

The Township of Rideau Lakes



Request for Proposals Website Design

ADMIN2018-02

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1.0 Introduction

Rideau Lakes is a large, rural municipality serving approximately 18,000 year-round and seasonal residents and contains many scenic villages and hamlets - Morton, Delta, Elgin, Chaffeys Locks, Jones Falls, Crosby, Newboro, Portland, Philippsville, Lombardy, and Chantry. These, and the surrounding farming and vacation areas, are important parts of the fabric of community life in Rideau Lakes, as are the many volunteers who perform a variety of services within the Township.

The Municipality is responsible for the provision of a wide range of services including fire protection, by-law enforcement, emergency management, community and leisure services, maintenance of local roads and bridges, snow removal, land-use planning, waste/recycling, economic development and general municipal governance and administration.

2.0 General Information

- 2.1 The Municipality is seeking proposals from qualified firms/consultants to submit a new design for the Township of Rideau Lakes website (www.twprideaulakes.on.ca).
- 2.2 The Township of Rideau Lakes website requires a new design and upgrades to bring it into compliance with Accessibility Standards and to allow for simple access by the public to enhance delivery and awareness of public services.
- 2.3 Day to day management of content for the website will be managed by staff of the Township of Rideau Lakes.
- 2.4 The present website requires a complete upgrade in order to allow for easier modifications and maintenance by non-technical staff and to provide additional functionality.
- 2.5 The information of the Municipal website should be directed towards the Municipality's residents, visitors, businesses, prospective businesses, other government agencies, community groups or associations and any other person wishing to obtain information about the Township of Rideau Lakes.
- 2.6 The Township of Rideau Lakes has set aside a budget of \$35,000 for this project.

3.0 Project Goals

The goals of the new website for the Township of Rideau Lakes are to:

- 3.1 Provide simple electronic access to public services, public domain information and serve as a communications tool on various types of hardware used by the end-user. The new website shall be mobile compatible on all types of devices.
- 3.2 Provide an improved look, enhanced functionality, be easy to use for the public, the media and staff and offer robust search capabilities.
- 3.3 Provide information aimed at attracting new residents and businesses to the Municipality.
- 3.4 Comply with WCAG 2.0 accessibility standards and strive to meet W3C guidelines for content and accessibility.

4.0 Project Scope

- 4.1 The scope of this project is to design, implement and host a municipal website complete with a content management program interface to allow modifications and maintenance by Municipal staff. The proponent will provide training for Municipal staff.
- 4.2 The services to be obtained via the RFP are expected to include analysis, information-architecture and content-style design, implementation, including conversion of content from the current website.
- 4.3 Staff training and as needed ongoing technical support for problem resolution, software updating, and assistance with the integration of future applications.
- 4.4 The design itself shall be a collaboration of ideas from the Municipality and the consultant. The website must provide easy access to Municipal services, comply with the Accessibility for Ontarians with Disabilities Information and Communication Standard, be adaptable to current and changing technology, allow for the migration of information on the existing website as well as the implementation of new information and features. The website must also provide interface with Social Media (i.e. Facebook, Twitter and Youtube); a number of web-based software solutions including, but not limited to: on-line registrations, on-line payments and calendar.

5.0 Functional Requirements

- 5.1 The new website requires an easy to use Content Management System that Municipal staff will use for creating and updating content. The CMS must also allow for future development and continuous improvement.
- 5.2 The output of the CMS must support a wide diversity of end-user hardware and software that will range from no-longer-supported to state-of-the-art desktop computers, laptops, tablets, smartphones and other mobile devices running a variety of operating systems. The content must display with all of the common user-device browsers and dynamically adjust to whatever screen-size area the user has chosen for the browser window.

6.0 Submission of Proposal

- 6.1 Proposals shall be clearly marked 'ADMIN2018-02 – Website Design' for the work contained herein and shall be submitted no later than the Closing Date and Time.
- 6.2 Proposals are to be submitted by email to: mtruelove@twprideaulakes.on.ca. No sealed/hard copy submission is required. **Proposals will be received until 1:00p.m., April 19, 2018.** It is the Bidder's responsibility to ensure that the bid submission is received by the Clerk prior to the submission deadline.
- 6.3 Bidders shall submit one electronic version, in Microsoft Word format or PDF format. In order to qualify for consideration, all consultants submitting proposals must include the following items:
 - a) A brief statement of the consultant's web design background
 - b) List of clients in both the municipal and public sector
 - c) A description of the consultant's understanding of the project goals, objectives and outcomes and how these will be achieved
 - d) A Proposed timeline, including training and when the new website would go "live"

- e) Proposal cost for completion of municipal website
- f) The Proposal price shall include total costs, in Canadian Dollars, excluding HST, and including all design, consultation, production and software acquisitions necessary for development, as well as upgrades, maintenance, support and training. Any fees for sub-consultants shall be included in the fee quoted.

7.0 Award

- 7.1 Upon completion of evaluations, the Township of Rideau Lakes may select a Bidder with whom it wishes to undertake negotiations for the project. Negotiations may take the form of adding, deleting, or modifying certain requirements based on the response to the Request for Proposal, and adjusting pricing accordingly if required. Assuming mutually acceptable terms and conditions can be agreed upon, a purchase order will be issued to the selected bidder.

8.0 Rights Reserved by the Municipality

- 8.1 The Municipality will not be responsible for any costs incurred in the preparation and submission of proposals
- 8.2 The Municipality will not be liable nor reimburse any Bidder for any costs incurred in developing a Proposal submission, attending meetings/interviews, demonstrating the goods and or services, legal services, or any other services that may be required in responding to this Request for Proposal.
- 8.3 The Township of Rideau Lakes reserves the right in its absolute discretion to:
 - a) Adjust, discontinue, or cancel the submission process, and/or commence a new process for the same or similar goods or services, if the Township of Rideau Lakes, at its sole discretion, deems it necessary.
 - b) Accept or reject any submission(s) in whole or in part.
- 8.4 The lowest cost Proposal may not necessarily be accepted. The acceptance and award of a Proposal shall be subject to the approval of The Township of Rideau Lakes Council.

9.0 Collection of Personal Information and Confidentiality Provision

- 9.1 Any personal information collected through the Request for Proposal process will be done so, and managed, in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*. Any personal information collected is being done so for the purposes of proposal review and potential vendor selection.
- 9.2 All responses to this Request for Proposal will only be treated as Third Party Information and/or Economic or Other Interests in accordance with the provisions of the *Municipal Freedom of Information and Protection of Privacy Act* where an explicit request to do so is provided in writing in the proposal. Submission of a proposal without this explicit request shall constitute consent for disclosure in accordance with the Act.

10.0 Workplace Safety Insurance Act

- 10.1 Any successful vendor is required to comply with all the regulations of the Workplace Safety and Insurance Board (WSIB) in respect to the contract work and all persons employed on or in connection therewith and shall be required to show proof of registration with the Workplace Safety and Insurance Board (WSIB) and compliance with the Retail Sales Tax requirements.

11.0 Questions Regarding the Request for Proposal

11.1 Bidders having questions or finding discrepancies or omissions or having doubts as to the meaning or intent thereof, shall contact the Clerk. The Clerk may elect to provide clarifications directly or via an Addenda depending on the nature, scope and materiality of the questions. Any questions arising from the Request for Proposal shall be directed to:

Mary Ellen Truelove
Clerk

613-928-2251 ext. 293

mtruelove@twprideaulakes.on.ca

12.0 Evaluation

Accepted proposals shall be evaluated based on a numerical scoring system. Proposals will be assigned a score for each category. Each category will be weighted as shown to reflect the goals for the proposal.

Description	Weight	Points	Maximum Total Points
Qualifications and Experience of Company	10%		10
Qualifications and Relevant Experience of Project Team:	20%		20
Understanding of Objectives	10%		10
Quality of Approach and Methodology	20%		20
Proposed Work Plan and Schedule	20%		20
Financial: <ul style="list-style-type: none"> • Fees and Disbursements 	20%		20
Total Points			100