



Request for Proposal

RFP-MUN-02-2024

Website Design and Maintenance Services

www.bonfieldtownship.com

1. Introduction

The Township of Bonfield is pleased to invite you to respond to this Request for Proposal (RFP) for Website Design Services. The intention of this RFP is to solicit responses and formal proposal from qualified Website Design and Maintenance Companies and select a single organization to provide these services to the Township.

The Township of Bonfield is located along Highway 17 east, in the District of Nipissing with a population of 2,148. The Township is a single tier municipal government with a five-member Council with 10 full time staff.

Operations of the Township of Bonfield are managed out of the municipal office located at 365 Highway 531, Bonfield with five (5) full time administrative staff, three (3) part time office staff.

The Public Works Office/yard is located at 3560 Line 3.

Fire Station Hall 1 is located at 107 Railway Street.

The Medical Center is located at 105 Landon Street.

2. Intent of the Proposal

The Township of Bonfield seeks to engage the services of a qualified firm (respondent) to provide design services for a new website. The Township's goal is to create a website that successfully promotes our brand (Small Community Big Heart) facilitates a user-friendly environment, for accessing municipal services, events, departments, and simplifies content management while meeting high standards for design quality and visual appeal. The new website will serve as the public face of Bonfield's municipal government, administration, services and community, while providing 24/7 access to information and services for a wide range of users. The new site will also be searchable, inclusive, reduce administrative redundancies and meet the intended goals of providing quality information to the residents.

The new site design must employ Responsive Web Design (RWD), be compliant with current and upcoming accessibility standards (AODA WCAG 2.2 AA) and Anti-Spam (CASL) and the flexibility of providing this functionality over time. The site must be equipped to integrate additional features that may be needed or new technologies that may be developed in the future. The Township would like a site that centralizes content management with the option of additional supporting users and oversight from Department Heads.

The Township intends to seek the best solution, based on the evaluation criteria contained in this RFP. The successful vendor will seek to establish a modern and easily in-house maintained website that allows the Township to provide communications and information to its residents.

3. Township Existing Systems

Each Contractor is recommended by the Township of Bonfield to visit the existing website (www.bonfieldtownship.com) before submitting the bid documents and must be satisfied by personal examination as to the conditions that will be present while completing the specified work. The Contractor shall not claim that there was any misunderstanding of the terms and conditions of the contract relating to website design at any time after submission of their

proposal.

4. Scope of Products and Services

The CMS listing in the Functionality Table below represents functional categories and is not comprehensive; others may be recommended or added. The Township’s new website vendor must be able to provide the desired components shown. The CMS must be Agile and Functional.

#	COMPONENT/MODULE	FUNCTION	OFFERED (Y/N)	VENDORS COMMENT
1	Browser based administration	Create, edit, or delete and template- based web pages and news updates		
2	Event Calendars and Meeting Schedules	Update and publish calendars with optional ability to import into Google Calendar feeds		
3	Departmental Home Pages	Ability to create landing page for associated municipal operations		
4	Staff and Services Directory	Dynamic content		
5	Document Management System	Upload and download capability, back-end ability to search within		
6	Public meetings and Document Management	Agenda Content Management System: eScribe		
7	Easy Search/Archive Centre	Searchable solution for live or archived content, documents, and news updates		
8	Newsletter Signup and Management	Online publishing of news and newsletters, updates with email subscription capability		
9	Emergency Alerts and Notifications	Front page solution for emergency notification updates, and the ability to share via social media		

10	Interactive Maps and GIS Integration	Integration or links to Interactive GIS and FileHold (future integration)		
11	E-commerce Capabilities	Secure online transactions, using paysimply		
12	RFP/RFQ/Bid Posting	Dynamic Content		
13	Security Integration	SSL encryption and Domain name capability		
14	Tax Calculator	Modifiable tax rate calculator; updated annually		
15	Analytics and Reporting	Integration of comprehensive analytics		
16	Mobile Browsing	Responsive Design		
17	Online Forms	Forms, publishing, and tracking with email forwarding capability		
18	Photo Centre	Display community photos in various locations		
19	Social Media Interface	Facebook, LinkedIn, YouTube, and Instagram. Ability to add more in the future.		
20	Site Map	Interactive		
21	SEO Optimization	Easily discoverable by search engines		
22	Multilingual Support	Support creation and management of content in different languages		
23	Feedback and Reporting Tool	Tool for residents to provide feedback and report issues directly to the township		

24	News/Blog Section	Dedicated section for Township news and blog posts		
25	Accessibility and Compliance	Comply with Web Content Accessibility Guidelines (WCAG) 2.2 Level AA		
26	Mobile App Integration	Capability to integrate with or serve as the basis for a mobile app		

5. Date of Proposal Submission

One (1) original proposal shall be submitted in a sealed envelope addressed as follows:

RFP-MUN-02-2024
Nicky Kunkel, CAO – Clerk Treasurer

Proposals must be submitted under the following instructions:

PROPOSAL CLOSING DATE: November 12, 2024
TIME: 2:00 p.m., local time
LOCATION: Township of Bonfield Office
365 Highway 531
Bonfield ON P0H 1E0

Submissions received by the date and time of closing will be opened immediately following the time of Tender closing.

Project Contact

Nicky Kunkel
CAO, Clerk-Treasurer
Township of Bonfield
705-776-2641
cao.clerk@bonfieldtownship.com

6. Proposal Content Requirements

6.1 Company Profile and Experience

- a) Provide an introduction to your firm and include the number of years in business under this company name, and the firm’s primary business.
- b) Describe the capability and experience to deliver the proposed website services in a municipal setting, including the implementation methodology and customer support services.
- c) Describe any implementation challenges you faced in your past projects and how you solved them.
- d) Identify the proposed team lead and any additional key team members that would work with the Township. Highlight the relevant qualifications and experience of each.

- e) Provide up to three projects of similar or greater magnitude and have been successfully completed within the past three (3) years. Include a reference for each project including name and contact information. References may be contacted, and their response may be used to form part of the evaluation score.

6.2 Proposed Design, Implementation, Training and Support

- a) Describe in detail the Maintenance and Support Program being proposed. This should include discussions of functionality, system software, and any other information that would assist in understanding the maintenance proposed.
- b) Describe in detail the implementation of the proposed website development and training program. Include discussion of how the project will be phased, including number of calendar days to complete each phase, and the total number of calendar days to fully implement the project. Include any detail regarding the timing and necessity of Township staff resources.
- c) Describe the availability of support staff while transitioning and on-going.
- d) Describe your process for dealing with software patches and updates if required.
- e) Provide a copy of any Service Agreement or Maintenance Agreement, that the Township would be expected to sign.

6.3 Budget

The Proponent's submission shall include:

- a) Overall project cost exclusive of HST both annually and monthly.
- b) A detailed cost and time breakdown of each major activity identified in the proposal.
- c) Proposals should include a section that identifies for the Township's on-going maintenance or improvement costs.

6.4 Submission Format

- a. Forms to be submitted with the Proposal must be completed in their entirety in hard copy. All entries shall be clear and legible and made in a non-erasable medium and signed in ink.
- b. Submissions may be mailed, couriered or hand-delivered to the appropriate location. Delivery of the Tender through a third-party courier service shall be at the risk of the Proponent and must be arranged in due time for the Tender to arrive at the specified location before the Tender closing time. Failure of a third-party courier to submit the Tender prior to the Tender closing time will result in the disqualification of the Tender, and will be at no fault of the Township.

7. Proposal Evaluation

All submissions must be in compliance with the requirements of the RFP process in order to be considered for evaluation.

All qualified Proposals will be reviewed and evaluated by staff for approval prior to acceptance of the successful Proposal by Council.

7.1 Proposal Selection

For the purpose of evaluation, the following criteria will be utilized to score each Proponent's Proposal.

Category	Description	Points
Experience, Qualifications, Project Management	The Evaluation Staff will consider the Proponent's demonstrated experience on similar projects, key personnel and references where applicable. Proponents should include the features of their services that give them a competitive advantage.	10
Budget and Cost	Materials and cost list. HST must be shown separately. Approach to schedule and cost controls	30
Program Design Concept	Did the concept meet the requirements of the RFP, design approach, overall ease to administrator, ease of use	40
References	List of previous clients/professional references	10
Support Services	What are the hours/days of support, estimated time of call return, can it be done remotely,	10

7.2 Proposal Award Procedure

All Proposals shall be final and binding on the Proponent for a period of 60 (sixty) days from the closing date and may not be altered by any subsequent offerings, discussions, or commitments unless the Proponent is requested to do so by the Township. The Township reserves the right to invite shortlisted responders to an interview as part of the evaluation process.

The Township will notify the Successful Proponent of the award. The Successful Proponent agrees to accept the terms of the RFP document as the work agreement and to undertake work on the program within 10 (ten) business days of the date of the notification of the Award.

The Township reserves the right to reject any or all proposals. The Township also reserves the right to not proceed with the project without stating reason thereof.

GENERAL CONDITIONS

1. Indemnification

The Successful Proponent shall indemnify and hold harmless the Township, its officers and employees from and against any and all liabilities, claims, demands, loss, cost, expenses, damages, actions, suits or other proceedings by whomsoever made, directly or indirectly arising out of the project attributable to bodily injury, sickness, disease, or death or to damage to or destruction of tangible property caused by any acts or omissions of the Proponent, its officers, agents, employees or other persons for whom the Proponent is legally responsible.

2. Occupational Health and Safety Act

The Proponent's attention is drawn to the regulations issued by the Ministry of Labour for the Province of Ontario under the Occupational Health and Safety Act. The Proponent acknowledges that they will comply with the Act, and all applicable regulations related to the contracted work. For construction related agreements, the Proponent agrees to assume the role of the Constructor under said Act as it relates to the completion of this agreement.

3. Freedom of Information

The Township is subject to the Municipal Freedom of Information and Protection of Privacy Act, as amended (MFIPPA) with respect to, and protection of, information under its custody and control. Accordingly, all documents provided to the Township by the Proponent pursuant to this document may be available to the public unless the party submitting the information requests that it be treated as confidential.

Any specific scientific, technical, commercial, proprietary, intellectual or similar confidential information, the disclosure of which could cause them injury or damage may be identified as confidential. Proponents are encouraged to place all such details and information within a separate section of their submission. Complete Proposals are not to be identified as confidential.

4. Accessibility for Ontarian's with Disability Act, 2005

The Proponent's attention is drawn to the regulations within the AODA and acknowledges that they will comply with the Act as it relates to the completion of this project.

5. Cancellation

If the Proponent should neglect to execute the work properly or fail to perform any provision of this Award, the Township, after three (3) business days written notice to the Proponent, may, without prejudice to any other remedy in existence, make good such deficiencies and may deduct the cost thereof from any payment then and thereafter due to the Proponent. Continued failure of the Proponent to execute the work properly shall result in termination of Agreement.

6. Proposal Withdrawal or Replacement

Any Proposal may be withdrawn prior to the scheduled time for Proposal Closing by submitting written notice to the RFP contact. Replacement Proposals are welcome until the Proposal Closing.

7. Disqualification

The Township reserves the right to reject lowest and any or all proposals. Failure of the Proponent to satisfy any term or condition of this RFP may result in the rejection of said Proposal. Further, any incomplete proposals, qualified proposals, proposals not properly signed/dated, proposals received after the closing date/time, proposals completed in pencil, proposals with incomplete calculations, and proposals lacking required information will be rejected as incomplete.

8. Solicitation Of Council Members, Township Staff And Township Consultants

Service Providers and their agents shall not contact any member of the Township Council, unauthorized Township staff or Township consultants with respect to this RFP, other than the Contract Administrator at any time prior to the award of a contract or the cancellation of this RFP.

Should the Service Provider or any of his agents give or offer any gratuity to or attempt to bribe any member of the Township Council, Officers or Servants, the Township shall be at liberty to cancel the contract forthwith or to direct the Township to take the whole or any part of the works out of the hands of the Service Provider under the same provisions as those specified.

No Service Provider may discuss or communicate about, directly or indirectly, the preparation or content of its Quotation with any other Service Provider or agent or representative of any other Service Provider or prospective Service Provider. If the Township discovers there has been a breach at any time, the Township reserves the right to disqualify the Quotation or terminate any ensuing Agreement.

9. Examination of Documents

Each Proponent must satisfy himself or herself by a personal study of the RFP documents, by calculations, and by personal inspection of the site, respecting the conditions existing or likely to exist in connection with the proposed work. There will be no consideration of any claim, after submission of Proposals, that there is a misunderstanding with respect to the conditions imposed by this RFP. Prices must include all incidental costs and the Proponent must be satisfied as to the full requirements of the RFP.



FORM OF PROPOSAL - MAIN

Responders Information

1. Contact Information

Company Name (hereinafter called the "Proponent"): _____

Mailing Address: _____

Email Address: _____

Phone Number: _____ Alt Number: _____

Proponent's Representative: _____

Authorizing Signature, Authority and Title: _____

2. Company Profile

- i. Website: _____
- ii. Years in Service: _____
- iii. Main Products/services: _____
- iv. Main market / Customers: _____
- v. Subcontract – Local (if applicable): _____
- vi. Total Number of Employees: _____
- vii. Number of Employees in Technical/Maintenance Support: _____

3. Attestation

- a) No person, firm or corporation, other than the Proponent, has any interest in this Proposal or in the proposed agreement for which this Proposal is made and to which it relates;
- b) This Proposal is made by the Proponent without any connection, knowledge or comparison of figures, or arrangements with, or knowledge of any other corporation, firm or person making a Proposal for the same service, and is in all respects fair and without collusion or fraud;
- c) No member of the Municipal Council or any other officer of the Corporation of the Township of Bonfield will become interested directly or indirectly as a contracting party without disclosing their interest and otherwise complying with the Municipal Conflict of Interest Act, RSO 1990;
- d) The content and requirements of this Proposal document have been read and understood.
- e) All prices are quoted in Canadian funds.

Date: _____

Signature of Witness: _____ Signature of Authorizing Proponent: _____

Printed names:



Bid Form Pricing Submission - Projects

Quantity	Description	Price
1	Website Platform Build	_____
1	Website Design	_____
1	E-Commerce Capabilities (online payment system capability)	_____
1	Newsletter Signup and Management	_____
1	Event Calendars and Meeting Schedules	_____
1	Tax Calculator	_____
1	Document Repository/Storage	_____
1	RFP/RFQ/Bid Posting	_____
1	Emergency Alerts and Notifications	_____
1	Online Forms and Applications	_____
1	Multilingual Support	_____
Total Proposal Costs		_____

Other Features Offered/Recommended Options/Fees for Service

Qty.	Description	Unit Price
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Note: Please provide additional information on all options quoted to demonstrate the benefit of this feature to the Township of Bonfield.

Dated: _____

Signature: _____