



REQUEST FOR PROPOSAL AB-2026-05302

One civic website. Clearer service for everyone.

A task-first Drupal 11 website for residents, businesses, visitors, Town staff, and editors - with migration, Canadian hosting, and managed operations proposed by Citadel Agentic Labs.

Designed for Rocky

Built on Drupal 11

Operated with accountable support

Prepared for: Town of Rocky Mountain House, Alberta

Prepared by: Citadel Agentic Labs (CaL)

As of 2026-08-18 | Canadian dollars | GST shown separately

A practical digital front door for Rocky Mountain House

7.2

The proposed task-first information architecture and governed service catalogue help residents, businesses and visitors move from trusted Town information to online forms and interactive features. This model supports service delivery for residents and stakeholders while giving staff one structured publishing source.

01

Faster public service

People begin with a task or question, find a current Town source and move directly to the next step on any device.

02

One publishing source

Town staff creates or updates content once in Drupal, with clear roles, review, revision history and expiry.

03

Managed beyond launch

Technical operations and editorial/CMS support are distinct services with one accountable relationship and monthly evidence.

Four audiences, one service model

Residents

Taxes, utilities, waste, recreation, Council information and service requests.

Businesses

Licences, permits, development information, procurement and local opportunities.

Visitors

Trip planning, parks, trails, facilities, programs and current Town information.

Town staff and editors

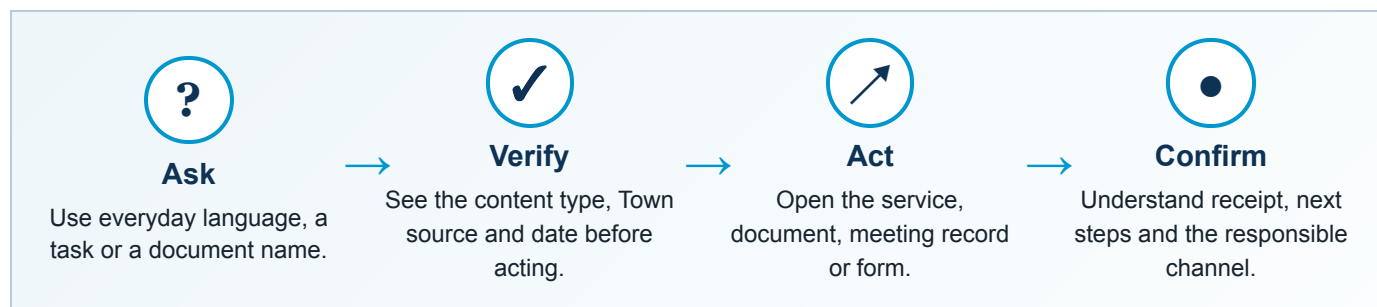
Structured authoring, preview, approval, publishing, search feedback and support.

Recommendation

Proceed with one complete Drupal 11 launch supported by a task-first design, governed migration, Canadian production-data boundary and a managed operating service. Use the configured demonstration to test both the public and staff experience before relying on narrative alone.

Better search now. Safer AI adoption later.

Rocky Search improves the immediate problem - finding pages, PDFs and meeting records - while structured content and source metadata prepare the Town for future AI services without making launch depend on them.



A smoother public experience

- One search across published pages, documents and meeting records.
- Typo tolerance, filters, mobile layouts and accessible recovery states.
- Real Town content is source-attributed; synthetic demo scenarios are visibly labelled.

A smoother publishing experience

- Reusable Drupal content types, roles, revisions, preview and approval.
- One approved update appears on the public page, in search and in reporting.
- Three advanced administrators and approximately ten department editors receive role-specific training.

Future-ready without an AI dependency

Structured content, canonical sources, dates and replaceable connectors create a responsible foundation for future cited answers. If evidence is weak or the optional AI service is unavailable, ordinary ranked search remains available. No model memory, unpublished content or private form submission is used.

Assess the public and staff experience

The configured Drupal demonstration brings 30 source-derived Town pages, search, news, three local forms, and role-aware CMS work into one guided evaluation.

Rocky demonstration hub

https://proposals.citadellabs.ai/AB-2026-05302

No access code is required. Open the link or scan the code to begin.

1. Open the evaluator link or scan the code.

2. Choose Resident, Administrator, or Editor.

3. Follow the guided tasks, then use the route table below for deeper review.



Scan to open the evaluator

Public experience	Staff and workflow experience
/ /search /news	/demo-access /staff
/services/residents	/admin/content /admin/content/concerns
/report-a-concern /concern-status	/admin/structure/webform
/apply/business-licence /apply/road-special-event-permit	/accessibility-help

Suggested public check

Search for a service, review its source, complete a synthetic form, and confirm the result without using private information.

Suggested staff check

Switch roles, review permissions, edit governed content, and inspect the synthetic concern and form workflows.

Residents and Council/Town staff have complete guided journeys. Businesses have content and a sample workflow. Visitors have content coverage. The Business licence demonstration, Road and special event permit demonstration, and concern lifecycle use synthetic data. For these forms, entered values are replaced before storage, with no upload or external delivery.

Evaluation and eligibility boundaries

This free Render site is synthetic evaluator infrastructure in Oregon, not the proposed Canadian production environment or a live Town service. Do not enter personal or confidential information. CaL does not have three qualifying municipal or public-sector CMS references. Eligibility, production hosting, contract terms, and Town acceptance remain unresolved.

A Wave 1 relationship, led by the founder 7.1

Citadel Agentic Labs is a Canadian startup founded in 2026 and focused on city-government-to-citizen services. We propose a Founder Partner Led engagement focus for Rocky Mountain House: senior attention on the work, practical documentation and one accountable point of escalation.

What CaL brings

CaL combines service design, Drupal delivery, careful use of automation, and operational documentation. Public information remains attributable and understandable; important decisions stay with named people; and each requirement is connected to a visible result.

Founder Partner Led engagement

Ali Akber, Founder, is proposed as accountable lead and single executive escalation point. The Communications Coordinator remains the Town's project lead; CaL would maintain a shared decision record, weekly status, risks, and acceptance evidence.

Why Wave 1

The Wave 1 credit reflects an attentive first-municipality relationship, not reduced scope. Rocky Mountain House would receive two onsite working visits, direct founder access, and a delivery approach built around the Communications Coordinator and departmental editors rather than a generic product rollout.

Why this model can work for Rocky

The Town works directly with the person accountable for service design, delivery decisions and commercial outcomes.

Specialists are brought into a clearly defined work plan rather than placed between the Town and the engagement lead.

The result is a focused relationship with visible ownership from discovery through managed service.

2026

Canadian startup year

Partner led

Founder Partner Led engagement focus

4 days x 2

4 days x 2 onsite implementation sprints in Rocky Mountain House

Relevant qualifications - proposal stage

Drupal 11 open source

Content accountability

Accessible-by-design delivery

Named human approvals

Evidence-led QA

Canadian data boundary design

These are proposed methods and platform capabilities, not certifications or completed municipal delivery claims.

Response Traceability Matrix

The Town requested a response in the same order as the RFP. This matrix maps every Section 7 requirement to the response page and the most important evidence boundary.

RFP section	What the Town is evaluating	Page	Current status / key boundary
7.1	Company profile and qualifications	5	2026 startup; no completed municipal CMS delivery claim
7.2	Approach, solution, work plan	2-3, 7-8	Task-first information architecture, service catalogue, Council summary, work plan and governance
7.3	Similar work and three references	9	One private-sector managed web-service example; requested schedule is not met
7.4	Team, roles, qualifications	10	Five named roles with individually described experience
7.5	CMS, hosting, security, accessibility, AI	11-15	Structured, AI-ready content model; production providers and evidence pending
7.6	Support and service commitments	16, 28	Technical lane plus four-audience editorial/CMS model and native workspace
7.7	One-time, annual, optional costs	17-18	Approved Wave 1 pricing and ten optional pilots
7.8	Shortlisted product demonstration	4, 27-28	Relative route table, synthetic service-request lifecycle and role-aware editor workspace
14	Certification	19	Town wording and company details complete; signature outstanding
Buyer responses	Clarifications issued August 5 and August 13	7, 11-18	Pricing, branding, users, search, support, migration and hosting incorporated

Important qualification boundary

The response is candid about CaL's startup stage while making the proposed service, commercial model and demonstration easy to assess. The relevant-experience disclosure appears once on page 9; no private-sector project is presented as municipal experience.

One complete launch, with evidence at each review point

7.2

The public release is not phased. Discovery, design, build, migration, testing and training run as coordinated workstreams toward the Town's February 1, 2027 target.

- **Mobilize and baseline | Sep 21-Oct 2, 2026**
Confirm contract, source inventory, analytics access, governance, environments, integrations, acceptance measures, risks, and evidence needs.
- **Discover and design | Sep 28-Nov 6**
Task research, information architecture, content model, navigation, page patterns, design system, prototypes, accessibility review, and Town approval.
- **Build and configure | Oct 19-Dec 18**
Drupal configuration, roles, workflows, search, forms, integrations, analytics, Canadian hosting requirements, and reusable templates.
- **Migrate and validate | Nov 16-Jan 8, 2027**
Agreed pages, documents, and forms; metadata; accessible formatting; redirects; search indexing; reconciliation and Town content-owner review.
- **Test and train | Jan 4-Jan 22**
Functional, accessibility, security, performance, backup/restore, redirect, and usability evidence; advanced and basic remote training.
- **Cut over and stabilize | Jan 25-Feb 12**
Launch-readiness decision, DNS and launch runbook, single complete launch targeted for Feb 1, monitoring, defect triage, and handover. No launch later than Apr 30 without approved schedule change.

1
Complete public launch

4 days x 2
Onsite implementation sprints in Rocky Mountain House

Weekly
Status, risks, decisions, acceptance

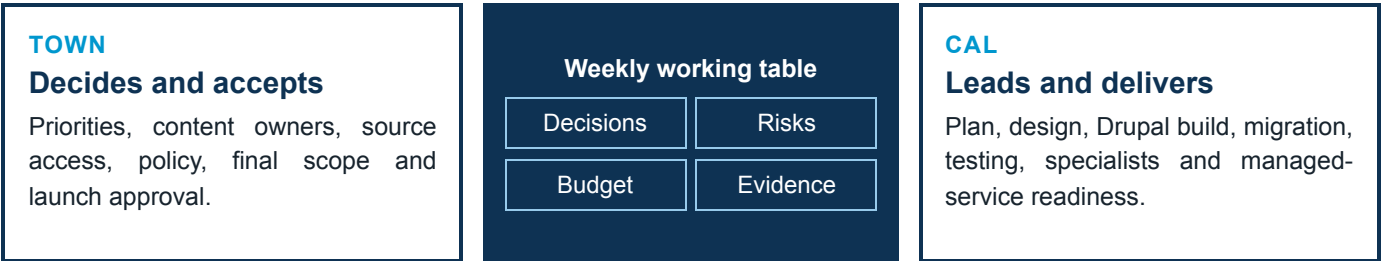
RFP and buyer responses incorporated

CaL acknowledges the July 24, 2026 RFP and the Town's August 5 and August 13 responses. The plan incorporates the clarified inventory, complete-launch requirement, February 1 target, Communications Coordinator leadership, advanced/basic users, internal help desk, meeting-document search, official logo and four-colour palette, and separate implementation/annual pricing.

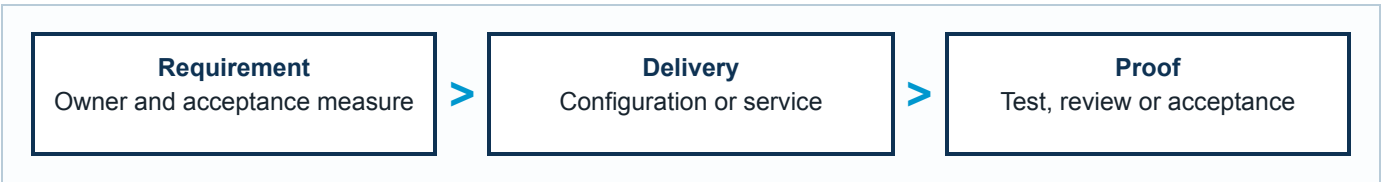
Onsite: 4 days x 2 onsite implementation sprints in Rocky Mountain House - first for discovery, priority services and editorial workflow; second for usability, training, acceptance and cutover readiness. Travel is billed at cost after written pre-approval.

Project governance

A small-town project moves quickly when ownership is clear. The Town retains service and content decisions; CaL leads delivery and makes progress, risk and acceptance evidence easy to review.



Requirement-to-proof record



Working practice	Cadence	Output
Working session	Weekly	Decisions, actions, dependencies
Delivery status	Weekly	Progress, forecast, budget, risks
Design/content review	At agreed review points	Approved patterns and content batches
Quality review	Continuous plus acceptance	Defects, test evidence, closure record
Launch-readiness decision	Before cutover	Signed readiness checklist and rollback authority

Scope-change review

Unknown integrations, inventory growth, legacy-document remediation, substantive copywriting, and requirements added after approval are assessed before work. No hidden commitment is created by a demo or concept screen.

One relevant delivery, presented honestly 7.3

CaL's current company record is strongest in founder-led digital service delivery and managed web operations. Barrie Courier is the available private-sector example; Rocky Mountain House would be CaL's first municipal website engagement.

PRIVATE-SECTOR CASE Barrie Courier Services https://barrie-courier-web.vercel.app/	CUSTOMER-FACING EXPERIENCE Responsive service pages and a route-led quote-to-request journey that turns a customer need into a structured next step.
OPERATOR EXPERIENCE A protected administrative workspace, controlled dispatch settings, operating analytics and explicit test/live boundaries.	MANAGED SERVICE RELEVANCE CaL provides webstore services and a defined path for maintenance, support, security and business-side administration.

Experience disclosure

CaL does not have three qualifying municipal or public-sector CMS references. Barrie Courier is private-sector managed web-service evidence and is not represented as municipal experience. This is the principal weakness in the response. The Wave 1 model addresses delivery attention and price; it does not rewrite past performance.

Why the Town may still shortlist CaL

Working product Evaluate a configured Drupal demonstration, not only a written promise.	Direct accountability The founder leads the relationship and remains the escalation point.	Focused economics A C\$30,000 Wave 1 implementation fee within the clarified budget range.
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Client contact details and reference permission will be added only if obtained. Individual experience is attributed to the named person and is not presented as completed CaL municipal delivery.

Named delivery team, working as one

7.4

The Town works with a named engagement partner and delivery director, supported by three named specialists. The individual experience summarized below belongs to each person; it is not presented as completed CaL municipal delivery or a CaL project record.

Ali Akber - Founder and Engagement Partner

Accountable for the relationship, discovery, service design, commercial decisions, acceptance evidence, and Town escalation.

Scott Levine - AI Enablement & Delivery Director

Leads adoption planning, delivery alignment, stakeholder enablement, and the responsible use of AI-supported working methods.

Zaid Siddiqui - Delivery Operations & Implementation Lead, CaL independent contractor

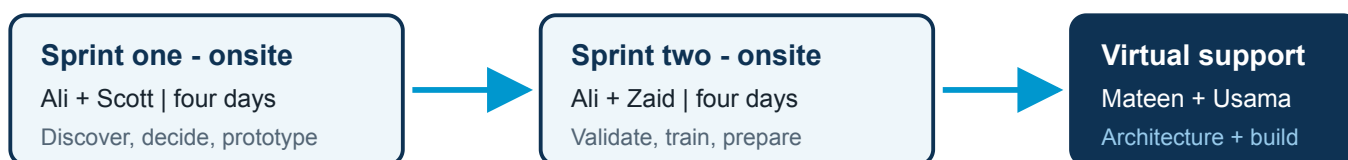
Brings 10+ years in strategy, delivery, digital-transformation programmes, stakeholder coordination, UAT/QA, and readiness; has led teams of roughly 25-30 and projects up to about US\$1.7M.

Mateen Ahmed - Solution & Drupal Architecture Lead, CaL independent contractor

Brings 10+ years in technical leadership and solution architecture, including custom CMS/Drupal, scalable enterprise platforms, distributed systems, and multidisciplinary engineering leadership.

Rao Usama Bin Sohail - Full-stack & Cloud Engineer, CaL independent contractor

Brings 6+ years across TypeScript, JavaScript, Java, Node, NestJS, Spring, Angular, React, SQL, MongoDB, AWS Lambda/SQS, Docker, APIs, and government/business-service interfaces.



Delivery presence: Ali attends both four-day onsite sprints; Scott joins sprint one; Zaid joins sprint two; Mateen and Usama support virtually.

Drupal 11 as the structured content core 7.5

Drupal 11 provides a structured, exportable foundation. Canonical source links, dates, owners, audiences, topics and task verbs prepare content for future source-bounded services without selecting or depending on a production AI provider.

Staff capability

- Pages, menus, media, documents, forms, alerts, notices, and events.
- Three advanced administrators and department-bounded basic editors.
- Draft, review, published, scheduled, and expired states.
- Preview, revisions, named accounts, access logs, and activity logs.
- Remote advanced/basic training, manuals, and system documentation.

Public capability

- Responsive task-first templates using official brand assets.
- Search across pages, PDFs, and meeting-management documents.
- Accessible forms with secure Canadian-resident submissions.
- Alerts and notices with effective/expiry controls.
- Privacy-minimized analytics and content-quality reporting.

Structured, AI-ready content model

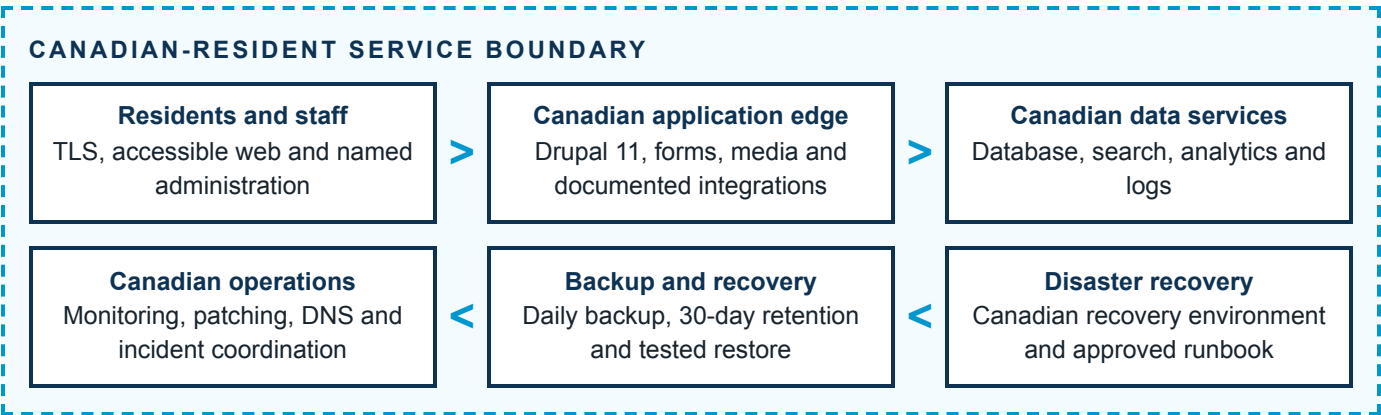
Type	Purpose	Required fields and safeguards
Service/page	Resident task and authoritative information	Owner, review date, audience, topic, task verb
Alert	Urgent or time-bounded public status	Severity, effective time, expiry, status
Notice/event	Current civic information	Date, location, audience, archive state
Document	Downloadable public record	File metadata, accessible-file status, source, date
Form	Secure resident interaction	Validation, consent text, retention, routing, confirmation
Meeting reference	Searchable link to external records	Source, meeting date, canonical URL, availability status

Capability is not certification

Drupal's public-sector use and accessibility features support the proposed solution. They do not certify CaL's implementation or replace documented WCAG testing, security review, or the Town's acceptance.

Every production data path stays in Canada

Residency applies to more than the web server. The proposed boundary includes production, staging, database, search, logs, forms, analytics, backups, and disaster recovery.



Residency evidence required before acceptance

Layer	Required evidence
Production and staging	Named region, provider terms, architecture record
Database and search	Region configuration, data flow, encryption, access path
Logs and analytics	Storage region, field allowlist, retention and deletion
Forms	Field inventory, encryption, routing, retention and access
Backups and DR	Canadian copies, 30-day retention, restore evidence, runbook
Remote administration	Named MFA accounts, least privilege, audit logs, no uncontrolled copies

Synthetic demo boundary

Neon is used only for synthetic demonstration data. It is not the proposed production database. **As of 2026-08-18, Neon's official regions page listed no Canadian region.** The roadmap described region expansion as planned. **Refresh before any production architecture decision.** In the proposed production design, **all production and staging data remains in Canada**, including the services named above.

[Neon regions](#) | [Neon roadmap](#)

Safeguards follow the information

Security is designed as an operating system: identity, least privilege, secure delivery, monitoring, recovery, evidence, and a clear response path.

Identity and administration

- Named staff accounts with role-based least privilege.
- MFA available for privileged access; SSO evaluated with the Town.
- Access and activity logs for CMS users.
- Restricted, auditable remote administration by authorized personnel.
- Periodic privileged-access review and prompt deprovisioning.

Application and delivery

- TLS, supported dependencies, patch management, code review, and reviewed release.
- Input validation, output encoding, CSRF protections, rate limits, and secure form handling.
- Separation of production and non-production access.

Operations and recovery

- 24/7 uptime monitoring and defined operational alerting.
- Daily backups retained for 30 days.
- Restore checks and Canadian disaster-recovery plan.
- Security update and vulnerability review cadence.
- Incident coordination with recorded severity, actions, communication, and closure.

Privacy by default

- Collect only fields needed for the stated service.
- No form content or direct identifiers in analytics.
- Retention, access, export, and deletion agreed per form.
- Town approval before any production third party processes data.

Contract evidence required

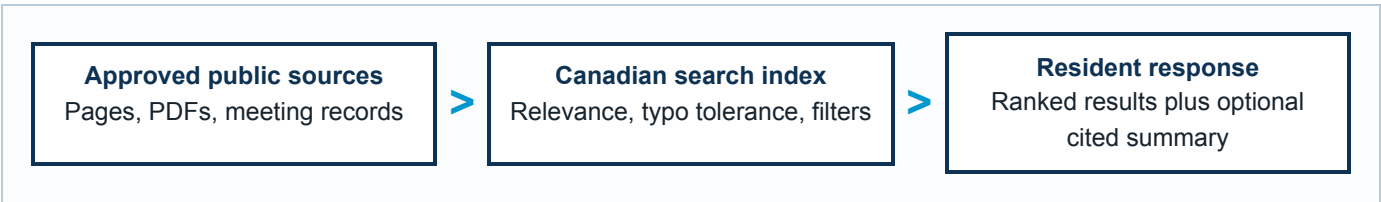
Final providers, penetration/vulnerability assurance, privacy safeguards, incident commitments, insurance, and legal compliance are not certified by this draft. Insurance is a **post-award/pre-commencement contract requirement**, not a proposal-certificate requirement. The buyer requires Alberta Workers' Compensation clearance; **If exempt from Workers' Compensation, Employees Liability insurance of C\$1,000,000 per occurrence**. These items must be recorded in the contract and acceptance evidence before production.

Exit without lock-in

The Town receives a complete export of content, media, and configuration at contract end, plus the current redirect map and operating documentation. Exact source-code, infrastructure, DNS-zone, and third-party-licence transfer terms are confirmed in contract, not implied.

Answers remain anchored to Town sources

Rocky Search always returns ordinary ranked results. An optional cited-summary layer may help a resident orient themselves, but only when approved retrieval evidence is strong enough.



Bounded cited summaries

- Generate only from retrieved, approved sources.
- Show visible citations and a confidence signal.
- Refuse or fall back when evidence is insufficient.
- Never answer from model memory.
- Exclude unpublished content and private form submissions.
- Do not name a production AI provider until approved.

Privacy-minimized measurement

- Searches and no-result searches.
- Service selection and form progress, not form content.
- Alert views and editorial publishing events.
- Content freshness, broken links, accessibility, and performance.
- Canadian storage, allowlisted fields, defined retention.

Safe failure is a feature

Condition	Resident experience	Operational signal
Strong source evidence	Cited summary plus ranked results	Source IDs and quality signal
Insufficient evidence	Plain refusal; ranked results remain	No-answer reason, no sensitive query log
Summary service unavailable	Ranked results remain	Availability alert and fallback count
Search index degraded	Clear status and alternate navigation/contact	Operational incident and recovery path

Production approval required

No production AI provider, data flow, retention, or processing region is committed here. The default service works without generated summaries.

Conformance is tested, not assumed

The target is WCAG 2.2 Level AA for the delivered website, supported by documented automated, manual, assistive-technology, and usability evidence.

Design and build checks

- Semantic structure, headings, landmarks, labels, names, and alternatives.
- Keyboard operation, visible focus, logical order, and skip navigation.
- Text contrast, non-text contrast, zoom/reflow, target size, and reduced motion.
- Accessible errors, instructions, status messages, and confirmations.
- Responsive checks at 320, 768, 1024, and 1440 pixels.

Acceptance evidence

- Automated scan results with reviewed false positives.
- Manual keyboard and screen-reader scenarios.
- Representative template and component matrix.
- Usability sessions and prioritized findings.
- Defect ownership, retest, closure, and accepted exceptions.

Document boundary

The Town owns remediation of downloadable documents under the August 5 clarification. CaL proposes accessible document labels, metadata, linkage, and reporting; legacy PDF remediation is not included unless separately scoped.

Integration model

Integration	Launch approach	Boundary
Meeting management	Search/index adapter using Town-provided API/embed/data	Final system and API unknown
Town systems	Secure API, iframe, or embed contract where supplied	Custom integrations assessed after discovery
Report a Concern	Drupal form plus staff queue; documented outbound adapter	Destination workflow not supplied
E-commerce	Integration-ready architecture	Not required at launch
Optional AI summary	Replaceable interface with safe fallback	Provider and production approval unresolved

Each integration is recorded as working demo, stubbed, or production-integrated, with owner, inputs/outputs, failure behaviour, residency, and production dependency.

Two support lanes, one accountable service

Managed Operations separates the work that keeps the platform healthy from the work that helps Town staff manage content, materials and day-to-day CMS administration.

TECHNICAL SUPPORT

Technical platform operations

- 24/7 uptime monitoring.
- Drupal, software and security updates.
- Daily backups retained for 30 days.
- Restore checks, incident coordination and release support.
- Technical help desk for authorized Town staff.

BUSINESS-SIDE SUPPORT

Editorial and CMS administration support

- Four-audience editorial model for residents, businesses, visitors, and Town staff and editors.
- Editor assistance with governed services, pages, media, documents, forms and moderation workflow.
- Analytics and no-result-search reporting to guide content improvements.
- The configured demonstration includes a native Drupal 11/Gin workspace, Needs review queue, media library, redirect management and activity log.
- A role-aware staff dashboard and department-scoped editing demonstrate the support context; production permissions remain subject to Town discovery.

Service boundaries

Larger changes, new features, substantive copywriting, unknown integrations and work beyond the daily CMS envelope are estimated separately and begin only after Town approval. Final service hours, severity definitions, escalation, response targets, exclusions and overage rates are confirmed in the service schedule.

Proposed monthly operating review

Evidence	Review focus
Availability, incidents, updates, backups and restore checks	Service health and whether safeguards are working
Search and no-result themes	Resident questions the site is not answering
Accessibility, performance and broken-link trend	Quality risks and prioritized fixes
Support requests and improvement capacity	Staff friction, completed work and upcoming priorities
Access and activity review	Privileged access, stale accounts and unusual activity

The final operating schedule is designed to meet the Town's clarified internal-help-desk audience and under-24-hour support-response requirement, with staffing coverage to be confirmed in the final operating model before award.

A clear launch price and operating service 7.7

All amounts are Canadian dollars before GST. The Wave 1 credit lowers the Town's implementation invoice without removing delivery scope.

One-time implementation category	Amount
Discovery and content architecture C\$6,000 Mobilization, task research, information architecture, content model, inventory confirmation, and acceptance planning.	C\$6,000
UX and visual design C\$6,000 Responsive journeys, official brand application, reusable patterns, prototypes, and design accessibility review.	C\$6,000
Drupal development and integration C\$14,000 Drupal configuration, templates, roles, workflow, forms, search, analytics, and bounded integration adapters.	C\$14,000
Town-identified content migration and redirects C\$7,000 Migration against the jointly confirmed inventory, subject to the stated inventory and content-condition assumptions and scope-change review.	C\$7,000
QA, accessibility, training and launch C\$7,000 Documented testing, defect closure, advanced/basic training, launch preparation, and stabilization.	C\$7,000
Implementation value C\$40,000	C\$40,000
Wave 1 founding-municipality credit (C\$10,000)	(C\$10,000)
Net implementation fee C\$30,000	C\$30,000

Managed Operations C\$5,000 per month Canadian hosting, security, backups and monitoring C\$24,000 per year Managed maintenance, support, analytics and account management C\$36,000 per year C\$60,000 per year Three-year recurring total C\$180,000 before GST	Three-year total C\$210,000 Implementation plus three years C\$210,000 before GST
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Travel at cost with written pre-approval. Two four-day onsite implementation sprints are included as working time; travel is additional. Larger changes and unnamed third-party fees require a separate approved estimate.

Ten small ways to extend the service

Each pilot is optional, separately approved, and designed to test a specific public or staff outcome.

Residents

Address-based alerts C\$5,000

Residents enter an address and see relevant road, waste, utility, facility, and emergency notices.

Town benefit: Sends fewer broad messages and reduces calls asking whether an alert applies.

Saved services account C\$5,000

Residents save an address and favourite services so repeat tasks are easier to find.

Town benefit: Makes common tasks faster and shows the Town which services need attention.

Council agenda subscriptions C\$3,000

People subscribe to selected Council agendas or notices and receive a link when something new is published.

Town benefit: Supports participation without staff maintaining manual mailing lists.

Businesses

New digital form beyond the agreed migration inventory C\$2,000

Convert one newly requested paper, PDF, or email process into an accessible Drupal form with confirmation and staff routing.

Town benefit: Reduces incomplete requests, retyping, and manual follow-up.

Business services and renewal prototype C\$5,000

Give a business one view of its licences, permits, renewal dates, and next actions.

Town benefit: Reduces missed renewals and repeated questions to Town staff.

Visitors

Interactive service guide C\$2,000

Ask a few plain questions and show the facilities, permits, events, or services that fit.

Town benefit: Helps people find the right answer without knowing Town department names.

Visitor passport and VIP pilot C\$5,000

Visitors save participating places and receive simple Town-approved local-business offers or visit recognition.

Town benefit: Encourages repeat visits and gives the Town measurable local-business promotion.

Town staff

Community feedback module C\$3,000

Publish one consultation, collect structured responses, and export a clear summary for staff review.

Town benefit: Makes public consultation easier to run and responses easier to compare.

Source-cited AI service navigator C\$5,000

Answer questions using approved Town pages, show the supporting sources, and fall back to search when uncertain.

Town benefit: Helps people find answers while Town staff retain authority over the information.

Content freshness and accessibility dashboard C\$4,000

Show content due for review, broken links, and priority accessibility issues.

Town benefit: Helps editors address the highest-risk content first and report progress.

Form-scope boundary: The C\$2,000 add-on applies only to one newly requested form after the agreed migration register is baselined. It does not re-price the three demonstrations or any current form assigned a migration or Drupal-rebuild disposition.



Certification

The proponent certifies that all information provided is accurate and complete. Failure to complete, sign and submit this certification with the proposal package will disqualify the submitted proposal.

Legal company name	Citadel Agentic Labs Inc.		
Business address	Toronto, Ontario, Canada		
Telephone number	+1 (437) 477-8673	Facsimile number	Not applicable
Jurisdiction	Federal Canadian	Business Number	714958832
Corporation Number	1793406-8	Incorporation Date	May 12, 2026
Annual Return Due Date	May 12	Proposal date	August 20, 2026

Having examined and read the quotation documents for Request for Proposal – Website Redesign, Development, and Hosting Services issued by the Town of Rocky Mountain House, Citadel Agentic Labs Inc. does hereby bid and agree to provide the services in accordance with the proposal/Request for Proposal documents, and does hereby agree to accept the terms and conditions set out in this Request for Proposal.

Execution date	August 20, 2026	Corporate registry document	To be attached in lieu of seal, per August 5 response 38
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Signature of authorized representative	Name and status
	Ali Akber, Founder and Director

Personal information is collected by the Town under the Municipal Government Act and may be made public subject to applicable access-to-information and privacy legislation, as stated in the RFP certification.

Scope, response, and evidence status

Requirement	Proposed response	Status / evidence
Brand-aligned responsive design	Official unchanged logo and exact four-colour palette; task-first responsive patterns.	Proposed; acceptance testing required
Content structure and full migration	Inventory, mapping, agreed migration, formatting, metadata, redirects, reconciliation.	Appendix C; inventory confirmation required
CMS pages, media, menus	Drupal 11 structured content and media.	Proposed
Roles, access and activity logs	Named accounts, least privilege, advanced/basic roles, logs and review.	Proposed; exact workflow discovery
Forms and secure collection	Accessible Drupal forms, Canadian storage, retention and routing rules.	Destinations and retention pending
Security and Canadian privacy	TLS, MFA option, patching, secure release, minimization, incident evidence.	Providers/contract evidence pending
All data hosted in Canada	Production, staging, DB, search, logs, forms, analytics, backup and DR boundary.	Architecture page 12; provider pending
Backups and DR	Daily backup, 30-day retention, restore checks and Canadian DR.	Operations evidence pending
WCAG 2.2 AA	Design/build checks and documented multi-method test evidence.	Appendix D; not a certification
Meeting/system integration	Replaceable API/embed/iframe adapters; meeting documents indexed.	Final APIs unknown
Support, maintenance, analytics	Managed Operations services and monthly reporting.	Detailed service schedule required; page 16
Single complete launch	Coordinated workstreams, one public cutover targeted Feb 1, 2027.	Schedule page 7
Buyer responses: inventory and roles	Plan assumes approximately 160 pages, 250 documents and 20 forms; three advanced administrators and approximately ten basic editors.	Pages 3, 7 and 22
Buyer responses: search and support	Meeting documents are searchable; the help desk supports Town staff with an under-24-hour response requirement.	Pages 14 and 16
Buyer responses: brand and pricing	Official logo/four-colour palette; implementation and recurring operations shown separately.	Pages 1, 17 and 18
Service-request lifecycle	Synthetic demonstration intake, triage, assignment, progress, resolution, opaque references and privacy-bounded public tracking.	Appendix G; demonstration evidence only
Four-audience editorial model	Audience-lens governance with native moderation, department scoping, media, redirects and activity review.	Appendix H; configured demonstration

How to read this appendix

The separate editable compliance-matrix.md is the detailed working record. It includes submission, qualification, pricing, contract, and evidence requirements and must be reconciled before submission.

A portable Canadian operating stack

The architecture separates public delivery, managed content, search, analytics, operations, and optional services so that each dependency has a clear data contract and fallback.

Component	Purpose	Residency / portability requirement
Drupal 11 application	Public rendering, CMS, forms, workflow	Canadian production and staging; supported open-source release
PostgreSQL database	Structured content and configuration state	Canadian region; standard migrations and export
Media/object storage	Images, documents, generated derivatives	Canadian region; asset manifest and complete export
Search index	Pages, PDFs and meeting references	Canadian region; rebuildable from approved sources
Analytics	Privacy-minimized service measurement	Canadian storage; allowlisted events; retention/deletion
Logs/monitoring	Availability, audit and operations evidence	Canadian storage; bounded fields and retention
Backups/DR	Recovery and continuity	Canadian copies and recovery environment; tested runbook
Integrations	Meeting records and future Town systems	Documented owner, contract, failure behaviour and data path
Optional cited summary	Orientation from retrieved public sources	No provider selected; must pass Canadian privacy/residency approval or remain off

Remote access

Named accounts, MFA, least privilege, approved access path, complete activity logs, approved devices, and no unapproved local copies.

Exit

Content, media, configuration, redirects, current documentation, and agreed credentials/transfer artifacts delivered through a documented export.

The final architecture record must name each provider, service, Canadian region, data class, encryption boundary, retention period, owner, support path, export method, and evidence artifact.

Every source item receives a disposition

The Town's approximate inventory - 160 pages, 250 documents, and 20 forms - becomes an agreed record before fixed-scope migration begins.

01 INVENTORY Discover and classify URL, owner, content type, metadata, links, form/table/PDF flags.	02 MAP Decide disposition Migrate, merge, rewrite by Town, remediate separately, archive, or retire.	03 TRANSFORM Move with provenance Preserve source, metadata, links, files, formatting and review state.	04 PROVE Reconcile and redirect Counts, samples, broken links, search, ownership and one-to-one redirect tests.
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Migration record

Field	Why it matters
Source URL, title, owner, last modified	Traceability and accountable review
Target type, target URL, template	Repeatable transformation and IA validation
Metadata, document links, tables, forms	Preserve meaning and identify specialist treatment
Disposition and rationale	No silent deletion or accidental duplication
Redirect source/target/status	Protect indexed, bookmarked, and printed links
Migration result and reviewer	Reconciliation, ownership and acceptance evidence

Acceptance checks

- Agreed source and target counts reconcile.
- Every legacy URL resolves or has an approved disposition.
- Redirect chains, circular redirects, and unintended 404s are zero.
- Documents resolve and are indexed with clear metadata.
- Forms, tables, links, headings, and images pass sample/full checks.

Scope boundaries

Town identifies migration content and owns substantive copy decisions and downloadable-document remediation. Final inventory, content condition, forms, integrations, and owner review capacity must be confirmed. Extra inventory or remediation requires approval.

Quality is a release condition

The test matrix connects public tasks, staff workflows, platform safeguards, and non-functional requirements to visible evidence.

Layer	Representative checks	Evidence
Resident journey	Homepage/tasks; search success, typo, PDF/meeting result, insufficient evidence, no results, unavailable index; Report a Concern validation/confirmation	Repeatable browser tests and reviewed captures
Staff workflow	Editor/admin permissions; author, preview, publish and expire; public/search updates	Role matrix, browser tests, activity record
Accessibility	Automated rules; keyboard; focus; naming; screen reader; zoom/reflow; targets; contrast; errors; reduced motion	Matrix, findings, retest and exceptions
Migration	Inventory reconciliation, redirect map, files, metadata, links, formatting and search index	Migration report and exception register
Security/privacy	Access, MFA, least privilege, form data, release checks, dependency/vulnerability checks, logs	Configuration and review evidence
Operations	Monitoring, backup, 30-day retention, restore, incident and failover runbook	Timestamped operational evidence
Performance/responsiveness	320/768/1024/1440 layouts; representative devices; page weight and runtime measures	Test report and accepted budgets

Release requirements

0
Critical defects
Security, privacy, data loss, blocked task, or inaccessible critical path.

100%
Redirect disposition
Every agreed legacy URL tested or explicitly accepted.

1
Named launch decision
Town and CaL owners review evidence, risks, rollback, and support readiness.

No blanket certification
Targeting and testing WCAG 2.2 Level AA does not make CaL certified and does not make unremediated legacy documents conformant. Findings and accepted exceptions remain visible.

Commercial scope stays explicit

Topic	Draft assumption / exception	Owner / stage
Relevant experience	See the single experience disclosure on page 9; no exception or comparable municipal delivery is implied.	Ali
Team	Specialists, partner structure, availability, rates, evidence and responsibilities remain unverified.	Ali
Insurance	Required Canadian-issued C\$2m CGL, C\$2m professional, C\$1m automobile, and Alberta Workers' Compensation clearance are not evidenced here. If exempt from Workers' Compensation, Employees Liability insurance of C\$1,000,000 per occurrence. This is a post-award/pre-commencement contract requirement; certificates are not required with the proposal.	Ali post-award
Inventory	Pricing assumes a jointly agreed inventory near buyer estimates; content condition and complexity require confirmation.	Town + CaL
Documents	Town remediates downloadable documents; CaL migrates agreed files and preserves metadata/links.	Town
Copy	Formatting/accessibility editing included; substantive copywriting excluded unless separately scoped.	Town + CaL
Integrations	Town provides final APIs/embed data; unknown custom work is estimated after discovery.	Town + CaL
Residency	Every production service remains in Canada; final providers and evidence require approval.	CaL
AI	Cited summaries are optional, source-bounded and fail-safe; provider and production approval unresolved.	Town + Ali
Support	Monthly envelope is proposed; detailed SLA, staffing, escalation, exclusions and overage are unresolved.	Ali
Travel	4 days x 2 onsite implementation sprints; travel at cost after written pre-approval.	Town + CaL
Tax	Prices are before GST; tax separately identified under final invoicing facts.	CaL
Certification	Company fields, execution date and Town acceptance language are completed on page 19; corporate registry attachment and signature remain.	Ali

Order of authority

Buyer-issued RFP documents and clarifications govern over this draft. Final contract terms govern delivery after award. No prototype, presentation, diagram, or narrative silently expands the written scope.

Sources, status, and provenance

Source	Use	SHA-256 / status
Town RFP dated July 24, 2026	Scope, order, schedule, evaluation, insurance, submission and certification	6439ff29398da1b292a8cc44293f40335939e4acdbeffdc111666037cf146ed
Town responses as of Aug 5	Inventory, WCAG 2.2 AA, eligibility, Canada boundary, users, backup, monitoring, support and term	7d817240e97e4fdca11d6f8557f970ea564abaac37af9155a1da077b1710422c
Town responses Aug 6-13	Implementation budget basis, project lead, internal help desk, meeting search, official logo/palette	cff2d6c172d0e1012c959acfc8d852c92b568726693d131f5570feee1d0e47cb
Official Town logo	Unaltered proposal branding	Extracted from buyer RFP page 1 with source alpha mask preserved
RFP analysis, refreshed Aug 18	Eligibility and evidence boundaries	Internal; Town page and Aug 13 clarification checked; authenticated APC check remains
Migration workflow study, dated Aug 17	Inventory and redirect delivery method	Internal sampled study; figures require re-verification
Barrie Courier Services record	Bounded private-sector analogous evidence	Not a municipal/public-sector reference
Drupal public documentation	Platform capabilities and government context	drupal.org/documentation ; capability only
Drupal government overview	Public-sector platform context	new.drupal.org/industries/government ; platform claim only
Neon official regions and roadmap, checked Aug 18	Synthetic-demo-only residency decision	neon.com/docs/introduction/regions roadmap ; no Canadian region listed as of 2026-08-18; refresh before production decision

Source boundary

Buyer documents govern. Internal studies support method and risk analysis only; platform documentation supports capability boundaries, not completed CaL delivery.

Evidence required and refresh dates

Evidence still required

- Relevant-experience evidence remains as disclosed once on page 9.
- Named partner/team scope, qualifications, availability, and commercial commitments.
- Post-award/pre-commencement contract requirement: Canadian-issued C\$2m CGL, C\$2m professional liability, C\$1m automobile liability, and Alberta Workers' Compensation clearance. If exempt from Workers' Compensation, Employees Liability insurance of C\$1,000,000 per occurrence. Certificates are not required with the proposal.
- Canadian provider regions, data flows, contracts, retention/deletion, backup/DR and remote-access evidence.
- Final SLA, escalation, exclusions, overage, staffing, support hours and under-24-hour response capacity.
- Demonstration availability and link check immediately before any shortlisted presentation.
- Corporate registry documentation, final company-detail check, approval, and signature.

Review date

As of 2026-08-18. Recheck the Town's current opportunity documents, Alberta Purchasing Connection, closing instructions, and any new addenda before any decision or external action.

A visible path from intake to resolution

The configured synthetic demonstration shows a service request moving through intake, triage, assignment, progress and resolution. It is a labelled bid scenario, not a live Town service or production integration.

Demonstration stage	What the synthetic scenario shows	Visible state
1 Intake	A synthetic resident scenario enters through the demonstration concern form and receives an opaque reference.	New
2 Triage	Demonstration staff select a two-tier category and route the synthetic item to one of four departments.	Triage
3 Assignment	The demonstration queue records a role-aware assignment without exposing staff-only content publicly.	Assigned
4 Progress	A synthetic, privacy-bounded timeline note communicates permitted progress through the public lookup.	In review
5 Resolution	The demonstration closes the synthetic lifecycle while retaining its bounded public status history.	Resolved

Opaque demonstration reference

The pattern **RMH-2026-XXXXXX** avoids exposing a sequential database identifier. Evaluators can use synthetic reference **RMH-2026-D1A4K2** at **/concern-status**.

Strict public privacy boundary

The demonstration lookup uses a strict privacy allowlist and bounded timeline notes. Private descriptions, locations and contact details do not appear in the public status view.

Demonstration evidence boundary

The queue contains 18 synthetic fixtures for repeatable evaluation. The status path **new** → **triage** → **assigned** → **in review** → **resolved**, reference pattern, department routing and resident-visible tracking demonstrate configured behaviour only; they do not establish a live municipal workflow, Town adoption or production service history.



One governed source, shaped for each audience

The proposed editorial model uses four audience lenses while keeping Town information in a governed source. The configured demonstration supplies the service catalogue and native workspace evidence described below; it is not evidence of completed municipal delivery.

Editorial lens	Governance question	Demonstration evidence
Residents	Can a person move from a common task to attributable Town information or a labelled service request?	Governed services and synthetic concern routes
Businesses	Are licences, permits, procurement and development paths grouped without duplicating the source?	Business hub backed by the governed catalogue
Visitors	Can trip, recreation and facility information use the same provenance and review discipline?	Visitor hub and recorded Town-photo provenance
Town staff and editors	Can authorized staff review, maintain and trace content through native CMS tools?	Role-aware staff dashboard and native admin routes

Native moderation workspace

- Drupal 11 with the Gin administration theme and administration toolbar.
- A native Needs review queue and permission-aware staff dashboard.
- Department-scoped editing remains enforced for the configured editor roles.

Content operations

- Media library for the configured media types.
- Redirect management for changed public paths.
- Activity log for authorized review and investigation.

Demonstration boundary

These are configured bid-demonstration capabilities. Named production accounts, the Town's final role matrix, workflow decisions, support commitments and acceptance remain future records; no Town adoption, production use or completed municipal experience is claimed.

