



**REQUEST FOR
STANDING OFFER – DIGITAL AND DESIGN SERVICES**

SUBMISSION CALL: January 19, 2026

SUBMISSIONS DUE: February 2, 2026 at 3:00 PM EST

2026-RFSO-001

Contents

1.	PROJECT OVERVIEW	4
1.2	Definitions	5
1.3	Project Scope	6
2.	INSTRUCTIONS TO PROPONENTS	9
2.1	Submission	9
2.2	Inquiries	10
2.3	Addenda	10
2.4	Proponent Requirements	10
2.5	Validity of Offer.....	10
2.6	Intended RFSO Process Schedule	11
3.	REQUIREMENTS.....	11
3.1	Submission Requirements	11
3.2	Financial Submission Requirements	11
4.	REQUIREMENTS.....	12
4.1	Standing Offer List Inclusion	12
4.2	Rejection of Unacceptable Submission	12
5.	TERMS AND GENERAL CONDITIONS.....	12
5.1	Terms and Conditions	12
5.2	No Collusion	14
5.3	Conflict of Interest.....	14
5.4	Accuracy of Information	14
5.5	Confidentiality	15
5.6	Working Language	15
5.7	Terms of Payment.....	15
5.8	WSIB/ WSCC Certificate	16
5.9	Health and Safety	16
5.10	Services Contract.....	16
6.	CONTRACTOR SCOPE OF WORK.....	16
7.	SCHEDULE	17
7.1	Timelines.....	17



**Request for Standing Offer – Digital and Design Services
2026-RFSO-001**



APPENDIX A – COST SUBMISSION FORM	18
APPENDIX B – SUPPLEMENTARY CONDITIONS	19
APPENDIX C - SIGNING SHEET	19
APPENDIX D – CITY OF IQALUIT SERVICES AGREEMENT	23

1. PROJECT OVERVIEW

The City of Iqaluit is seeking standing offers from qualified and experienced firms and independent consultants to enter into a Standing Offer Agreement for Professional Communications and Customer Service Support for a term of three (3) years. The objective of this Request for Proposals and Supplier Qualifications is to establish a reliable arrangement with vendors capable of delivering a broad range of services, including graphic design, photography, videography and video editing, digital media and content creation, branding and visual identity, document layout and print-ready design, web and UX/UI design, translation layout and localization support, social media strategy and platform-specific creative, and animation and motion design.

Proponents will be expected to respond to defined scopes of work on an as-required basis and to provide strategic advice, creative solutions, and professional recommendations that support the City's communications and customer service objectives. This Standing Offer is intended to create a pre-qualified roster of vendors for future call-ups within the City's procurement framework, to improve the consistency, accessibility, and quality of public-facing materials, and to support clear, culturally informed, and timely information for residents and stakeholders. Inclusion on the Standing Offer list does not guarantee a minimum volume of work, but provides an opportunity to be considered for assignments throughout the Standing Offer term.

1.1 Background

1.1.1 Location

Iqaluit is the capital of the Nunavut Territory and is located at the south end of Baffin Island near the end of Frobisher Bay (63°45'N latitude and 68°31'W longitude). Access to Iqaluit is provided by regular scheduled commercial aircraft year-round, snowmobile trails from other Baffin Island communities in the winter, and sealift from the port of Montreal and Valleyfield in the summer.

1.1.2 Geology and Terrain

Iqaluit's location is above the tree line and within the permafrost zone of Canada. The region generally consists of glacially scoured igneous/ metamorphic terrain. In some locations, a thin layer of organic material is found.

1.1.3 Climate

Iqaluit has an Arctic climate with an average January temperature of -21.5°C and July average temperature of 8°C. The annual precipitation is made up of 19.2 cm of rainfall and 255.0 cm of snowfall for a total of 43.0 cm of precipitation. The prevailing winds are northwest at 16.7 km/hr.

1.1.4 City Growth and Population

The City is the newest Capital City in Canada and as a result has experienced a period of rapid development and growth. Iqaluit is the seat of government for the Territory of Nunavut and is the home base of many federal and territorial government departments. The City is rapidly developing into a regional center for the territory with many northern businesses in Inuit organizations making it their base of operations. The current population of Iqaluit is estimated at about 8,300 people with an average annual growth rate between three and four percent.

1.1.5 Land Ownership System

Iqaluit has a unique land ownership system. The major landowners in Iqaluit are the Commissioner of Nunavut, the City and the regional Inuit associations. These entities in turn lease land to individuals, corporations and other government departments. The City land is administered by a land acquisition by-law and by a Territorial Statute. Generally speaking, there is no private ownership of land.

1.2 **Definitions**

The following terms and definitions listed shall apply within this RFSO:

<i>City/ Client/ Owner</i>	means	the Municipal Corporation of the City including; means any entity as defined in the Supplementary Conditions, which may be the same entity as the City as defined herein.
<i>City Representative</i>	means	the individual assigned to the Project, who will be representing the City.
<i>City Website</i>	means	www.iqaluit.ca .
<i>Closing Time</i>	means	the time set out in paragraph 2.6
<i>Services Contract</i>	means	the executed agreement between the city and the Contractor for Professional Services.
<i>Evaluation Committee</i>	means	a committee appointed by the city in order to evaluate all submitted Submissions in order to determine a preferred proponent.
<i>Preferred Proponent</i>	means	the company or firm that has been selected by the City's Evaluation Committee and who will initially discuss the contract arrangements based upon acceptance of the proponent's proposal.

<i>Contractor</i>	means	corporation, partnership, or joint venture who will provide the technical and professional services defined in the Services Contract.
<i>Professional Services</i>	means	the technical and professional services to be provided by the Contractor under a Services Contract.
<i>Project</i>	means	means the project as per the City’s call up.
<i>Proponent</i>	means	a corporation, partnership, or joint venture from whom a Submission was received.
<i>Proposal</i>	means	the document submitted in response to this RFSO.
<i>Supplementary Conditions</i>	means	the Supplementary Conditions forming APPENDIX B.
<i>This contract</i>	means	the Contractor contract for which this Standing Offer Agreement is issued.
<i>User group</i>	means	the City or the users of the facility for which the City is responsible.

1.3 Project Scope

The objective of this Standing Offer Agreement is to provide the City of Iqaluit with timely and professional communications and customer service support across a range of specialized service categories. These services will assist the City in delivering clear, accessible, and culturally informed information to residents, stakeholders, and partners.

All services will be initiated through a Call-Up or Work Order Request authorized by the Communications and Customer Service Manager or their designate. The Vendor shall provide timely, efficient, and high-quality professional services in accordance with this Standing Offer, applicable municipal by-laws, City policies and procedures, and any project-specific terms of reference issued by the City.

1.3.1 Service Categories

Vendors may be qualified in one or more of the following categories:

- **Graphic Design:** Posters, flyers, signage, banners (digital and print), infographics, iconography, internal communications materials, social media graphics, accessibility-focused designs, custom illustrations, and creation of branded templates or systems.

- **Photography Services:** Event coverage and promotional shoots, staff portraits, landscapes and architectural photography, certified drone and 360 degree imaging, asset library management, and editing or retouching.
- **Videography and Video Editing:** Public service announcements, educational shorts, event recaps, scripting, filming, editing, trilingual captioning (Inuktitut, English, French), voiceover integration, and motion graphics.
- **Digital Media and Content Creation:** Campaign concepts, multimedia and digital-first assets, templates for tools such as Canva or Adobe Express, interactive or gamified content, digital storytelling, and A/B testing versions or optimization graphics.
- **Branding and Visual Identity Development:** Logo development or modernization, brand guidelines and sub-branding frameworks, typography, icon sets, colour palettes, campaign taglines, and merchandise designs.
- **Document Layout and Print-Ready Design:** Reports, strategic plans, guides, newsletters, Inuktitut-capable and accessibility-first design, print formatting and file preparation, and trilingual document support.
- **Web and UX/UI Design:** Microsite and landing page design, accessibility audits, UI prototyping, responsive templates, and UX feedback testing.
- **Translation Layout and Localization Support:** Layouts for Inuktitut syllabics, formatting for text expansion or contraction, and trilingual formatting in software such as InDesign or Canva.
- **Social Media Strategy and Platform-Specific Creative:** Content calendar templates, campaign rollouts, social media ad kits, video shorts and reels, and platform-specific post copywriting.
- **Animation and Motion Design:** Logo bumpers and explainer videos, lower thirds, transitions, subtitled animations, animated icons, social stickers, and visual storytelling.

1.3.2 Proposal and Assignment Process

- The City project officer will develop a scope of work or terms of reference for each assignment and will request a proposal from one or more pre-qualified Vendors based on the hourly and unit rates provided in their Standing Offer submission.
- The Vendor will provide a technical and financial proposal that aligns with the requested scope, schedule, and deliverables.
- Upon acceptance of the proposal by the City, a Service Agreement or written confirmation will be issued specifying the approved work, fees, and timelines.

- Proponents may form partnerships, consortiums, or joint ventures to deliver services, provided that all participating firms are clearly identified and responsibilities are defined in the proposal.

1.3.3 Stewardship, Authority, and Compliance

The City will retain stewardship of and complete authority over its communications and customer service program. The City will define specific terms and conditions for project agreements to ensure that this stewardship is not compromised. The consultant must observe and comply with all applicable City policies, procedures, and regulations.

The City will designate authorized personnel to oversee each project agreement. These personnel will retain authority for the work program and will have appropriate delegated authority at various stages in the execution of the project, which the consultant will be required to recognize and respect.

1.3.4 Collaboration, Quality, and Accessibility

- Vendors must work collaboratively with City staff, providing regular updates, drafts, and proof materials for review and approval.
- All deliverables must meet professional standards for quality, align with City branding and visual identity guidelines, and be prepared in formats suitable for the intended platforms and channels.
- Wherever applicable, materials must be designed with accessibility, multilingual use (including Inuktitut), and plain language principles in mind.

1.3.5 Reporting and Deliverables

- For each assignment, Vendors will be required to provide a clear work plan, schedule, and itemized fee estimate aligned with the approved scope of work.
- Vendors must maintain records of work completed, including version histories where relevant, and provide final files in editable and print or web-ready formats as specified by the City.
- At the request of the City, Vendors may be required to provide brief summary reports of activities, lessons learned, and recommendations for improving future communications or workflows.

1.3.6 Performance Expectations

- All services must be delivered within agreed timelines, budgets, and specifications.
- Work products must be accurate, culturally respectful, and suitable for public distribution.

- Vendors must respond promptly to City communications and be prepared to adjust work based on feedback within reasonable project timelines.

1.3.7 Contract Conditions

The City reserves the right to terminate the contract if the Contractor:

- Fails to meet required deadlines or deliverables.
- Provides substandard or incomplete work.
- Breaches City policies, confidentiality requirements, or applicable laws.
- Fails to meet agreed-upon performance standards.

1.3.8 Cancellation

Either party may terminate the Standing Offer with sixty (60) days' written notice. The Contractor will be compensated for all work completed up to the termination date.

1.3.9 Non-Exclusivity

This Standing Offer is non-exclusive. The City reserves the right to engage additional service providers or to complete work internally where it is in the City's best interest to do so. Inclusion on the Standing Offer list does not guarantee a minimum volume of work.

2. INSTRUCTIONS TO PROPONENTS

2.1 Submission

Proponents must submit their Submissions by electronic submission (PDF format), through email to:

Geoff Byrne
Communications and Customer Service Manager
G.Byrne@iqaluit.ca

Proponents must address Submissions to:

City of Iqaluit
Geoff Byrne
Communications and Customer Service Manager
100-1085 Mivvik Street
Iqaluit, Nunavut, X0A 3H0

Proponents will be required to submit a single file. The file should be labeled as follows:

“2026-RFSO-001 – Digital and Design Services – Proponent Name”

The final decision on whether to accept late Submissions is at the City’s discretion.

2.2 Inquiries

All inquiries concerning this RFSO are to be directed by email only to:

Geoff Byrne
Communications and Customer Service Manager
G.Byrne@iqaluit.ca

To ensure consistency and fairness to all Proponents, all firms who have received the RFSO will receive information with respect to significant inquiries in the form of written addenda or clarifications. Verbal explanations or instructions will not be binding.

The deadline for submitting inquiries will be as per Table A below.

2.3 Addenda

If it is determined that an amendment is required to this RFSO, a written addendum will be posted via City Website. It is the Proponents’ responsibility to check the City’s website to confirm whether an addendum has been posted. The only way this RFSO may be added to or amended in any way is by a formal written addendum. No other communication, whether written or oral from any person, will affect or modify the terms of this RFSO or may be relied upon by any Proponent.

The City may amend, supplement or otherwise modify this RFSO at any time and from time to time prior to the submission date, only by written addenda.

2.4 Proponent Requirements

The successful Proponent must have a valid City of Iqaluit Business License prior to commencement of the Project. The Preferred Proponent shall apply for a license immediately upon notification of call up, should they not hold a valid license. Proponents should also confirm for any project whether they are required to register their legal entity in Nunavut Territory.

2.5 Validity of Offer

The Submissions shall remain open for acceptance for a period of not less than sixty (60) calendar days from the closing date of this Standing Offer Agreement.

2.6 Intended RFSO Process Schedule

The City estimates the schedule for the Standing Offer Agreement process milestones will be as follows:

Table A – RFSO Process Schedule

Milestone	Date
Issue RFSO	January 19, 2026
Last Day for Proponent Questions	January 29, 2026
RFSO Closes – Submission Deadline	February 2, 2026, at 3:00 PM EST
Standing Offer Agreement Acceptance	February 9, 2026

3. REQUIREMENTS

3.1 Submission Requirements

3.1.2 Mandatory Submission Requirements

Proponents may be individual firms, or consortia of firms. Proponent's Submissions must demonstrate in their Submissions that the following mandatory requirements can be met.

Proponents must:

1. Provide evidence satisfactory to the City from the Proponent's insurer that the Proponent is able to obtain the insurance coverage as specified in APPENDIX D City's Standard Service Agreement.
2. Include the submission of the Proponent's latest valid WSCC/ WSIB Certificate of Clearance or equivalent for the jurisdiction it is submitting from.
3. Include a completed sign-off of submission, as per the requirements in APPENDIX C.

3.2 Financial Submission Requirements

3.2.1 Contractor's Professional Fees

Submit a completed and unqualified Cost Submission Form, included in Appendix A, based on the work being requested under this RFSO.

4. REQUIREMENTS

4.1 Standing Offer List Inclusion

Proponents placed on a pre-qualified Standing Offer List. The Standing Offer List will remain active for the 12-month duration of the agreement.

Inclusion on the Standing Offer List does not create an exclusive right to provide services to the City. The City may solicit services from any listed Contractor at its sole discretion, and no minimum volume of work is guaranteed under this Standing Offer.

4.2 Rejection of Unacceptable Submission

The Evaluation Committee may at any time reject a Submission without completing a full evaluation (including a Submission from a Proponent that complies with the Mandatory Requirements), if in the judgment of the Evaluation Committee further consideration of the Submission would not be acceptable as the basis for a contract.

The City reserves the right without liability, cost or penalty, in its sole discretion to disqualify any Submission before its full evaluation if the Submission reveals a conflict of interest, incorrect information, or misrepresentation by the Proponent of any information provided in its Proposal. The City further reserves the right without liability, cost or penalty, in its sole discretion to disqualify any Submission where there is evidence that the Proponent, its employees, agents or representatives colluded with one or more other Proponents or any of their respective employees, agents or representatives in the preparation of the Proposal.

5. TERMS AND GENERAL CONDITIONS

5.1 Terms and Conditions

- 5.1.1 Submission of a constitutes acknowledgement that the Proponent has read and agrees to be bound by all the terms and conditions of this Standing Offer Agreement.
- 5.1.2 The City will not make any payments for the preparation of a response to this Standing Offer Agreement. All costs incurred by a Proponent will be borne exclusively by the Proponent.
- 5.1.3 The City does not, by virtue of this RFSO, commit to an call up of any contract, nor does it limit itself to accepting the lowest price or any Submission, but reserves the right to call up proponent in any manner deemed to be in the City's best interest.
- 5.1.4 Proponents may not amend their Submission after the closing date and time but may withdraw their Submission at any time prior to acceptance by the City.
- 5.1.5 The City has the right to cancel this Standing Offer Agreement at any time and to reissue it for any reason whatsoever, without incurring any liability and no Proponent will have any claim against the City as a result of the cancellation or reissuing of the Standing Offer Agreement.

- 5.1.6 The City will not be responsible for any Submission that does not indicate the Standing Offer Agreement reference, and the Proponent's name.
- 5.1.8 If a Standing Offer is established as a result of this Request, it will be called up to proponents who, in the City's opinion, provide the best overall value for each service. The selected proponents must demonstrate the capability to meet all requirements outlined in the call.
- 5.1.9 If the City decides to have a call up on a submission received in response to this Standing Offer Agreement, the Successful Proponent will be notified of the intent to call up in writing, and the subsequent execution of a written agreement shall constitute the making of a Services Contract. Proponents will not acquire any legal or equitable rights or privileges whatsoever until a Contract is signed by both parties. In the event of any inconsistency between this Standing Offer Agreement, and any ensuing contract, the contract shall govern.
- 5.1.10 The Services Contract will be in the form of the City's standard "City of Iqaluit Services Agreement", attached to this RFSO as Appendix 'D'.
- (a) Submitting a Response indicates acceptance of all the terms and conditions set out in this RFSO, and Contract, including those that are included in all attachments and any Addenda.
 - (b) By submitting a Response, the Respondent confirms that it has carefully read and examined the RFSO and its attachments and conducted such other investigations as were prudent and reasonable in preparing a response.
 - (c) If a RFSO is called up as a result of this RFSO, it will contain the relevant provisions of this RFSO, the accepted provisions of the Response, and any other terms as may be mutually agreed upon.
 - (d) The terms and conditions of this RFSO or Contract shall take precedence over the Respondent's provisions to the extent of any inconsistencies. Responses that include any contradiction, restriction or modification to the terms and conditions of this RFSO or pro forma Contract are not binding on the City of Iqaluit, and may be treated as though not written and considered removed or result in rejection of a Respondents submission.
- 5.1.11 A copy of the Services Agreement is included as APPENDIX 'F'.
- 5.1.12 Any amendment made by the City to the Standing Offer Agreement will be issued in writing and sent to all who have received the documents.
- 5.1.13 An Evaluation Committee will review each Proposal. The City reserves the exclusive right to determine the qualitative aspects of all Submissions relative to the evaluation criteria.

- 5.1.14 Submissions will be evaluated as soon as practicable after the closing time. No details of any Submission will be made public except the names of all parties submitting Submissions.
- 5.1.15 The submission and accompanying documentation submitted by the proponents are the property of the City and will not be returned.
- 5.1.16 Proponents must acknowledge receipt of any addenda issued by the City in their Proposal.
- 5.1.17 Proponents shall disclose in its Submission any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure.
- 5.1.18 Proponents and their agents will not contact any member of the City Council, City Staff or City Contractors with respect to this Standing Offer Agreement, other than the City Representative named in section 2.1, at any time prior to the call up of a contract or the cancellation of this Standing Offer Agreement.

5.2 No Collusion

By submitting a Proposal, the Proponent, and each firm, corporation or individual member associated with the Proponent's submission, represents and confirms to the City, with the knowledge and intention that the City may rely on such representation and confirmation, that its Submission has been prepared without collusion or fraud, and in fair competition with Submissions from other Proponents. Include confirmation of this under Item 3.1 of the submission.

5.3 Conflict of Interest

Proponents shall disclose any potential conflicts of interest and existing business relationships they may have with the City of Iqaluit, its elected officials or employees, or any known participants in the Project. The City may rely on such disclosure.

The submission includes confirmation of the Proponent's agreement to conform to the conflict of interest requirements and disclosures as indicated in Supplementary Conditions SC2 – CONFLICT OF INTEREST.

5.4 Accuracy of Information

While the City has made considerable efforts to ensure an accurate representation of information in the Standing Offer Agreement, the information contained in this Standing Offer Agreement is supplied solely as a guideline for Proponents. The City gives no representation or warranty whatsoever as to the accuracy or completeness of any of the information set out in this Standing Offer Agreement, or any other background or reference information or documents prepared by third parties and made available to Proponents. Proponents will make an independent assessment of the accuracy and completeness of such information and will have no claim whatsoever against the City or its representatives, agents, Contractors and advisors, with respect to such information.

5.5 Confidentiality

Proponents shall treat all information received through this Standing Offer Agreement process and subsequent contract call ups as confidential and will not disclose such information to any person except with the prior written consent of the City.

The submission, include confirmation of the Proponent's agreement to conform to the confidentiality requirements as indicated in Supplementary Conditions SC1 – CONFIDENTIALITY. The Contractor shall ensure that all drawings, specifications and other documentation prepared for the Project and designated as confidential by the Owner, are prominently stamped on each page or sheet of each document with the word "CONFIDENTIAL" prior to release for construction bidding purposes or during the course of the Work.

5.6 Working Language

All Submissions must be written in English.

5.7 Terms of Payment

- Contractor will be paid on an invoiced fee for service basis, as follows:
- Proponent will be engaged to provide services only at the request of the City, on the basis of completing activities on an "as engaged" basis. The Proponent will be paid monthly, once all of the work is completed. All of the fully completed activities shall be itemized on the Proponent's invoice, including number of hours required to complete each activity at the end of each month. Services will be deemed to be complete only after all of the documentation has been received and approved by the Communications and Customer Service Manager.
- Invoices are to clearly denote the following:
 - Work Order Number;
 - City Services Contract Number;
 - City Allocation Code;
 - the date(s) the service(s) were provided, as per the Work Order form;
 - the nature of the work completed;
 - the name of City of Iqaluit employee who requested the work;
 - the hours of individual tradespersons directly involved in providing services multiplied by their hourly rate as shown on the unit price schedule (Appendix A);
 - the work order(s) must be included with the invoice for reference purposes.
- All invoices are to be submitted to the Communications and Customer Service Manager for review, approval, and processing. Invoices are not to be forwarded to the City's Finance Department.

- Compensation for any Additional Work, not described in the Work Order, must be approved in writing by the Communications and Customer Service Manager prior to the work taking place. Additional work not approved by the Communications and Customer Service Manager will not be paid.
- Additional work outside the scope of this standing offer agreement contract will be completed per the unit rates established within the contract.
- No payment will be made for the cost of work incurred to remedy errors or omissions for which the service contractor is responsible.
- Invoices shall include backup for all disbursements (time sheets may be requested). This includes parts and materials required to perform the work, along with the relevant mark-up per the contract.

5.8 WSIB/ WSCC Certificate

Submission should include submission of the Proponent's latest WSIB or WSCC Certificate of Clearance (failure to submit a certificate or letter of exemption from coverage with the Submission may result in disqualification of the Proposal). Proponents with no WSCC coverage must apply to the Government of Nunavut with 10 working days of starting operations.

5.9 Health and Safety

The successful Proponent shall comply with all applicable occupational health and safety legislation and with the City of Iqaluit's health and safety policies when performing services under this Standing Offer. Where services involve work at City facilities, public events, or field locations, the City may request a copy of the Proponents health and safety plan or equivalent safe work procedures, which shall be provided upon request.

5.10 Services Contract

In the event of any conflict or inconsistency between the provisions of this RFSO and an executed Services Contract, the provisions of the executed Services Contract shall govern to the extent of the conflict or inconsistency.

6. CONTRACTOR SCOPE OF WORK

The City will provide a brief description of the work prior to each call-up.

7. SCHEDULE

7.1 Timelines

The Standing offer will be valid from the date of call up to January 30, 2027.

APPENDIX A – COST SUBMISSION FORM

Proponent's Name: _____

Proponent's Address: _____

Proponent Email/ Telephone: _____

Provide the following cost breakdown for the services detailed herein that the Proponent is proposing to offer the City of Iqaluit during the Standing Offer Period.

The following table is the 'Unit Price Schedule' Hourly rates must include among other things, mobilization, demobilization, cleaning, profits, administration/ reporting, transportation, and equipment.

Only those expenses invoiced at the above bid rate will be paid. Markup shall include any administration fees, transportation costs, and storage fees associated with the parts and materials required to complete the work. The City of Iqaluit retains ownership of any parts or materials purchased expensed as a part of this contract.

Table A1 Fee Tables

Item	Description	Hourly Rate
1.	Category 01 Graphic Design	\$
2.	Category 02 Photography Services	\$
3.	Category 03 Videography and Video Editing	\$
4.	Category 04 Digital Media and Content Creation	\$
5.	Category 05 Branding and Visual Identity Development	\$
6.	Category 06 Document Layout and Print-Ready Design	\$
7.	Category 07 Web and UX/UI Design	\$
8.	Category 08 Translation Layout and Localization Support	\$

9.	Category 09 Social Media Strategy and Platform-Specific Creative	\$
10.	Category 10 Animation and Motion Design	\$

Note: The City reserves the right to amend estimated weightings for evaluation purposes.

END OF APPENDIX A

APPENDIX B – SUPPLEMENTARY CONDITIONS

Amend the General Conditions as follows:

SC 1 Confidentiality

- .1 The Contractor and the Contractor's employees and sub-Contractors shall not use, copy, disclose or otherwise communicate and information not available to the general public that was gained by them in the course of their duties related to this Contract, except as is necessary in the proper discharge of those duties. This obligation survives the Contract.
- .2 All information provided by the Contractor is subject to the disclosure and protection provisions of applicable freedom of information and privacy legislation. Such Act allows any person a right of access to records in the Client's custody or control, subject to limited and specific exceptions.

SC 2 Conflicts of Interest

The Contractor and the Contractor's employees:

- .1 shall conduct their duties related to this Contract with impartiality and shall, if they exercise inspection or other discretionary authority over others in the course of those duties, disqualify themselves from dealing with anyone with whom a relationship between them could bring their impartiality into question.
- .2 shall not influence, seek to influence, or otherwise take part in a decision of the Client, knowing that the decision might further their private interests. Any

communication with the City's elected officials before the contract call up shall result in disqualification of the Proponent.

- .3 shall not accept any commission, discount, allowance, payment, gift, or other benefit that is connected, directly, or indirectly with the performance of their duties relating to this Contract, that causes, or would appear to cause, a conflict of interest, and
- .4 shall have no financial interest in the business of a third party that causes, or would appear to cause, a conflict of interest in connection with the performance of their duties related to this Contract, and if such financial interest is acquired during the term of this Contract, the Contractor shall promptly declare it to the Client.

SC 3 Project History File

- .1 All project documentation shall be considered deliverables and shall form the core of the Project History File. A project history file is to be submitted to the Client prior to project closeout. It is the Contractors responsibility to ensure that the requirements for all deliverables be applied to all sub-Contractors and vendors.
- .2 All supporting and originating data (calculations, graphs, data, pictures, drawings checks, tables, etc.) that are developed and incorporated into the deliverable documentation shall be included in Project history file.
- .3 All data collected as part of the Project and relating to the deliverables that have been organized into database tables and spreadsheets shall be included electronically as supporting data for the deliverable. This information will be incorporated into the project history file.
- .4 The project history file will be submitted electronically in a logical file folder structure.

END OF APPENDIX B



**Request for Standing Offer – Digital and Design Services
2026-RFSO-001**



APPENDIX C – SIGNING SHEET

I/We agree that we have received addenda ____ to ____ inclusive, and the SubmissionPricing includes provisions set out in such addenda.

I/We confirm agreement to conform to the confidentiality requirements as indicated in Supplementary Conditions SC1 – Confidentiality.

I/We confirm agreement to conform to the conflict-of-interest requirements and disclosures as indicated in Supplementary Conditions SC2 – Conflict of Interest.

Signers must have the authority to bind the company.

Signed, and delivered on this ____ day of _____ 20__.

Signature of Name (Authorized official or principal who has authority to bind the company)

Legal Company Name

Address: #Street, Municipality, Province/ Territory, Postal Code

Name: Print or Type

Title

Email

Telephone #

END OF APPENDIX C

APPENDIX D – CITY OF IQALUIT SERVICES AGREEMENT

<For Contractors Call Up Contracts>

BETWEEN: THE MUNICIPAL CORPORATION OF THE CITY OF IQALUIT
(hereinafter referred to as the "CITY OF IQALUIT")

OF THE FIRST PART

AND: CONTRACTOR NAME.
(hereinafter referred to as the "Contractor")

OF THE SECOND PART

WHEREAS the CITY OF IQALUIT has requested the Contractor to provide engineering services for the
<insert project name/ contract title>;

AND WHEREAS the Contractor has agreed to provide such services to the CITY OF IQALUIT in its
submission dated <insert submission date>;

AND WHEREAS the CITY OF IQALUIT and the Contractor wish to set out the terms and conditions
relating to the provision of such services.

THEREFORE, the CITY OF IQALUIT and the Contractor agree as follows:

1. SERVICES AND PAYMENT

- 1.1 The Contractor agrees to provide to the CITY OF IQALUIT those services set out in the job description and scope of work provided on <insert submission date> (the "Services"). A copy of the submission is attached as Appendix "A".
- 1.2 The CITY OF IQALUIT agrees to pay for the services described above, a total amount not greater than <insert submission amount>, for the provision of professional services based on the Submission dated <insert submission date>.

2. TERM

- 2.1 This agreement ("Agreement") shall commence on the <insert contract start date> and terminates on the <insert contract termination date> unless otherwise terminated in accordance with the provisions of this Agreement.

3. NOTICE AND ADDRESS

- 3.1 Any notice required to be given herein, or any other communication required by this Agreement shall be in writing and shall be personally delivered, sent by facsimile, or posted by prepaid registered mail and shall be addressed as follows:

i) If, to the CITY OF IQALUIT:

<Insert Contractor Representative Name>
<Insert Contractor/ Company Name>
<Insert Address>

Reference:

ii) If to the Contractor at:

<Insert Contractor Representative Name>
<Insert Contractor/ Company Name>
<Insert Address>

- 3.2 Every such notice and communication, if delivered by hand, shall be deemed to have been received on the date of delivery or if sent by prepaid registered mail shall be deemed to have been received on the seventh day after posting, or if by facsimile, 48 hours after the time of transmission, excluding from the calculation weekends and statutory holidays.

4. COMPLETE AGREEMENT

- 4.1 This Agreement and its attachments constitute the complete agreement between the parties with respect to the provisions of Services. Except as provided herein, it supersedes and shall take effect in substitution for all previous agreements. It is subject to change only by an instrument executed in writing by the CITY OF IQALUIT.
- 4.2 If this Agreement arises from a Standing Offer Agreements or tender call, the provisions of the Standing Offer Agreements or tender call and the Contractor's bid or submission are incorporated into this Agreement and may be used to clarify, explain or supplement this Agreement, but shall not be used to contradict any express terms of this Agreement.
- 4.3 In the event of a conflict between this Agreement, the Contractor's bid or submission, and the City's original tender bid instructions or Standing Offer Agreements, the more recently prepared document shall govern to the extent of such inconsistency.

5. GENERAL TERMS

- 5.1 Any information obtained from or concerning any department of the CITY OF IQALUIT or clients of any department of the CITY OF IQALUIT (collectively, "Confidential Information"), by the contractor, its agents or employees in the performance of any contract shall be deemed confidential. The Contractor shall (i) only use Confidential Information for the purpose of performing the Services, (ii) take such steps as are necessary to ensure that all Confidential is not disclosed to any other person and (iii) maintain confidential and secure all Confidential Information in the possession of or under the control of the Contractor. This clause survives the termination of this contract.
- 5.2 Time shall in every respect be of the essence. The Contractor shall deliver the Services according to the project schedule. The CITY OF IQALUIT may grant reasonable extensions to the Contractor for delays, if the Contractor can show those delays were caused by circumstances beyond the control of the Contractor.

- 5.3 The Contractor is an independent Contractor with the CITY OF IQALUIT and nothing in this contract shall be construed or deemed to create the relationship of employee and employer or of principal and agent between the CITY OF IQALUIT and the Contractor. The Contractor is solely responsible for payments of all statutory deductions or contributions including but not limited to pension plans, unemployment insurance, income tax, workers' compensation and the Nunavut Payroll Tax.
- 5.4 This Agreement shall be interpreted and governed in accordance with the laws of Nunavut and the laws of Canada as they apply in Nunavut.
- 5.5 No waiver by either party of any breach of any term, condition or covenant of this Agreement shall be effective unless the waiver is in writing and signed by both parties. A waiver, with respect to a specific breach, shall not affect any rights of the parties relating to other or future breaches.
- 5.6 The failure of either party at any time to require the performance of any provision or requirement of this Agreement shall not affect the right of that party to require the subsequent performance of that provision or requirement.
- 5.7 Title to any report, drawing, photograph, plan, specification, model, prototype, pattern, sample, design, logo, technical information, invention, method or process and all other property, work or materials which are produced by the Contractor in performing the contract or conceived, developed or first actually reduced to practice in performing the contract (herein called "the Property") shall vest in the CITY OF IQALUIT and the Contractor hereby absolutely assigns to the CITY OF IQALUIT the copyright in the property for the whole of the term of the copyright. The Contractor shall not be responsible for any loss or damage suffered by the City of Iqaluit or any third parties resulting from any unauthorized use or modification of the property, errors in transmission of the property, changes to the Property by others, the consequences of design defects due to the design of others, or defects in contract documents prepared by others, and the City of Iqaluit agrees to defend, indemnify, and hold the Contractor harmless from and against all claims, demands, losses, damages, liability and costs associated therewith. Subject to the foregoing, the Property may be relied on by the City of Iqaluit for design and construction work undertaken by other parties with respect to the Services provided that such parties verify the accuracy and completeness of the Property to their satisfaction.
- 5.8 It is intended that all provisions of this Agreement shall be fully binding and effective between the parties, but in the event that any particular provision or provisions or a part of one is found to be void, voidable or unenforceable for any reason whatever, then the remainder of the agreement shall be interpreted as if such provision, provisions, or part thereof, had not been included.
- 5.9 This term of this Agreement t may be extended by the written consent of the parties.
- 5.10 The CITY OF IQALUIT may delegate any of its authority and undertaking pursuant to this Agreement to any employee or contractor the CITY OF IQALUIT by notice in writing to the Contractor.
- 5.11 This Agreement shall ensure to the benefit of and be binding on the respective administrators, successors and assignment of each of the parties hereto.
- 6. CONTRACTOR RESPONSIBILITIES**
- 6.1 The Contractor shall indemnify and hold harmless, the CITY OF IQALUIT, its officers, employees, servants and agents from and against all claims, actions, causes of action, demands, losses, costs,

damages, expenses, suits or other proceedings by whomsoever made, brought or prosecuted in any manner based upon or related to the negligent acts, errors, or omissions of the Contractor and its agents, representatives and Sub Contractors under this Agreement.

- 6.2 The Contractor shall be liable to the CITY OF IQALUIT for any loss or damage to property or equipment that is supplied to or placed in the care, custody or control of the Contractor for use in connection with this Agreement if such loss or damage is attributable to the negligence or deliberate acts of the Contractor or its employees or agents.
- 6.3 If, in the opinion of the CITY OF IQALUIT acting reasonably, the Contractor is in default in respect of any obligation of the Contractor hereunder, the CITY OF IQALUIT may rectify such default and pursue a claim against the Contractor for the reimbursement of any direct costs associated with any such remediation, including a reasonable allowance for the use of the CITY OF IQALUIT's own employees or equipment.
- 6.4 The Contractor may not assign, subcontractor delegate the Services or any portion thereof to, to any other party without the prior written consent of the CITY OF IQALUIT, which consent may withhold in the sole discretion of the CITY OF IQALUIT or provided on any terms the CITY OF IQALUIT may require in its sole discretion. In the case of a proposed assignment of monies owing to the Contractor under this Agreement, the prior consent in writing of the CITY OF IQALUIT must be obtained. The Contractor shall be liable and responsible for any such work provided by a Sub Contractor.
- 6.5 The Contractor shall keep proper accounts and records of the services for a period of 9 months after the expiry or termination of this Agreement. At any time during the term of this Agreement or during the three years following the completion or termination of this Agreement, the Contractor shall produce copies of such accounts and records upon the written request of the CITY OF IQALUIT.
- 6.6 The Contractor shall notify the CITY OF IQALUIT immediately of any claim, action, or other proceeding made, brought, prosecuted or threatened in writing to be brought or prosecuted that is based upon, occasioned by or in any way attributable to the performance or non-performance of the Services.
- 6.7 If at any time the Contractor considers their estimates indicate costs will exceed the project budget, they will immediately advise the CITY OF IQALUIT. If in the opinion of the CITY OF IQALUIT, acting reasonably, the excess is due to design, costs factors or matters under the control or reasonably foreseeable by the Contractor, the CITY OF IQALUIT may require the Contractor to do everything by way of revision of the design to bring the cost estimate within the project budget. Costs of completing such revisions shall be based upon a level of compensation reasonably appropriate to the circumstances, including the reason for the revisions.
- 6.8 The Contractor shall perform the Services with that degree of professional skill, care and diligence that an experienced and competent professional in the same field would use in performing similar services in relation to a project similar in scale and complexity to Services, and in a competent, efficient, lawful and ethical manner.
- 6.9 The Contractor shall provide all equipment, supplies and materials necessary in connection with providing and carrying out the Services. The Contractor shall obtain and maintain, at its expense, all permits and licenses, and comply with all Applicable Laws which shall or might affect or apply to the Services.

7. TERMINATION

- 7.1 The CITY OF IQALUIT may terminate this Agreement at any time upon giving written notice to this effect to the Contractor if, in the opinion of the CITY OF IQALUIT:
- a) the Contractor is unable to deliver the Services as required;
 - b) the Contractor's performance of the Services is persistently faulty;
 - c) in the event that the Contractor becomes insolvent or commits an act of bankruptcy;
 - d) in the event that any actual or potential labor dispute delays or threatens to delay timely performance of the Services; or
 - e) the Contractor defaults or fails to observe the terms and conditions of the contract in any material respect.
- 7.2 This Agreement shall terminate as of the day for termination set out in the written notice provided under clause 7.1 and the Contractor shall forthwith invoice the CITY OF IQALUIT for work performed to the date of termination.
- 7.3 Any invoice submitted by the Contractor pursuant to clause 7.2 shall be reviewed by the CITY OF IQALUIT to assess the amount which is properly due and owing for work done by the Contractor prior to termination.

8. FINANCIAL

- 8.1 The CITY OF IQALUIT, having given written notice of a breach, may withhold or hold back in whole or in part any payment due the Contractor without penalty, expense or liability, if in the opinion of the Contracting Authority, the Contractor has failed to comply with or has in any way breached an obligation of the Contractor. Any such holdback shall continue until the breach has been rectified to the satisfaction of the CITY OF IQALUIT.
- 8.2 The CITY OF IQALUIT may set off any payment due to the Contractor against any monies owed by the Contractor to the CITY OF IQALUIT.
- 8.3 The CITY OF IQALUIT will pay the Goods and Services Tax (GST).
- 8.4 Provided all terms and conditions on the part of the Contractor have been complied with, each invoice will be paid thirty (30) calendar days after receipt of the invoice, or thirty (30) calendar days after delivery of the services, whichever is later. Invoices from Nunavut Contractors (as defined by the CITY OF IQALUIT NNI Policy) will be paid twenty (20) calendar days after receipt of the invoice, or twenty (20) calendar days after receipt of the services, whichever is later.
- 8.5 The CITY OF IQALUIT may, in order to discharge lawful obligations or to satisfy lawful claims against the Contractor or a SubContractor arising out of the execution of work, pay any amount, which is due and payable to the Contractor under the contract, if any, directly to the obligee of and the claimants against the Contractor or SubContractor.
- 8.6 Without prejudice to any other right or remedy of the CITY OF IQALUIT, the obligation of the CITY OF IQALUIT to make any payment to the Contractor under or in connection with this Agreement is subject to the CITY OF IQALUIT's right to deduct or set off against any such payment any sum which

may be due to the CITY OF IQALUIT, or to which the CITY OF IQALUIT has a claim, under this Agreement or under any other agreement with the Contractor.

9. INSURANCE AND LIABILITY

- 9.1 The Contractor's liability to the CITY OF IQALUIT for claims arising out of this Agreement, or in any way relating to the work Services, will be limited to direct damages and to the re-performance, without additional compensation, of any Services not meeting a normal professional standard of care and such liability will, in the aggregate, not exceed the amount of \$1,000,000.00. The limitations of liability will apply, to the extent permitted by law, whether Contractor's liability arises under breach of contract or warranty; tort, including negligence; strict liability; statutory liability; or any other cause of action, and will extend to and include Contractor's directors, officers, employees, insurers, agents and sub-Contractors.
- 9.2 In no event will either party be liable to the other party for indirect or consequential damages including without limitation loss of use or production, loss of profits or business interruption.
- 9.3 The Contractor shall, without limiting his obligations or liabilities hereto, obtain, maintain and pay for during the period of this Agreement, the following insurance with limits not less than those shown:
- a) Workers' Compensation insurance covering all employees engaged in the work in accordance with the statutory requirements of the Territory or Province having jurisdiction over such employees. If the Contractor is assessed any additional levy, extra assessment or super assessment by a Workers' Compensation Board as a result of an accident causing injury or death to an employee of the Contractor or any sub-Contractor, or due to unsafe working conditions, then such levy or assessment shall be paid by the Contractor at its sole cost and is not reimbursed by the CITY OF IQALUIT.
 - b) Employer's liability insurance with limits not less than \$500,000 for each accidental injury to or death of the Contractor's employees engaged in the work. If Workers' Compensation insurance exists, then in such an event, the aforementioned Employer's Liability insurance shall not be required but the Comprehensive General Liability policy referred to in item (d) herein shall contain an endorsement providing for Contingent Employers' Liability insurance.
 - c) Motor Vehicle, water craft and snow craft standard liability insurance covering all vehicles and/or craft owned or non owned, operated and/or licensed by the Contractor and used by the Contractor in the performance of this agreement in an amount not less than one million dollars (\$1,000,000.00) per occurrence for bodily injury, death and damage to property; and with respect to busses limits of not less than one million dollars (\$1,000,000.00) for vehicle hazards and not less than one million dollars (\$1,000,000.00) for Bodily Injury to or death of one or more passengers and loss of or damage to the passengers property in one accident.)
 - d) Comprehensive General Liability Insurance with limits of not less than two million dollars (\$2,000,000.00) (inclusive) per occurrence for bodily injury, death and damage to property including loss of use thereof. Such insurance shall include but not be limited to the following terms and conditions:
 - Products & Completed Operations Liability *
 - Contractor's Protective Liability
 - Blanket Contractual Liability

- Broad Form Property Damage
- Personal Injury Liability
- Cross Liability
- Medical Payments
- Non-owned Automobile Liability *
- Contingent Employers Liability *
- Employees as Additional Insureds *

**WHERE APPLICABLE*

- e) Professional Liability Insurance with limits of not less than two hundred fifty thousand dollars (\$250,000.00) per claim and five hundred thousand dollars (\$500,000.00) in the annual aggregate, to cover claims arising out of the rendering of or failure to render any professional service under this Agreement.

All policies shall provide thirty days written notice given to the CITY OF IQALUIT prior to any cancellations of any such policies.

The Comprehensive General Liability Insurance policies shall name the CITY OF IQALUIT and any permitted sub-Contractors as additional insureds only with respect to the terms of this Agreement and shall extend to cover the employees of the insureds hereunder.

The Contractor shall be responsible for any deductibles, exclusions and/or insufficiency of coverage relating to such policies.

The Contractor shall deposit with the CITY OF IQALUIT prior to commencing with the work a certificate of insurance evidencing the insurance(s) required by this clause in a form satisfactory to the CITY OF IQALUIT and with insurance companies satisfactory to the CITY OF IQALUIT.

10. MISCELLANEOUS

- 10.1 **Amendments.** This Agreement or any part thereof may not be modified, supplemented, or amended except as otherwise herein provided or by mutual agreement expressed in writing and duly executed by the parties hereto.
- 10.2 **Prior Agreements.** This Agreement supersedes and replaces any and all prior representations, Submissions, negotiations, letters of understanding, agreements, bids, quotations, purchase orders, contracts, or amendments thereto or any other communications, verbal or written between the parties hereto relating to the subject matter hereof.
- 10.3 **Entire Agreement.** This Agreement sets forth the entire agreement between the parties hereto relating to the subject matter hereof.
- 10.4 **Remedies Cumulative.** The remedies of the CITY OF IQALUIT in this Agreement are cumulative and are in addition to any remedies available to the CITY OF IQALUIT at law or in equity. No remedy will be deemed to exclude or to restrict the right of the CITY OF IQALUIT to any remedies against the Contractor and the CITY OF IQALUIT may from time to time have recourse to one or more of the remedies specified in this Agreement or at law or in equity notwithstanding the termination of this Agreement.

10.11 Limitation of Liability. Notwithstanding any other provision of this Agreement, the total liability of the CITY OF IQALUIT with respect to this Agreement or any obligations in connection with the Agreement, whether based on warranty, indemnity, contract, tort (including negligence), strict liability or otherwise, shall be limited to the compensation paid to the Contractor under this Agreement.

10.12 General Interpretation.

In this Agreement, unless the context implies otherwise:

- a) references to Sections and Appendices are to be construed as references to the sections of, and schedules to, this Agreement;
- b) references to this Agreement or any other document shall be construed as references to this Agreement or that other document as amended, supplemented, novated or otherwise varied from time to time;
- c) references to a provision of law is a reference to that provision as amended or re-enacted;
- d) headings appearing in this Agreement are for convenience of reference only and in no way define, limit, or enlarge the scope or meaning of the provision.
- e) words importing the plural shall include the singular and vice versa;
- f) the word “include”, “includes” or “including”, when following any general statement, term or matter, shall not be construed to limit such general statement, term or matter to the specific items or matters set forth immediately following such word or to similar items or matters, whether or not non-limiting language (such as “without limitation” or “but not limited to” or words of similar import) is used with reference thereto but rather shall be deemed to refer to all other items or matters that could reasonably fall within the broadest possible scope of such general statement, term or matter;
- g) any terms, covenants, provisions or conditions of this Contract which expressly or by their nature survive the termination of this Contract shall continue in full force and effect subsequent to and notwithstanding such termination, and shall not be merged with the termination, until such terms, covenants, provisions and conditions are satisfied or by their nature expire;
- h) “hereof”, “herein”, “hereto” and “hereunder” and similar expressions refer to this Agreement and not to any particular Article, Section or other subdivision; and
- i) references to a time of day shall be construed as references to Eastern Standard Time.

10.13 Counterpart Execution. This Agreement may be executed in separate counterparts, each of which, when so executed, shall be deemed to be an original, and such counterparts shall constitute the one and the same instrument. The counterparts of this Agreement and all ancillary documents may be executed and delivered by facsimile or other electronic signature by any of the parties hereto to any other party and the receiving party may rely on the receipt of such document so executed and delivered by facsimile or other electronic means as if the original had been received.

IN WITNESS WHEREOF the parties hereto have set their hand and seals as of the date and year entered below.

FOR THE CITY OF IQALUIT:

FOR THE CONTRACTOR:

[LEGAL NAME]



**Request for Standing Offer – Digital and Design Services
2026-RFSO-001**



Name/Title

Name/Title

Signature

Signature

Date

Date

Witness

Witness

END OF APPENDIX D

END OF RFSO