, including registration. The platform will enable OCFP staff to process, communicate with, and track all event participants, including conference exhibitors, sponsors, and delegates.

We require a comprehensive system, including a conference microsite and an event app that can be accessed via desktop, tablet and mobile devices. The requested platforms and applications must currently exist for immediate application and use upon execution of an agreement.

The platform must be cost effective, easy to use, and a one-stop solution that supports OCFP's conference planning staff and committee, speakers, exhibitors and sponsors, and delegates. This platform will streamline the key conference processes and create a positive experience for all conference participants.

The system must be proven to create a seamless experience for delegates, from registration to evaluation, and must be capable of managing all transactions and processes related to the conference, including:

- registration and payment
- speaker profiles, agreements and presentations
- session selection and access to related resources by delegates
- sponsor/exhibitor profiles
- other delegate resources and capability to communicate with delegates as needed

The systems must be able to distribute customized session and conference evaluations, generate reports that can be exported to common formats (Excel and PDF), and distribute certificates of attendance to attendees.

The platform and all data components must be available and accessible for 12 months following the conference.

About the OCFP Family Medicine Summit

The Family Medicine Summit (FMS) is the OCFP's flagship educational event, with a long history of offering practical, high-quality professional development. It is learning developed by family physicians, for family physicians.

This year's conference is exceptional as the COVID-19 pandemic has inspired us to develop an innovative new format. The 2021 FMS learning experience will be bookended by two live-streamed days – the first on January 30, 2021 and the second on February 27, 2021. In between the live-stream days, pre-recorded, on-demand sessions and live panel discussions will be available to delegates. The entire conference will be recorded and available as on-demand learning.

Components of the Project

The conference will be bookended by one-day live-streamed events, with a launch on January 30, 2021 and close on February 27, 2021. Both days will be recorded and available for on-demand learning for up to six months.

The system must support a program with more than 60 sessions, including one-hour sessions that comprise of three or more presenters, including a moderator; in formats ranging from keynote, concurrent and on-demand (pre-recorded) sessions. Live sessions must be recorded in real-time and posted within 24 hours.

The range of registration options will span from full conference to single session. Registration fees are based on registration type. The system must be able to customize access to sessions based on the ticket type and to update the delegate's ticket type and price for incremental additions over the course of the conference.

Depending on the ticket purchased, delegates will receive custom email communications, including a confirmation receipt and instructions on how to participate. These instructions will be pre-populated and automatically distributed based on registration.

Exhibitor and Sponsorship Registration

The event platform must support registration of exhibitors and sponsors. The virtual Exhibit Hall complements the clinical and educational activities of the scientific conference sessions, providing an opportunity for delegates and exhibitors to connect. Exhibitors must have the ability to share resources, contact information and video demonstrations with delegates. A separation between educational resources and sponsorship resources is required.

Delegates must be able to create a virtual delegate bag where they can save resources for later viewing or download.

1.0 BUDGET AND TIMELINES

The platform must be launched (live) on September 21, 2020, and must address the following functions and elements:

- A. Online registration portal
- B. Secure FMS Microsite
- C. Platform for Education Sessions
- E. Speaker Management Portal
- F. Exhibitor and Sponsor Management Portal
- G. Virtual Sponsor Forum and Exhibit Hall
- I. Quality Assurance, Testing, Support and Training
- J. Registration and Financial Reports | Analytics
- K. Branding and Appearance

The following additional functionality must be completed, tested and ready to go live by October 30, 2020.

- D. Conference App
- H. Evaluations and Certificates

The budget for this project is **up to \$40,000** (plus HST).

The proponent may sub-contract some portion of the deliverables as long as 1) the end result is seamless to the OCFP and to delegates, exhibitors, sponsors and speakers, and 2) the proponent assumes all responsibility for managing the sub-contractor, including quality of work, and all financial and risk obligations.

2.0 SCOPE OF WORK

This document details the event platform and online support requirements for the OCFP's Family Medicine Summit in 2021 to be delivered by the successful proponent. Services/requirements may expand outside these services as details are further confirmed. If the budget allows, proponents are welcome to expand further on potential requirements including additional functionality.

The OCFP expects the system(s) to be set-up and thoroughly tested by the vendor prior to a final review by OCFP staff and launch. If any elements of the system(s) are the OCFP's responsibility to

test or otherwise verify, these must be identified clearly in the proposal. OCFP staff are available to consult throughout the process.

Proponents are requested to describe the solutions, capabilities, and limitations for each of the requirements in sections A, B, C, D, E, F, G, H, I, J, and K.

A. Online Registration Portal for Conference Delegates

- Comprehensive and customizable registration system (collecting registrant information, processing payments and tracking registrations)
- Ability for registrants to create an account. This will enable later access to update their registrations (if required), access to receipts of payment, and preview/update their pre-selected sessions
- Mobile responsive and compatible with digital devices (desktop, laptop, tablet, smart phone) and all common operating systems
- Compatible and functional with OCFP's payment partner, PayPal Payment Pro (all sales in Canadian currency with provincial sales tax, payable by credit card or manually by cheque)
- Ability to process and support 600+ attendee registrations in real time
- Ability to process multiple registration types with various fee rates (including regular rate, late rate)
- Ability to apply discount codes, complimentary registrations, and registration restrictions
- Ability to produce and send automated, customizable payment receipts and other communications to registrants
- Ability for delegates to build their individual timetable/schedule of live-streamed and on-demand sessions (60+ sessions to choose from with real-time tracking of registration numbers)
- Ability to produce detailed registrant and financial reports via a real-time dashboard, as well as collated session and conference evaluation reports

B. Secure FMS Microsite – The microsite is accessible from the OCFP's website and serves as the FMS website.

- Access to the online delegate registration system, speaker management portal, exhibitor/sponsor portal and conference app – all to be developed as part of this RFP, as described in this document
- Access to conference sessions, all to be developed as part of this RFP, as described below
- Access and download the conference app, which will be developed as part of this RFP, as described below
- Access and submit conference-related evaluations, which will be developed as part of this RFP, as described below
- Access and download certificates of attendance, which will be developed as part of this RFP, as described below
- Mobile enabled and compatible with digital devices (desktop, laptop, tablet, smart phone) and different operating systems

C. Education Sessions – The FMS Microsite will host the live-stream and on-demand sessions within the conference and will be a one-stop shop for delegates. The OCFP has a Zoom licence but is open to other delivery options that might be integrated into the platform. Continuing professional development is the most important aspect of our entire conference; delegates must be able to find and participate in their sessions easily, no matter what their level of comfort with technology. Note that Exhibitor and Sponsor information cannot be hosted with certified educational materials.

- Secure delegate access to live and pre-recorded conference sessions
- Access to sessions based on ticket purchased
- Capability to support a large number of concurrent users (up to 4,000, expected 600-800)
- Capability for utilization tracking, i.e. ability to gather information about which sessions an attendee has watched and for how long
- Sessions to be categorized/tagged and searched by topic, keyword, or speaker.
- Ability to choose when to make a session public
- Access to each session's Q+A (live and/or chat) and the ability for attendees to submit questions for each session through chat or email and for responses to be posted
- Ability for administrators to moderate, hide or delete comments
- During live sessions, exclusive control of slides and chat by staff, speakers and moderators
- Automatic prompts that direct attendees to upcoming sessions during the live-stream days
- Ability for any participants to capture and tweet short video clips from sessions

D. Conference App – The event app is a portal to FMS and will have the same information and capabilities as the microsite. It will provide access for delegates to view sessions, information and resources to help delegates, speakers, exhibitors, and sponsors manage their conference experience.

- Access the conference program, session descriptions and learning objectives to select sessions and develop personalized conference schedules that can be exported to various calendars, including Outlook and Google
- Access conference resources, including gamification options, FAQs and other tools; and information about each session, including speaker biographies and presentation materials. A note-taking function for downloaded materials is desirable
- Session and speaker information will be derived from the Speaker Portal to be developed as part of this RFP (see below)
- Access and complete conference and session evaluations in real time, i.e., at the end of each session
- Responsive and compatible with various types of devices (desktop, laptop, tablet, smart phone) and different operating systems
- Engagement with and among participants, including instant messaging and OCFP broadcast announcements and other push notifications

E. Speaker Management Portal – The portal is the primary hub for conference presenters and will be used to submit materials, communicate, and get information pertinent to their roles, specifically to:

- Submit relevant personal and presentation details, such as contact information, biography, headshot, presentation title, description and learning objectives, using a standard form
- Submit pre-recorded sessions or record and save live sessions. Note: The OCFP will work with the speakers to prepare for their sessions
- Upload presentation documents in varying formats, including PowerPoint, PDF and Word. While these are the most used formats, we are seeking advice on the use of Google Docs and other cloud-based formats by participants
- Download, upload, and electronically complete forms within the portal, including Speaker Agreement, Conflict of Interest declaration, Invoice and other forms as required. Completed forms must be later exported for OCFP administrative functions
- Enable OCFP administrators to add speakers and their content to the management system individually or via a bulk upload
- Enable information to be exported from the portal in various formats, including Excel and PDF,

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- including tracking and generating reports to staff in real time for speaker tasks
 - Confirm with speakers their presentation schedule(s) including date, time, and format

F. Exhibitor and Sponsor Management Portal – The portal provides information to prospective exhibitors and sponsors, serves to process sales and registrations, and is the main hub for ongoing communication with exhibitors and sponsors in the months leading up to the conference. This portal must:

- Offer a menu of sponsorship and exhibitor packages with the potential to customize based on a set of available features. Supporting sales materials will include an interactive Exhibit Hall
- Process sales of booth and sponsorship packages using PayPal Payment Pro system. The system must be flexible, including the ability to apply discounts to standard package prices and to generate fillable contracts/agreements. Sponsors and exhibitors must be able to create individual accounts, with login, to access receipts and other information related to their purchase on demand. Sales will be in Canadian currency, with sales tax applicable, and payable by credit card or manually by cheque
- Collect and collate materials for promotions and virtual booths, including company descriptions, website and social media links. Exhibitors and sponsors must be able to download and upload documents in various formats, including PDF, PNG and JPG, for use in promotional and delegate materials, including integration with the FMS microsite and the conference app
- Enable exhibitor and sponsor registration, including complimentary registrations as part of packages, with as many as 70 or more sponsors and exhibitors accessing the platform at the same time. OCFP administrators must be able to add (“register”) exhibitors or sponsors individually or via a bulk upload
- Enable data to be collected about interactions with the portal by exhibitors and sponsors, and prospective exhibitors and sponsors, for analysis by OCFP staff

G. Virtual Sponsor Forum and Exhibit Hall – The Sponsor Forum will host video sessions from our sponsors and give sponsors the opportunity to reach delegates with information about products and services. The Exhibit Hall will enable exhibitors to promote their services and products to delegates, including by making materials available and through virtual interactions. The Forum and Hall may be accessed by up to 800 conference delegates at any given time.

In compliance with regulations, Sponsor and Exhibitor information must be separated from the educational sessions of the conference. The successful proponent will:

- Enable sponsors and exhibitors to upload pre-recorded demonstrations promoting their products/services
- Enable delegates to download exhibitor/sponsor materials, interact with exhibitors and sponsors in various ways, including live chat, virtual meetings, product demonstrations and ability to schedule meetings
- Provide gamification of the experience for delegates. Gamification will encourage delegates to visit the Exhibit Hall, and help OCFP track their visits. Gamification options being considered include a passport program, trivia contests, scavenger hunt, door prizes, and draws. At the same time, delegates must be able to visit the exhibit hall freely, without sharing additional personal contact information or participating in games

H. Evaluations and Certificates – Conference and session evaluations enable the OCFP to measure the impact of individual aspects of the conference as well as the overall event, and to use this information to inform planning of future events. This feature must be able to support up to

20 evaluation questions, with responses using a range of formats, including Likert scale, multiple selections and free text.

As FMS is a certified conference, delegates may earn educational credits for attending conference sessions. A method of tracking the sessions attended by each delegate is required and will be the basis for issuing a Certificate of Attendance for claiming credits.

- The conference evaluation tool must be flexible, enabling evaluation of various aspects and multiple types of surveys – individual sessions, session audits, exhibitors and sponsors, and overall conference experience. The overall tool must also include a function to restrict access to pre-identified users or sets of users; for example, only Planning Committee members may access, complete and submit a **session audit** survey
- Evaluations must be available to delegates at the conclusion of each session and accessible for completion online through the conference app. Pre-recorded sessions may be viewed and evaluated at any time during the conference
- A summary of session evaluations to be exported automatically and circulated to speakers along with a customised (templated) letter. Overview reports must be available to staff
- Push notification reminders to be sent to delegates to complete session evaluation at the conclusion of each session and, later, to all delegates to complete a conference evaluation
- Collation and reporting, in real-time, of results from all evaluations (individual sessions and conference evaluations). OCFP staff must be able to access and export results by session and generate customized reports in PDF, Excel and other formats
- Customized, OCFP-branded certificates of attendance generated for individual participants based on their name and how many sessions they attended
- Customized participant certificates can be instantaneously accessed and issued through the conference app or the microsite for download or emailed to the participant

I. Quality Assurance, Testing, Support and Training – Quality assurance for all aspects of event data management outlined in this RFP

- Test platform on multiple devices (desktop, smart phone, tablet) with varying operating systems (iOS, Windows, and others as required) and using popular browsers (Chrome, FireFox, Safari, and others)
- Provide full training and support data entry, system reporting and other operational requirements of OCFP staff

J. Registration Reports, Financial Reports and Analytics

- Detailed registration reports and financial statistics must be available in real time on the backend dashboard
- Financial reports must be compatible with reports/systems of OCFP's eCommerce provider – PayPal Payment Pro – to ensure seamless reconciliation of transactions
- Reports/information must be accessible in real time and customizable to include date and time of registration, registrant type, registrant demographics and other registration details
- OCFP staff must have unlimited administrative access with the ability to view and export registration and financial data and delegate information
- Integrated with Google Analytics to track online statistics and traffic/behaviour

K. Branding and Appearance – The platform and the materials generated through the platform,

including certificates and evaluation forms, must be customized to the OCFP brand, including brand logo, colours and font. OCFP will provide branding guidelines to the successful proponent.

3.0 FORMAT OF PROPOSAL

Please be as concise and brief as possible while meeting the RFP requirements. Proposals longer than 20 pages will not be considered.

Proponents are required to describe:

- **Corporate Overview**
 - Corporate name
 - Date of incorporation
 - Length of time in business
 - Primary contact
 - Number of staff involved in the project and their titles
 - Appropriateness of level of talent of staff involved in the project
 - Recommendations for support staff, including day-of coordinator(s)
 - AODA compliance for online services/products
 - Compliance with international security standards (system information, measures, processes); description of data storage, data maintenance and segregation, controls to safeguard data, PCI compliance, reports and certificates as support to compliance.
- **Methodology**
 - Executive summary
 - Statement of understanding of project
 - Overview of proponent platform and how it will meet the project needs outlined in this RFP, including completion of the RFP checklist.
 - Technical details outlined (where is data stored/server located, confidentiality, etc.)
 - Schedule of major deliverables, include major milestones
 - Reporting – the process by which you will keep OCFP informed
- **Relevant experience and references**
 - Three (3) reference projects that are comparable to services required by the OCFP, including reference contact name, email address, and telephone number.
- **Budget/Fees***

As the OCFP is a non-profit organization, any opportunity for efficiencies or lower cost is preferred.

 - Total fee
 - Hourly rate(s), if applicable
 - Estimate of fees for IT support for project duration, including conference dates
 - Applicable discounts
 - Preferred payment structure (with desired deposit dates)
- **Reporting**
 - The selected proponent will be expected to prepare and submit a detailed,

comprehensive work plan shortly after being selected and awarded the contract for these services. Please indicate when you would be able to submit such a plan if awarded the contract. The timeframe will be considered in the evaluation of proposals.

- Given the timeline of the project, please include periodic formal progress check-ins/status reports between the proponent and OCFP team.

Proponents may submit additional materials they believe will enhance their proposals as long as the proposal remains within the 20-page limit.

Schedule – DRAFT

LAUNCH – Certified Live Stream (11 credits)
Virtual Exhibit Hall – Exhibitors and Sponsors

Saturday, Jan 30: 9:15 am-5:00 pm

- 9:15-10:00 am: Elder Opening, OCFP President Remarks
- 10:10-11:10 am: Keynote
- 11:20-12:20 pm: 3 concurrent options
- 12:20-1:30: Virtual Exhibit Hall
- 1:30-2:30 pm: 3 concurrent options
- 2:40-3:40 pm: 3 concurrent options
- 3:50-4:50 pm: speaker
- 4:50-5:00: Optional – virtual guided tour of asynchronous sessions (not certified)

Certified pre-recorded sessions on demand (35 credits)
Weekly Live Panel Discussions (4 credits)

Jan 30 – Feb 28 inclusive

- Feb 3: 7:45-9:00 am: Livestream Panel Discussion (flipped classroom style) – embed teaser questions in recorded sessions
- Feb 10: 5:15-6:30 pm: Livestream Panel Discussion (flipped classroom style)
- Feb 17: 7:45-9:00 am: Livestream Panel Discussion (flipped classroom style)
- Feb 24: 5:15-6:30 pm: Livestream Panel Discussion (flipped classroom style)
- Live stream sessions recorded for later viewing*
- Networking events and uncertified events held*
- Special editions of 3 credit workshops offered January and March 2021*

WRAP UP – Certified Live Stream (10 credits)
Virtual Exhibit Hall - Sponsors only

Saturday, Feb 27: 10:00 am-3:45 pm

- 10:00-11:00 am: Keynote
- 11:10-12:10 pm: 3 concurrent options
- 12:10-1:10 pm: Virtual Exhibit Hall
- 1:10-2:10 pm: 3 concurrent options
- 2:20-3:20 pm: 3 concurrent options
- 3:20-3:45 pm: closing remarks
- Reminder that asynchronous sessions are available until midnight on Feb 28, 2020

4.0 EVALUATION OF PROPOSALS

All proposals will be reviewed by the OCFP's Evaluation Committee. The Committee will review the proposals based on the specifications of this RFP and score each proposal based on the criteria outlined below. Note that some requirements carry greater weights than others.

SCORING CRITERIA

Adherence to requirements of RFP (see format of proposal noted above)	Submissions that do not adhere to the requirements of the RFP will be disqualified. OCFP will communicate with the proponent about disqualification.
Qualifications to undertake this work: (40%) <ul style="list-style-type: none"> • Expertise in digital healthcare conference industry • Skills and abilities • Terms and conditions 	<ul style="list-style-type: none"> • Does the proponent have the expertise in online event management? • Does the proponent have the necessary skills, resources, staff support, and abilities to deliver this virtual event platform and meet timelines/deliverables? • To what degree does the proposal meet stated contractual term and conditions?
Methodology: (20%) <ul style="list-style-type: none"> • Executive Summary • Timeline and Delivery • Reporting 	To what degree does this proposal meet stated delivery requirements? <ul style="list-style-type: none"> • Clear work plan, indicating timelines that align with requirements • Description of possible resources utilized demonstrating understanding scope of project • Clear role definition of team and members, and expectations from OCFP staff
Relevant experience / references (20%)	<ul style="list-style-type: none"> • Does the proponent have a proven track record in this type of service? • Does the proponent have experience in providing requested digital services to similar organizations with similar conference program/requirements?
Pricing (20%)	How does the proposed price compare to the (a) planned budget and to (b) other proposals?

Shortlisted submissions will be invited to present and demonstrate their product capabilities. Multiple interviews may be conducted to further evaluate the qualifications of proponents.

OCFP reserves the right to seek clarification and supplementary information from proponents after the Proposal Submission Deadline. Response to a request for clarification shall form an integral part of that proponent's proposal.

5.0 SELECTION PROCESS SCHEDULE

DESCRIPTION	COMPLETION / TARGET DATES
RFP invitation issued	July 29, 2020
Submissions of questions on RFP	Up to August 6, 2020 (by 12 p.m. ET)
Proposal closing date	August 13, 2020 (by 12 p.m. ET)
Evaluation period and invitations for virtual demonstration	August 14-26, 2020
Notification of successful proponent	August 31, 2020

6.0 THE FEE AND AWARD

The acquisition of the services described in this RFP will be conducted on a competitive basis to obtain the best value for the OCFP.

- Proponents are expected to present a detailed proposed budget setting out the cost associated with the services being proposed.
- Price quotations must be inclusive of all costs and these amounts will be the only compensation paid to the successful Proponent for the required services.
- All quoted prices shall remain fixed for the duration of any service agreement awarded because of this RFP and until the completion of all specified deliverables.
- Provincial taxes and/or HST are extra as applicable under Ontario laws and shall be detailed within the Proponent's proposal.
- The successful proponent will engage with the OCFP in a one-year agreement.
- The expenses of any third-party tools or services required to be utilized must be included in the quote, and cost agreed upon under any service agreement awarded because of this RFP.

The final selection of the successful proponent will be at the sole discretion of OCFP. Once the successful proponent is notified in writing by the OCFP and the OCFP executes the agreement, the other proponents will be notified by the OCFP in writing of the outcome of the process.

7.0 SUBMISSION REQUIREMENTS

Proponents must submit an electronic copy of the proposal via email. The proposal must be received no later than noon on the proposal closing date (August 13, 2020). Send proposals to:

Lauren Hargreaves – Planner, Conferences and Events
Ontario College of Family Physicians
Email: fms@ocfp.on.ca

8.0 COMMUNICATIONS

Questions and requests for information or clarification of the RFP may be submitted in writing to the attention of **Lauren Hargreaves** at fms@ocfp.on.ca. All requests for information and clarification will be answered by email and the answers shared with all proponents.

Questions may be submitted until 12:00 p.m. ET on **August 6, 2020**. No requests for information or clarification will be addressed after that time.

9.0 GENERAL TERMS AND CONDITIONS

Submission of a proposal indicates acceptance by the proponent of the terms and conditions specified in the RFP. The proponent is deemed to have familiarized itself with the requirements of the project as set out in this RFP and is invited to request additional information as indicated.

All submissions must include a statement of authorization to bid signed by a principal of the responding company. Submissions must use the proposal format outlined in this RFP. Submissions that do not adhere to the RFP criteria will be disqualified.

The OCFP reserves the right to:

- Select any or all proponents to participate in an interview.
- Terminate the selection process at any time for any reason whatsoever without any further obligation on its part to the proponents.
- Determine how its needs can be met in any other manner at its own discretion.
- Modify or change requirements and will issue pertinent information required to communicate such changes.

OCFP Obligations

- OCFP staff will provide comments on materials and reports received, and act as a content resource and provide other assistance or support during the process.
- OCFP staff or designated person will be available to explain and present documents, show reports, and prepare supporting documentation, as necessary.
- The OCFP will designate and provide one (1) OCFP key point of contact, responsible for responding to the successful proponent's questions and issues relating to the services.

Proponent's Obligations

- The proponent must advise the OCFP's management immediately should any circumstances arise which causes the actual timeline for the deliverables to exceed the initial estimate.
- The proponent will designate one (1) point of contact that must be responsible for responding to the OCFP's questions and issues relating to the services.
- Neither this RFP nor any service agreement awarded hereunder may be assigned by the proponent without the prior written consent of the OCFP.

Proponent Expenses

The OCFP is not responsible for any costs incurred by the proponents in the preparation and submitting of their proposals. Proponents are responsible for their own expenses relating to any meetings, negotiations, or discussions with the OCFP or its representatives and consultants, relating to or arising from this RFP. If the OCFP elects to reject all proposals, the OCFP will not be liable to any proponent for any claims, whether for costs or damages incurred during preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

Irrevocability of Proposals

By submission of a clear and detailed written notice, the proponent may amend or withdraw its proposal prior to the closing date and time. Upon closing, all submissions become irrevocable. By submission of a proposal, the proponent agrees that, should its proposal be deemed successful, the proponent will enter into a contract with the OCFP.

No Contract

By submitting a proposal and participating in the process as outlined in the RFP, proponents expressly agree that no contract of any kind is formed under, or arises from this RFP prior to the signing of a formal written contract.

Proposal Return

All submissions received in response to this RFP will become the sole property of the OCFP and will not be returned.

Conflict of Interest

Proponents must fully disclose, in writing, to the OCFP's RFP contact on or before the closing date of this RFP, any relevant, perceived, or possible conflicts of interest and/or pending lawsuits. The Evaluation Committee shall review any submissions by proponents under this provision and may reject any proposals where, in the opinion of the Evaluation Committee, the proponent could be in conflict of interest or could be perceived to be in a possible conflict of interest position, if the proponent were to become a contracting party pursuant to this RFP.

Lobbying Prohibited

All proponents, including their subcontractors, consultants, agents, officials, and employees, will not engage in any form of lobbying whatsoever with respect to this RFP or seek to influence the outcome of this RFP process. In the event of any such lobbying, the OCFP may elect to reject the proponent's submission without further consideration. All correspondence or contact by interested parties with the OCFP with respect to this RFP, must be directly to and only with the representative designated by the OCFP.

Sub-Contracting

Using a sub-consultant is acceptable and must be clearly identified within the proposal. This includes a joint submission by two proponents having no formal corporate links. However, in this case, one of these proponents must be prepared to take overall responsibility for successful interconnection of the two product or service lines and this must be defined in the proposal.

Patents and Copyrights

The proponent shall, at their own expense, defend all claims, actions or proceedings against the OCFP based on any allegations that the proposal or any work or any part of the work arising there from constitutes any infringement of any patent, copyright or other proprietary right, and shall pay to the OCFP all costs, damages, charges and expenses, including its lawyers' fees on a substantial indemnity basis occasioned to the OCFP by reason thereof. Information contained within this document is confidential and is provided only to provide proponents a sufficient understanding of OCFP's requirements. Under no circumstances, should information be disclosed to any third party.

All matters related to the RFP, the selection process, and information resulting from the process, will be kept strictly confidential. Other than reports submitted to the OCFP, the proponent agrees not to

publish, reproduce or otherwise divulge such information, in whole or in part, or authorize or permit others to do so, taking reasonable measures as are necessary to restrict information access to those employees on its staff and the OCFP's staff who must have information on need-to-know basis.

The proponent shall maintain security standards, including control of access to data and other information, consistent with the highest standards of business practice in the industry. The proponent warrants that it shall be aware of and abide by all OCFP policies and procedures as relevant and applicable, including but not limited to the following policies: Conflict of Interest, Confidentiality, Privacy and Terms of Use. The proponent acknowledges that any information concerning the business and affairs of the OCFP or its agents, employees, patients, and clients of whom the proponent, its agents or employees become aware in the course of providing any such Services and or Deliverables shall be treated as confidential or private. The proponent agrees to take such measures to protect such information, as it would be reasonably expected to take to protect its own confidential or private information and to comply with any and all patient privacy legislation. The proponent agrees that the terms of any agreement it may have with the OCFP are confidential and may only be divulged with the OCFP's express written consent.

Confidential Information shall not include information that:

- (I) is or becomes generally known or available to the public at large other than as a result of a breach by the Receiving Party of any obligation to the Disclosing Party;
- (ii) was known to the Receiving Party free of any obligation of confidence prior to disclosure by the Disclosing Party;
- (iii) is disclosed to the Receiving Party on a non-confidential basis by a third party who did not owe an obligation of confidence to the Disclosing Party; or
- (iv) is developed by the Receiving Party independently of and without reference to any part of the Confidential Information. Confidential Information shall not be deemed to be in the public domain or generally known or available to the public, merely because any part of said information is embodied in general disclosures, or because individual features, components or combinations thereof are now or become known to the public