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Questions pertaining to RFP Website Redesign and Implementation
(Updated July 28, 2020)

The following represents a summary of responses
to questions put forward by interested parties.

This list will be updated as questions arise and posted on the village website.

Questions and Responses Provided July 28, 2020

Q: Will faxed or emailed Proposals be accepted?

A: As per Section 1 – Delivery of Proposal, faxed or emailed Proposals will not be accepted.

Q: Will the Village of Sundridge accept Proposals via courier to “Professional Services Website Redesign and Implementation RFP2020-002 Village of Sundridge 110 Main Street PO Box 129, Sundridge ON, P0A 1Z0”

A: As per Section 1, the Village of Sundridge will accept proposals via courier to the above noted address.

Q: What is the anticipated timeline and launch date?

A: As per Section 21, a detailed project implementation schedule must be submitted as part of the Proposal, please provide your anticipated timeline and launch date.

Q: How many users access the site currently?

A: The Village is not able to verify the numbers of visitors to the site, but has approximately five staff members who could be considered users of the website.

Q: Are there restrictions on hosting the site?

A: As per Section 20 – Project Scope, the Village of Sundridge owns and maintains the website www.sundridge.ca, Administered through a third-party provider.

Q: The functional requirements state “Enable integration with applications from related committee, board, or authorities” Could you please elaborate on what these applications are?

A: This refers to links to websites or documents related committees, boards, and authorities.

Q: Can a plugin/integration with a third-party handler suffice for the mailing list subscription management system requirement?

A: A third-party handler could be considered for mailing list subscription management if this requirement is selected.

Q: Does the vendor have to provide municipal website references and project examples or any other vertical would also work?

A: As per Section 22 - Proponents are required to provide an overview of their organization and evidence that they can complete the RFP requirements and provide recent work of a similar scope.

Q: Will you accept US references, or only Canadian references?

A: As per Section 22 - Proponents are required to provide a minimum of three (3) references, which involved work undertaken with similar scope and content in providing the types of services propose in this RFP. Information to include the Company name, contact person, contact details and date completed.

Q: What is the approximate budget for this project?

A: As per Section 18, Pricing to include a total cost for the requested services noted above, with the total anticipated hours required to complete the requested services. In addition, the pricing shall include hourly rates for any additional time required and any annual fees. Pricing to be quoted in Canadian Funds. As per Section 22 – Submission Requirements, Cost Breakdown, the Village of Sundridge is requesting a cost breakdown of both standard and fees that are additional.

Q: Will the project need to be implemented on-site or remotely?

A: As per Section 21 – the Village of Sundridge indicated “Hands on training for select staff on how to use the content management system, including how to write effective content for websites and how to edit website templates”, however, due to the current pandemic we realize on site and face to face interactions may be difficult, alternatives to this will be considered at this time.

Q: Will there be a public opening of the RFP submissions?

A: No public opening will occur due to the COVID-19 pandemic.

Q: Due to the COVID-19 pandemic, is proof of insurance still required?

A: Yes, all insurance requirements set out in the RFP package still apply.

Q: Are you looking for a custom-designed site or would you prefer a template site similar to other townships and municipalities?

A: The Village is seeking a website custom to the needs of the Village, although there may be a format preference based on other sites.

Q: Currently, Sundridge uses ASP.net. Would the municipality be open to a more efficient CMS?

A: Proposals submitted should outline CMS platform.

Q: How many pages are currently on the site?

A: Please see www.sundridge.ca

Q: What level of AODA compliance is the site required to meet?

A: Level of accessibility must meet legislated requirements and guidelines.

Q: Online surveys and poles – Is this an integration with a third-party survey application, or are you looking to be able to create and add surveys online for users to access and complete on the website itself?

A: The Village would like the option to create/add surveys.

Q: Do you require 24/7 technical support, or are you looking for support during regular business hours?

A: As per Section 21, proposal should provide details on your available options

Q: Reporting System – Are you looking for something particular, or will Google analytics suffice?

A: Proposals submitted should outline reporting system.

Q: Training – Does any staff member have experience with Content Managed Systems?

A: Staff require training on all aspects of website.

Q: The RFP references reusing some of the content. Can you provide any comment on whether the new site will have approximately the same amount of content?

A: As per Section 22, please provide a cost breakdown for all available options.

Q: Can you provide details on how many forms will need to be fillable or online forms?

A: Currently the Village of Sundridge has approximately 6-8 forms, however, the cost of the fillable forms will be part of the review process. As per Section 22, please provide a cost breakdown detailing available options.