Village of Belcarra

Request for Proposal

RFP – Municipal Website
Website design, development and hosting

Village of Belcarra
4084 Bedwell Bay Road
Belcarra, BC, V3H 4P8
604-937-4100

TABLE OF CONTENTS

1. Purpose and Scope

The purpose of this 'Request for Proposal' (RFP) is to solicit proposals and product demonstrations from qualified vendors, for the design, procurement, training, maintenance and ongoing hosting and support of a municipal government website that will meet the Village of Belcarra's functionality, scalability, reliability, and manageability requirements as outlined in this RFP document.

The Village of Belcarra is seeking to update its website to enhance the user experience, simplify content management, and provide better information and customer service to its community, while meeting high standards for design quality and visual appeal.

Effective websites increase online citizen self-service while reducing staff workload. This will be accomplished by tailoring your solution to meet our unique needs.

In Belcarra, the municipality would like to decentralize content management by empowering our staff to easily create and manage website content with minimum oversight from the Communications Team.

The Village of Belcarra seeks the assistance of an experienced vendor that can accomplish all of the functionality identified in this RFP with the flexibility of providing this functionality over time, if needed due to budgetary constraints.

The municipality also seeks a vendor that has the capability of integrating additional features and functionality that may be identified in the future with minimum effort and without requiring a complete site overhaul. The experienced vendor should have a team of experts who understand the complexities of local government, to help Belcarra achieve its vision — all while providing 24/7/365 support.

A copy of this 'Request for Proposal' (RFP) may be obtained from the Belcarra website at:

www.belcarra.ca and / or https://www.bcbid.gov.bc.ca/

It is the sole responsibility of the vendor to monitor either of the two sites mentioned above for any amendments to the RFP. For the purpose of this document, the terms vendor and contractor are those entities representing the submission of a response to this RFP.

2.   Submission and Schedule

An electronic copy of the proposal in .pdf (portable document format) format must be submitted to ldysart@belcarra.ca no later than 4:00 p.m. PST on December 14th, 2018.

The e-mail subject line should read: "RFP Belcarra Website"

It is the sole responsibility of the vendor to see that their proposal is received by the municipality in the proper time. Late responses may be rejected at the sole discretion of the Village of Belcarra.

Submission of a proposal indicates acceptance by the vendor of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted.

2.1 Inquiries
Respondents may contact the Village of Belcarra for clarification and information pertaining to this 'Request for Proposal'. Any request for information or clarification must be submitted in writing by email to the contact person listed below:

Lorna Dysart, CAO
Email: ldysart@belcarra.ca
Phone: 604-937-4100

Any oral communications will be considered unofficial and non-binding on the municipality. Vendors should rely only on written statements issued by the contact person listed above.

2.2 RFP Revisions

The Village of Belcarra reserves the right to change the schedule or issue amendments to the RFP at any time. The Village of Belcarra also reserves the right to cancel or reissue the RFP at any time. Amendments or a notice of cancellation will be posted to the Belcarra website and/or on the BC Bid website: www.belcarra.ca and / or www.bcbid.gov.bc.ca

It is the sole responsibility of the vendor to monitor these sites for the postings of all updates and other relevant information.

2.3 Accessibility

As the submitted proposal will be a document that may be produced for public distribution, should the municipality receive a request for an alternate format, the vendor must be able to provide such alternate format in compliance with accessibility standards legislation.

2.4 Format for Proposal

The response should be formatted to address all items in the Vendor Qualifications section.

2.5 Right of Selection

The Village of Belcarra reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the municipality. Selection of a vendor solution shall not be construed as an award of contract, but as commencement of contract negotiation, including but not limited to, the contract price proposed. The lowest cost proposal will not necessarily be accepted.

2.6 Limitation of Damages

The Vendor, by submitting a "Proposal" agrees that it will not claim damages, for whatever reason, relating to the RFP, by reason of submitting a Proposal, in respect of the competitive process, or in respect of any breach of any implied duty of fairness, including but not limited to, any costs incurred by the Vendor in preparing its Proposal. The Vendor, by submitting a Proposal, waives any and all such claims.

2.7 Confidentiality

The Parties agree that the content of each response to this 'Request for Proposal' will be held in the strictest confidence, and details of any response will not be discussed with any other party, except for the information made public by way of reports to Council or subject to the 'Freedom of Information and Privacy Act'.

2.8 Evaluation

If an award is made as a result of this RFP, it shall be awarded to the respondent whose proposal is most advantageous to the Village of Belcarra with price and other factors considered.

An evaluation team will review all Proposals received and score the Proposals using a consensus approach in relation to the criteria that are identified below. From these evaluations, a short list of finalists will be notified and asked to provide a live demonstration of the proposed system's functionality and administration.

The Village of Belcarra may request additional information or clarification of proposals and hereby reserves the right to select the particular response to this RFP that it believes will best serve its business and operational requirements, considering the evaluation criteria set forth below:

Evaluation Criteria

Overall Solution Cost
 	
    ☐ Annual support costs (include after hours and weekend incidents)
    ☐ Training costs
    ☐ License costs
    ☐ Features included in the basic package costs
    ☐ Add-on's and costs of more advanced features
    ☐ Total cost of solution

Support and Maintenance
 	
    ☐ Guaranteed response times – SLA options – response times
    ☐ Training strategy (Learning curve and cost)
    ☐ Quality of training documentation
    ☐ System updates policy (Minor and major patching costs) Downtime impact
    ☐ Quality and history of good and consistent customer service

Experience
 	
    ☐ Quality of references from other local government organizations
    ☐ Number of local government customers supported at the time of the RFP submission
    ☐ Qualifications of project/support team
    ☐ Experience with similar recent implementations

System Capability and Scalability
 	
    ☐ Content Management System (CMS) platform ease of use, flexibility
    ☐ CMS platform capable of supporting a wide range of rich multimedia
    ☐ Ability to add new features on the fly without custom software development required
    ☐ Scalability
    ☐ Mobility
    ☐ System administration and ease of use

Finalist Interview and System Demonstration
 	
    ☐ Demonstrate adherence to the complete list of requirements
    ☐ Exhibit the features and benefits of your proposal highlighting where you feel it is superior to the competition
    ☐ Discuss and answer questions regarding the proposed system

3.0 Background

Belcarra has a population of approximately 700 residents and is a member municipality of the Metro Vancouver Regional District within British Columbia, Canada. The municipality borders on the Indian Arm fjord and is surrounded on two sides by Metro Vancouver's Belcarra Regional Park. The current website may be viewed at www.belcarra.ca

3.1 Situational Analysis

The Village of Belcarra is seeking to enter into a professional services agreement with a qualified vendor to design and implement a new website based on the above strategy. The municipality's website URL is currently https://belcarra.ca and will continue to use this URL upon the launch of a new website. The municipality's emphasis is on incorporating extensive content management tools and database driven architecture while providing a user-friendly and intuitive site structure and an interface that is both attractive and ADA compliant; that is, accessible to persons with disabilities. The municipality would like the vendor to host the website in a top-rated secure data center.

4.0 Vendor Qualifications

The Village of Belcarra will evaluate vendor experience, qualifications and capabilities for developing and implementing a   new municipal website. The desired qualifications are outlined below. Responders are required to submit a written narrative   corresponding to each of the underlined section items:

Introduction
- Overview and summary of how your vendor will assist the Village of Belcarra in reaching its website goals.

Vendor Profile
- Vendor overview and history
- How long has the vendor been in business
- Public or privately held
- Disclosed financial situation
- Has the vendor ever filed for bankruptcy (regardless of the jurisdiction)?
- Number of current technical support employees
- Number of total clients that are local governments
- Number of local government clients acquired in the past three years
- Capabilities of vendor — Why should your vendor be chosen?

Management Team
- Name, title, role (e.g., project manager, training, design)
- Education, years of experience

Project Development Approach
- Average timeline
- Detailed explanation of all project phases including consultation, design, development, training, implementation
- Statement that website will meet Web Content Accessibility Guidelines 2.0 requirements
- Training options
- What role municipal staff will play in the project

Scope of Work
- Project phase deliverables
- What will be expected of the municipality
- What the municipality may expect from the vendor

Municipal Website Design Experience
- References (minimum three recent references from both Canada and USA (if applicable), including all contact information below)
- Client name
- Website URL
- Client contact person and title
- Telephone number
- Email address

Hosting and Security (describe all available)

- Data Center
- Minimum requirements: reliable data center, managed network infrastructure, on-site power backup and generators, multiple telecom/network providers, redundant network, secure facility, 24/7/365 system monitoring
- Hosting
- Minimum requirements: automated software updates, server management and monitoring, multi-tiered software architecture, software updates and security patches, database updates and security patches, antivirus management and updates, server-class hardware, redundant firewall solutions, high performance Storage Area Network (SAN) with N+2 reliability
- Bandwidth
- Minimum requirements: multiple network providers, burst bandwidth of at least 22 Gb/s
- Disaster Recovery
- Minimum requirements: 24/7 emergency support, on-line status monitor, event notification emails, recovery time objective of at least 8 days, recovery point objective for at least 24 hours, pre-emptive monitoring for disasters, multi geographic region redundant back up data center
- Distributed Denial of Service (DDoS) mitigation
- Minimum requirements: defined DDoS attack process including the ability to identify the attack source and type of attack, the ability to monitor the attack for a threshold and a plan once threshold is reached
- Upgradable security packages

Support and Maintenance (describe all available)

- System ownership
- Ongoing training opportunities and availability of robust, self-service documentation and technical support (videos and training manuals, etc.)
- Availability of continued communications post website implementation (with consultants and support staff)
- Support services for both emergency and non-emergency situations

Project Pricing Estimate/Cost for Services Outlined

Specify amounts of items below:
- First Year development fees including:
  - Days/hours of training, number of employees to be trained, on-site or webinar
  - Amount of content migration (entire website or a specific number of pages)
  - Additional products/functionality
  - Data storage quota and cost per gigabyte
  - Network traffic quota and cost per gigabyte
- Ongoing fees for hosting, maintenance and support for Year 2 and beyond
- Description of Features and Functionality included with the Content Management System (CMS) at minimum include:
  - List of all features and functionality included in the proposed Content Management System (CMS) must address all features and functionality listed in Required Features and Optional Features section of this RFP

Additional Products Offered

- Give brief descriptions of other products offered by the vendor with the associated cost for each feature (separate line item for each feature)

5.0 Required Features

The information below represents required functional capabilities in the selected Content Management System (CMS). It is not all-inclusive; other functionality may be recommended or added. The municipality's new website vendor must be able to provide at a minimum, the components shown:

- Agenda Management — Upload, create and manage agendas
- Alerts & Emergency Notification — Alerts posted on website and public notifications sent out through email, text message and social media
- Approval Rights — allow system administrator to establish specific rights and capabilities for internal staff to update content based upon the role they have in updating the website
- Archive Center — Store agendas, minutes, newsletters and other documents
- Automatic expirations — the ability to set a date for content to automatically expire
- Broken Links Finder — Site visitors can enter comments concerning how they accessed the page
- Browser Based Administration — Update, delete and create template-based web pages
- Calendar — Village Hall Event Schedule, Belcarra Events, and Book the Hall, by both department, municipality-wide
- Resident Sourcing Tool — Encourages resident idea submission, engaging discussions, voting, etc.
- Departmental Home Pages — the ability for departments to have dedicated pages within the site that follow the same design as the other interior pages
- Directories, Listing for Staff and Businesses — ability to allow Residents to search for staff or business information
- Document Center — Upload/download capability, back-end ability to search within
- E-Communication platform — integrated within the centralized CMS for creating visually rich, fully responsive, non-emergency e-communication. Create unlimited subscriber lists, and communicate over multiple channels
- E-government — integration of various stand-alone systems as well as services between government-to-citizen (G2C), government-to-business (G2B), government-to-government (G2G), government-to-employees (G2E)
- E-Notifications — Electronic subscription, scheduled notifications for email and SMS
- Facility Management — Reservations and/or listing
- Forward to a Friend — E-Mail extension
- Frequently Asked Questions — Dynamic content
- Intranet/Extranet — User restricted pages
- Live Edit — create and edit pages live from the front end
- News & Announcements — Dynamic content
- Newsletters — Subscription and online publishing
- News Releases — Online publishing
- Online Forms — Forms/publishing/tracking
- Online Job Postings and Application — Applicants can also create an online profile, fill-out application and attach additional documents
- Online Payments — Secure online transaction by department
- Photo Center — Display community photos in a central location on website
- Printable Pages — Print-friendly function
- Reminders — Notification for content publisher to review pages and make any necessary updates
- Responsive Design and Mobile Friendly — fully mobile responsive design — site adjusts to the screen size of all devices where being viewed
- Request Tracking — Residents can submit requests

- RFP/Bid Posting — allow for easy posting of bids to the site
- Rotating Photos/Banners — Dynamic image display
- RSS Feeds out — Registration by Department
- Quick Links — Links can be placed directly on the pages
- Site Search — Internal site search engine, site search log
- Site Statistics — Analytics and site audit reports
- Sitemap & Breadcrumbs — Dynamically generated
- Social Media Interface — Facebook and Twitter feeds
- Spotlight — Ability to highlight important text on one or more pages
- Website Visitor Profile — Visitors can pick and choose the information that automatically becomes fed to their profile upon site login

5.1   Optional Features

The features below are not required by the municipality at this time, however, please include information and availability of integration in the future:

- Activities — create classes, display class schedules, limit the number of persons that can sign up per class, and email those who have registered for specific classes
- Custom Mobile App — mobile app for Apple® iOS and Android® devices
- LDAP Integration — Lightweight Directory Access Protocol (LDAP) integration
- Unique Department Home Page — ability for departments, associated organizations to have a unique separate design and URL
- Video Center — live streaming video capabilities

5.2   Other Costs

Respondent must list any and all charges, expenses, and/or costs to be incurred by the municipality that are not included in the previous sections. Failure to specifically and thoroughly enumerate such items may be a cause for disqualification.