

# Request for Proposals

## Consulting Services for

### Building a Secure Online Gateway to TAC Publications

Date Issued: December 18, 2025

Closing Date: February 5, 2026, 16:00 ET

#### 1. Introduction and Overview

The Transportation Association of Canada (TAC) invites proposals from qualified consultants to provide specific key services as part of a larger project to build and launch a secure online gateway that allows stakeholders to access all, or a group of, its technical publications. Distinct from TAC's current sales model, which sells individual publication titles in either print or e-book format, the new gateway will offer employees of subscribing stakeholder organizations bulk access to TAC's saleable publications online, while also enforcing its digital intellectual property rights.

**An expert consultant or consultant group will be contracted to perform two key parts of the project:**

- **Part A)** The consultant will research, analyze, and score options for secure, cloud-based software platforms specializing in document digital rights management (DRM), and deliver a report with findings and recommendations. They'll learn about TAC's customer relations management (CRM) system and its single sign-on (SSO) requirements to ensure compatibility with potential DRM solutions. Finally, they will outline an implementation plan for staff to execute the late phases of the project.
- **Part B)** The consultant will analyze TAC's existing publication and membership sales data, develop pricing and subscription scenarios, and deliver a report recommending viable subscription structure and pricing model options.

#### 2. Background and Objectives

TAC is a not-for-profit, national association known as the centre of technical expertise for roads, highways and urban transportation in Canada. TAC brings together about 500 corporate members, including federal, provincial, territorial and municipal governments, businesses, academic institutions, and other associations, to share ideas, exchange information, and pool resources to tackle transportation challenges. TAC communicates with and delivers services to about 7,000 active employees affiliated with these member organizations. Information about TAC is available online at [www.tac-atc.ca](http://www.tac-atc.ca).

TAC generates revenue and delivers on its mandate by selling memberships, products and services (publications, training courses, conference registrations, and sponsorships), and undertaking projects that develop technical guidance to support Canadian road, highway, and urban transportation infrastructure, systems, and services. Technical publications are available for purchase individually by title, in hard copy or e-book format.

To modernize access to its publications for stakeholders and protect its intellectual property, TAC plans to implement a secure online gateway using **Digital Rights Management (DRM)** software technology integrated with TAC's **Customer Relationship Management (CRM)** system (In1Touch by Olatech).

**The solution must:**

- Authenticate user access via Single Sign-On (SSO) linked to TAC's CRM
- Not require users to install software or otherwise need to modify their devices to get access
- Be able to be purchased as either an optional add-on to an annual TAC organizational membership or as a separate optional subscription available to any stakeholder organizations and their employees with active profiles in TAC's CRM. The gateway should serve as another stable stream of revenue for TAC, while also being cost-effective and convenient for member organizations.

### 3. Scope and Schedule of Work

**Starting in March 2026 and completing the work between July and October 2026**, the successful proponent will complete the two parts of the project concurrently.

***Part A: Research, recommend, and support the selection of a DRM platform. Provide an implementation plan outline.***

The consultant will research, identify, analyze and recommend potential DRM solutions. Assess publication inventory, storage needs, and expected usage volumes. Once the preferred solution is selected, the consultant will provide an outline of an implementation plan to guide staff during the implementation, testing, launch preparation, and training phases of the project.

**Part A will include:**

- Kickoff meeting
- Explore information on TAC's CRM and SSO methods
- Confirm the publications to be included in the gateway and the space they require, as well as the expected volume/flow of coincidental accesses to the platform, and other components that may affect DRM specs
- Research and identify potential cloud-based, secure, SSO-capable DRM options
- Deliver a report with
  - General approach and findings
  - An in-depth analysis of the top several suitable DRM platform options, including a scorecard to evaluate detailed features, functions, usability, security, and costs
  - Recommendations for the preferred selection, highlighting strengths, weaknesses and rationale
- Meet with the staff management team to discuss the draft report
- Provide a final DRM recommendation report
- Deliver a subsequent smaller report that outlines the proposed implementation plan
- Provide a final report suitable for presentation to TAC's Executive Committee or Board of Directors

### ***Part B: Develop a model and business plan.***

The consultant will receive and analyze data about TAC's members and recent publication sales, as well as its internal processes and systems. They will use these to develop options for a model and business plan to build and sell access to the gateway.

#### **Part B will include:**

- Kickoff meeting
- Explore existing hard copy and e-book sales data, membership sales and renewal workflows
- Deliver a report with:
  - At least three scenarios and sensitivity analyses
  - Cost-recovery and break-even analysis
  - Member economics: per-organization comparisons vs current buy-per-copy costs
  - Forecasts for 1, 3 and 5 years
  - Recommended price points and packaging options (e.g., per-organization flat fee, per-seat, tiered banding, or hybrid)
  - Considerations affecting CRM for billing/renewal mechanics
  - Member organizations only or non-members?
  - Final recommendation regarding the extent of the offerings provided via a subscription
- Meet with the staff management team to discuss the draft report
- Provide a final report suitable for presentation to the Executive Committee or Board of Directors

## **4. Proposal Requirements**

Proposals from prospective consultants must be clear and concise and describe how the required services will be provided.

#### **Mandatory requirements to be included in the proposal are:**

1. Demonstrated knowledge and expertise in DRM technologies and SaaS platforms
2. Experience with CRM integration and SSO authentication
3. Proven ability to develop subscription-based business models.

#### **The proposal should also include:**

- A short cover letter
- An organization and team overview. Identify the staff assigned to the project and their responsibilities. If the execution involves hiring subcontractors or partner organizations, this must be clearly stated, and the scope of their work must be defined
- Relevant experience, descriptions of relevant projects completed and client organizations where similar skills, tools, or outcomes were leveraged, as well as references. For each organization, provide the name and contact information of the individual responsible for project oversight. TAC reserves the right to request additional references
- The planned approach to meeting the project objectives and deliverables. Describe the major tasks and methodology
- The proposed work plan and timeline

- A conflict-of-interest declaration, disclosing any financial or organizational conflicts of interest in conducting the project; for example, the proponent’s ownership, relationships or proprietary rights and interests could be perceived as jeopardizing its objectivity. Identify mitigating strategies for any conflicts
- Project cost breakdown/structure and payment terms (one page), inclusive of all fees or charges.

## 5. Evaluation Criteria

Proposals meeting the mandatory requirements will be evaluated using the criteria below. Note that preference will be given to Canadian-based consultants.

Criteria	Weight
Technical expertise and relevant experience	25%
Understanding of TAC’s needs and proposed approach	25%
Quality of the work plan and timeline	20%
Cost-effectiveness	15%
References and past performance	15%

## 6. Submission Information

Send all questions and a PDF copy of the proposal to:

**Erica Andersen, Sr. Director, Member Services & Communications:** [eandersen@tac-atc.ca](mailto:eandersen@tac-atc.ca)

- **Deadline for questions:** Wednesday, January 28, 2026
- **Proposal deadline:** Thursday, February 5, 2026, 16:00 ET
- **Deadline to evaluate proposals and notify applicants:** week of February 16, 2026.

## 7. Project Administration

- TAC is not liable for any costs and/or expenses incurred by proponents in the preparation of proposals
- A contract for services will be established before work can begin
- The working language for this project is English.