

Victoria City Planning Department RFP 321

Request for Proposal

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Request for Proposal
Victoria City Planning Department

Table of Contents

Table of Contents.....	2
1.0 Product Overview.....	3
2.0 Project Objectives.....	3
3.0 Current System(s).....	3
4.0 Intended Users of the System.....	4
4.1 City of Victoria Government Officials.....	4
4.2 Construction Contractors and Site Management.....	4
4.3 General Public and Affected Stakeholders.....	4
4.4 Emergency Services and Bus Drivers.....	4
5.0 Known Interaction With Systems Within or Outside the Organization.....	5
5.1 Internal City of Victoria Systems.....	5
5.2 Emergency Services and Transit.....	5
5.3 Contractor and Subcontractor Systems.....	5
6.0 Known Constraints to Development.....	5
6.1 Budgetary and Financial Constraints.....	5
6.2 Technical Infrastructure and Communication Limitations.....	5
6.3 Regulatory and Compliance Requirements.....	5
7.0 Project Schedule.....	7
8.0 Project Team.....	7
9.0 Glossary of Terms.....	8

1.0 Product Overview

Victoria's City Planning Department has identified a need to improve how information about construction projects is presented and shared with its citizens. While data sources related to construction projects already exist, they are not designed for general public use. Information from these sources is often difficult to navigate, fragmented across platforms, or written in technical language that is not easy for the average citizen to understand. As a result, concise information about road closures, lane reductions, and construction delays are inaccessible, and there is no clear line of communication between project coordinators and everyday citizens.

This project addresses the need for a system intended for public use that can convey relevant, up-to-date information about construction projects in a clear and understandable way. Construction managers and contractors would be able to use this system to supply project information for city officials to approve. This will allow residents to use the system to plan travel, understand local disruptions, and keep informed about construction projects that impact their day-to-day being.

2.0 Project Objectives

The primary objective of this project is to improve public access to information regarding construction and transportation obstructions that are relevant to regular (non-technical) citizens. Current systems make construction data available in a broad or technical form, requiring users to interpret if and how it affects them. This project seeks to shift the focus from publishing raw information to delivering and organizing information that indicates relevant impact to the reader.

Another key objective is to ensure that construction information is presented in a way that allows users to quickly identify what matters to them without navigating unnecessary or overly technical data. An ideal system will emphasize clarity and relevance through the use of simplistic design, and by structuring information around common user concerns, including location, duration, and impact of the obstruction.

Beyond the public-facing goals, the system must satisfy objectives related to internal coordination in the city, and data management for construction projects. On-site managers must have an interface to easily input project statuses, equipment locations, and timeline updates. This objective aims to replace fragmented reporting with a centralized system that allows city planners to review and approve data for publishing.

3.0 Current System(s)

The City of Victoria currently relies on a mix of digital tools and manual processes to manage and communicate road construction activities. These systems include:

- **VicMap:** A GIS application that enables users to visualize city-owned assets including property zoning, underground utilities, construction projects, and public infrastructure. However, it excludes smaller maintenance works, does not provide real-time updates, and has a dense technical interface with large amounts of irrelevant data for regular citizens.
- **Social Media Advisories:** Traffic impacts and unexpected delays are shared ad-hoc through social media platforms like BlueSky and Threads. This relies on users actively checking these feeds and filtering out extraneous data without a good way to search or receive live updates.
- **Physical Mail-Outs:** For residential projects, the City uses traditional mail to notify nearby homes and businesses. This method is ineffective for daily commuters who may enter the construction zone from other parts of the city.

4.0 Intended Users of the System

4.1 City of Victoria Government Officials

Project managers and coordinators from the various public works departments around the city require real-time visibility into project status, timelines, and budgets. Engineers need secure channels for technical drawings and specifications. Executive leadership needs dashboard views for public census data in correlation to on-going projects.

4.2 Construction Contractors and Site Management

Contractors need tools to share progress reports, approvals, and change orders. Site supervisors require mobile-accessible communication for real-time reporting and traffic/equipment logistics.

4.3 General Public and Affected Stakeholders

Residents and commuters need current construction status, completion dates, detour information, and proactive notifications that are easily accessible from any device. Local businesses need advance notice, and progress updates to plan operations. This group benefits from transparency reducing frustration and prompt response to complaints.

4.4 Emergency Services and Bus Drivers

Police, fire, and ambulance services need real-time road closure information and priority communication for emergency coordination. BC Transit drivers need up-to-date detour information and notice about construction zone traffic patterns via mobile or in-vehicle systems with turn-by-turn guidance. Both require reliable, continuously updated information with clear alternative routes and delay indicators.

5.0 Known Interaction With Systems Within or Outside the Organization

5.1 Internal City of Victoria Systems

The system will pull data from VicMap and public works databases so that city planners can see exactly where construction overlaps with city assets like water pipes and property lines. This allows planners to quickly catch conflicts (e.g. a road closure blocking an emergency route) without having to check multiple different programs.

5.2 Emergency Services

Integration with Computer-Aided Dispatch (CAD) systems for Victoria Police, Fire, and BC Emergency Health Services must provide time-accurate information to emergency services to help navigate efficiently during transport.

5.3 Contractor and Subcontractor Systems

Data exchange must be facilitated with construction management platforms (Procore, Buildertrend) via standard APIs for schedule synchronization and progress reports. Integration with equipment/fleet management systems will also be useful to enrich details presented to citizens for ongoing roadside construction projects.

6.0 Known Constraints to Development

6.1 Data Governance, and Approval Constraints

All construction-related data published through the system remains the property of the City of Victoria and must follow established internal approval workflows prior to public release. Contractors and site managers may submit updates, but final validation, editing, and publishing authority must reside with designated city officials. The system must enforce role-based access control to prevent unauthorized publication, ensure accountability, and maintain consistency with municipal communication standards.

6.2 Standardization Constraints

Although the system will integrate with existing city, emergency, and contractor platforms, those systems vary widely in data formats, update frequency, and API maturity. The proposed solution must operate within the limitations of existing APIs and data schemas without requiring major modifications to third-party or legacy systems.

Request for Proposal
Victoria City Planning Department

6.3 Regulatory and Compliance Requirements

The system must comply with BC's Freedom of Information and Protection of Privacy Act (FOIPPA) for data collection and privacy, WorkSafeBC incident reporting requirements, and Web Content Accessibility Guidelines (WCAG) accessibility requirements supporting assistive technologies.

7.0 Project Schedule

Week	Due Date	Deliverable	Type	Description	Status
1	Jan 18	Request for Proposal	Document	RFP document due Sunday 11:59pm	Done
2	Jan 21	1st Client Meeting	Meeting	Requirements elicitation meeting with client	Pending
3	Feb 1	Requirements Document Part 1	Document	Initial requirements documentation due Sunday 11:59pm	Pending
4	Feb 5	2nd Client Meeting	Meeting	Feedback discussion, agree on project scope	Pending
5	Feb 15	Requirements Document Part 2	Document	System models, user stories, data models due Sunday 11:59pm	Pending
6	Mar 2	Prototype Presentations	Milestone	In-class project reports and prototype demos	Pending
7	Mar 8	Requirements Document Part 3	Document	Process models, prototypes due Sunday 11:59pm	Pending
8	Mar 11	3rd Client Meeting	Meeting	Prototype demonstrations, clients provide feedback	Pending
9	Mar 30	Requirements Document Part 4	Document	Final requirements documentation due 11:59pm	Pending
10	Mar 31	Final Presentations	Milestone	Project final presentations	Pending

Request for Proposal
Victoria City Planning Department

8.0 Project Team

The Victoria City Planning Department can be found at 1 Centennial Square, Victoria, BC V8W 1P6 and is made up of the following individuals:

Member Name (Last, First)	Role	Email
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9.0 Glossary of Terms

API (Application Programming Interface). A set of protocols and tools that allows different software applications to communicate and exchange data with each other.

Buildertrend. A cloud-based construction project management software platform used by contractors to manage schedules, budgets, client communication, and project documentation.

CAD (Computer-Aided Dispatch). A system used by emergency services to manage and prioritize emergency calls, dispatch resources, and track unit locations and status.

FOIPPA (Freedom of Information and Protection of Privacy Act). British Columbia legislation that governs how public bodies collect, use, disclose, and protect personal information.

GIS (Geographic Information System). A computer system that captures, stores, analyzes, and displays geographically referenced information.

Procore. A cloud-based construction management software platform used by contractors to manage project schedules, budgets, resources, quality and safety, and communication.

Public Works Departments. Departments responsible for managing and maintaining public infrastructure and services, including roads, bridges, water supply, sewage, waste management, and municipal construction projects.

ROI (Return on Investment). A performance measure used to evaluate the efficiency or profitability of an investment, calculated as net benefit divided by cost.

VicMap. The City of Victoria's Geographic Information System application that displays city-owned assets including property zoning, utilities, construction projects, and infrastructure.

Request for Proposal

Victoria City Planning Department

Web Content Accessibility Guidelines (WCAG): International standards for making digital content accessible to people with disabilities.

WorkSafeBC. British Columbia's provincial workers' compensation board responsible for workplace health and safety regulation and incident reporting.