



## **Request for Quote**

### ***API connection between Keap CRM and Invision Community forum***

#### **Introduction**

The [Canadian Urban Transit Association](#) (CUTA) is the leading voice of the public transit industry in Canada, representing a diverse membership that includes transit systems, private transportation operators, manufacturers, suppliers, technology providers, government agencies, and academic institutions focused on transit and urban planning.

CUTA is developing a new members-only website that will provide enhanced services to its members. A key feature of this website will be the seamless integration of our Keap Customer Relationship Management (CRM) system with the Invision Community forum platform. This integration will allow for synchronized user data and improved member interaction on our online platforms.

With this Request for Proposal (RFP), CUTA seeks to identify a qualified web development agency or independent developer to design, develop, and implement an API connection between Keap CRM and Invision Community forum.

#### **Purpose and Scope**

CUTA is seeking quotes from experienced web development agencies or independent developers to design, develop, and implement an API connection between Keap CRM and Invision Community. The selected provider will work closely with CUTA's staff to ensure the integration meets all technical and functional requirements.

#### **Scope of Work**

The scope of work includes, but is not limited to, the following tasks:

1. **API Design and Development:**
  - Develop a secure, efficient API connection between Keap CRM and Invision Community.
  - Ensure real-time synchronization of user data (e.g., member profiles, and activity logs) between the two platforms.
  - Provide detailed documentation of the API, including endpoints, data structures, and usage instructions.

**2. Testing and Quality Assurance:**

- Perform thorough testing to ensure the API functions correctly across various use cases.
- Implement error-handling and logging mechanisms to monitor the API's performance.

**3. Deployment and Integration:**

- Deploy the API in a staging environment for initial testing.
- Work with CUTA’s staff to integrate the API into the live environment.
- Provide support during the initial launch phase to address any issues that may arise.

**4. Training and Support:**

- Provide training to CUTA’s IT staff on maintaining and troubleshooting the API.
- Offer ongoing support for a defined period post-launch to ensure smooth operation.

The scope of work requires qualified individuals to perform the services as outlined. Only proposals from respondents with demonstrated experience and expertise will be considered.

**Timeline**

<b>August 29, 2024</b>	RFQ issue date
<b>September 9, 2024 at 3:00 pm EST</b>	Deadline to ask clarifying questions
<b>September 10, 2024 at 3:00 pm EST</b>	Public posting of all questions and answers on CUTA website at <a href="https://cutaactu.ca/mosapi">https://cutaactu.ca/mosapi</a>
<b>September 13, 2024 at 3:00 pm EST</b>	Deadline for quote submissions
<b>September 16, 2024 at 3:00 pm EST</b>	Selection of developer/agency and notification by email
<b>September 17-20, 2024</b>	Project Kick-off meeting (virtual)
<b>November 1, 2024</b>	Expected completion date

### **Quote Submission Requirements**

Quotes must include the following information:

1. **Company/Developer Information:**
  - General information about the company or developer.
2. **Relevant Experience:**
  - One or more examples of previous projects involving similar deliverables.
3. **Budget:**
  - A detailed cost proposal, including all fees associated with the development, testing, deployment, and post-launch support.
4. **References:**
  - Two client references.

### **Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

1. **Cost (40%)**
2. **Technical Expertise (35%)**
3. **Relevant Experience (15%)**
4. **References (10%)**

### **Submitting Quotes and Questions**

Questions should be addressed to Jon MacMull at [macmull@cutaactu.ca](mailto:macmull@cutaactu.ca) and received before 3:00 pm EST on **September 9, 2024**. Questions will be answered individually as soon as possible. All submitted questions with CUTA's answers will be posted publicly on CUTA website at <https://cutaactu.ca/mosapi> on September 10, 2024 at 3:00 pm EST.

Quote submissions must be sent by email to [macmull@cutaactu.ca](mailto:macmull@cutaactu.ca) and received no later than 3:00 pm EST on **September 13, 2024**.

## **Conditions**

CUTA reserves the right to terminate this mandate with written notice of thirty (30) days for any reason. CUTA reserves the right to call in alternate services if the winning agency is unable to provide the services, as requested.

The proponent shall indemnify CUTA from and against all liens, damages, losses, claims, demand payments, suits, actions, recoveries and judgments of every nature and description brought against the proponent and/or CUTA by reasons of any act or omission of the said proponent, agents, or employees in the execution of, or as a result of the work or in the guarding of it. All permits and fees applicable shall be acquired and paid by the proponent.

Should any work or materials be required which are not detailed in the specifications, either directly or indirectly, but which are nevertheless necessary for the proper carrying out of the intent hereof, the proponent is to understand the same to be implied and required, and shall perform all such work as fully as if they were particularly delineated or described.

Costs associated with the preparation of the proposal are the sole responsibility of the proponent and CUTA shall neither bear nor incur liability for such costs.

Proposals received after the due date will not be accepted. Proposals are considered received upon reaching our offices (virtually – electronic copy by email). CUTA assumes no liability for difficulties experienced in transmission. Electronic submissions will receive acknowledgments via email.

At its discretion, CUTA reserves the sole right to discuss or clarify elements of all proposals in order to satisfy itself as to their intent.