



**RFP2020-002  
PROFESSIONAL SERVICES  
WEBSITE RE-DESIGN and IMPLEMENTATION**

---

**1. Delivery of Proposal**

**Proposal Closing:** August 5, 2020 at 12:00 p.m. local time.

Prior to submitting a Proposal, read the entire solicitation, including contract terms and conditions, all addenda, any other documentation supplied by the Village for information purposes. Failure to read any part shall not relieve the proponent of its contractual obligations.

Clearly address the Proposal envelope to the Deputy Clerk as follows:

**“Professional Services  
Website Re-Design and Implementation”  
RFP2020-002  
c/o Village of Sundridge  
110 Main Street, PO Box 129  
Sundridge, ON P0A 1Z0**

Include the Company Name and return address information on the outside of the Proposal package.

Faxed or emailed Proposals will not be accepted. Proposals must be received in a sealed envelope or container on or before the stated closing date and time.

**Please contact the office for confirmation of the delivery process.**

Any Proposal delivered after the closing date and time, for any reason, shall not be accepted or considered and shall be returned to the proponent unopened.

The proponent is solely responsible for ensuring the Proposal is received on time and at the Village Office. The Village staff will record the date and time the Proposal was delivered to the Village Office.

In the event that an emergency, labour disruption or inclement weather forces the suspension of services of the Village Office, by closing of the office, the Proposal shall become due on the next business day at 12:00 p.m. local time after the original closing date.

## **2. Inquiries**

All communications concerning this Proposal shall be received by email and directed to the Village contact:

Christine Hickey  
Deputy Clerk  
[chickey@sundridge.ca](mailto:chickey@sundridge.ca)

Telephone inquiries will not be responded to.

No person other than the above named person or their authorized representative is authorized to speak for the Village with respect to the Proposal. A proponent who seeks to obtain information, clarification or interpretation from another Village official employee is advised that such material is used at the proponents own risk and the Village shall not be bound by any such representations.

No verbal arrangement or agreement, relating to the goods, materials, supplies, equipment, services and construction of specified or called for under this document will be considered bonding and every notice, advice or other communications pertaining to it shall be in writing.

## **3. Addenda to the Request for Proposal**

Changes to the Proposal shall only be done by formal written addendum issued by the Clerk/Deputy Clerk. The Village reserves the right in their sole discretion to amend this Proposal any time prior to the closing date and time.

It is each proponent's ultimate responsibility to ensure all addenda have been received prior to submission of their Proposal or, in any event, prior to the close of the Proposal, as a Proposal cannot be amended or withdrawn following close of the Proposal, for any reason.

## **4. Acceptance or Rejection of Proposal**

The bidder agrees that the awarding of the contract based on this Proposal by the Village of Sundridge ("Village") shall constitute an acceptance of this Proposal and the Proposal shall represent the formal contract and agreement between the Village and the Bidder.

The Village reserves the right to reject any or all Proposals or to award the contract to someone other than the Bidder submitting the lowest Proposal, or to award the Proposal in part or whole, as in the Village's opinion may be in the best interest of the Village of Sundridge.

## **5. Disqualification of Proposal**

A Proposal may be disqualified if:

- a) The Proposal is received after the appropriate time for the closing of the Proposal.
- b) The Proposal is incomplete, illegible or obscure, or contains additions, qualifications, erasures or irregularities of any kind.
- c) The Proposal is received on other than the Form of Proposal supplied.
- d) The Proposal is not properly signed and sealed.

## **6. Cost of Responding to this Proposal**

All costs directly or indirectly incurred by the proponent in responding to this Proposal shall be at the sole cost of the proponent.

## **7. Insurance**

The successful proponent shall submit the required insurance certificate within seven (7) calendar days of award notification. The following insurance coverage is mandatory:

The Proponent shall, at the Proponent's own expense, provide the Village with the following Insurance prior to the commencement of any Contract:

- (a) Comprehensive general liability for an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence.
- (b) Standard automobile insurance for all vehicles owned, licensed, or leased by the successful Proponent for an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence.
- (c) Professional Liability Insurance (Errors & Omissions) by the successful Proponent for an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence. Such insurance shall provide coverage for all errors and omissions made by the professional in the rendering of, or failure to render, professional services in connection with this agreement. Upon completion of the work the policy shall remain in force for twelve (12) months.

Certificates of Insurance, naming the Village of Sundridge as an additional insured, shall be supplied to the Village evidencing that the above insurance is in force, and Proponent will endeavor to provide the Village with thirty (30) days written notice prior to any cancellation or material change to the policies.

**8. Indemnification**

The Proponent agrees to indemnify and hold harmless the Village (including any of its bodies, agencies, councils, and associations, and their servants, agents, officers, directors, elected officials, successors, assigns, employees and personal representatives and each of them) from and against any loss resulting from negligence, claim, demand, damages, liability, and costs and permitted assigns. This provision shall survive termination of this Contract.

**9. Responsibility**

The successful bidder shall assume financial responsibility for loss or damage to their equipment while performing work covered by this Proposal and personal injury sustained by themselves or workers employed by the bidder engaged in this work. The successful bidder shall be responsible for any damage to property or services arising out of the performance of the work covered by this Proposal, and shall indemnify and save harmless the Village from all claims arising out of performance of said work.

**10. Assignment of Contract**

The bidder shall not assign, transfer or sublet the contract or any part thereof.

**11. Accessibility for Ontarians with Disabilities Act (AODA)**

Prior to the commencement of any work under this contract the successful proponent shall furnish evidence of compliance with the Accessibility for Ontarians with Disabilities Act, 2005 requirements.

Pursuant to the AODA the Proponent shall ensure that employees, agents, volunteers, or others for whom it is responsible, receive training about the provision of the goods and services contemplated herein to persons with disabilities. Such training shall be provided in accordance with the AODA. The Proponent shall submit to the Village upon request, documentation describing its customer service training policies, practices and procedures, and a summary of the contents of training, together with a record of the dates on which training was provided and the individual to whom the training was provided.

The Village reserves the right to require the Proponent to amend its training policies, practices and procedures to be in compliance with the regulation.

**12. Health and Safety and WSIB**

The successful Proponent is required to conform with the Occupational Health and Safety Act as it relates to the performance of the contract. In addition, the

successful Proponent will be required to supply the Corporation with a valid Clearance Certificate issued by the WSIB, or if applicable, a letter from WSIB verifying independent Operator's status.

Failure of the Proponent to comply with any and all relevant safety legislation may result in the immediate suspension or termination of this Contract.

### **13. Termination**

The Contract may be terminated, in whole or in part, without further obligation, liability or expense of any kind under the following conditions:

- a) Should the Proponent be adjudged bankrupt, or become insolvent, the Village may, without prejudice to any other right or remedy the Proponent may have, terminate the Agreement by giving the Proponent or their receiver or their trustee in bankruptcy, written notice;
- b) At any time upon notice for a major breach of the terms of this Contract by the Proponent;
- c) At any time following the failure of the Proponent to remedy, repair, or correct any deficiency or defect upon receiving written notice from the Village;
- d) Upon thirty (30) days' written notice to the Proponent from the Village during the term of this Contract, whereupon the Village shall pay to the Proponent any fees and expenses due to the effective date of cancellation but not thereafter; and
- e) As otherwise provided in the Contract.

The Village's rights of termination shall be in addition to any other rights or remedies it may have in law, in equity, or under this Contract.

### **14. Deletion from Contract**

The Village reserves the right to delete any portion of the work from the contract should it be deemed in the interest of the Village to do so.

### **15. Restricting Statements**

The bid must not be restricted by a statement added to the Proposal Form or a covering letter or alterations to the Proposal Form provided. The Village shall be entitled to, and reserves the right, to ignore such restrictions or alterations. Adjustment by letter to a Proposal already submitted will not be considered. A bidder desiring to make adjustments to a Proposal must withdraw the Proposal and/or supersede it with a later Proposal submission.

The Village reserves the right to conduct discussions with any proponent that submitted a Proposal to assure full understanding of the Proposal submitted.

**16. Payment and Holdback**

The Village will endeavor to make payment within thirty (30) days after receipt of an approved invoice. Where there is a question of non-performance involved, payment in whole or in part will be withheld.

The successful proponent shall submit an itemized bill to the attention of the Treasurer of the Village of Sundridge including dates, hours of work and task completed upon completion of work.

No payment will be made for the time spent on repairs to the successful proponent's equipment.

**17. Locations**

The Municipal Administration Office is located at 110 Main Street, Sundridge, ON P0A 1Z0

**18. Form of Proposal**

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.

The Certification Form, Appendix B must be signed, with the signature of the bidder or a responsible official of the organization bidding and included in the Proposal submission.

The quoted price in Canadian Funds, Applicable taxes shall be shown as separate line items in the quoted price.

## **19. Deliverables**

The Village of Sundridge is seeking to engage the services of a website design company to redesign, the current website [www.sundridge.ca](http://www.sundridge.ca).

The Village is looking for a fresh modern website that is both appealing and user friendly to the public and staff. The updated website should be mobile friendly, have excellent user experience capabilities, be personal and designed with search engine optimization in mind. Usability on various platforms must be transparent as possible.

The Village is looking for a proponent that can guide the Village through the creation of an updated website. While we fully expect to be responsible for populating content on the website, we do require guidance on the process as a whole. The expectation is that the successful Proponent will take responsibility for everything else. Proposals shall include a detailed account of the intended work to be delivered and make the website project a success within budget and timelines.

## **20. Project Scope**

The scope of this project is to design and implement a municipal website and Content management system that will allow modifications and maintenance of the site by non-technical staff.

The services to be obtained by this RFP are expected to include analysis, information architecture and content-style design, implementation, including conversion of content form the current website and the addition of interfaces to application currently on the Village website.

The Village owns and maintains [www.sundridge.ca](http://www.sundridge.ca), and uses a third party information technology support company for hardware, server requirements and maintenance. The successful bidder will be expected to work closely with the Village's IT provider to ensure a compatible and reliable website format.

Staff training and as needed ongoing technical support for problem resolution, software updating, and assistance with the integration of future applications.

The design shall be a collaboration of ideas from the Village and the Proponent. Additions to the preset website include interface with social media platforms.

## **Functional Requirements**

The new website may include, but not limited to:

- Selected information from the current website;
- Enable integration with applications from related committee, board or authorities;
- Meet AODA standards for accessibility;
- Search functionality;
- Visually appealing – including a mix of text, photos and graphics;
- Continuity throughout the pages, common theme and consistent design;
- Calendar of events, including announcements, meeting dates;
- Online Surveys/polls;
- Mailing list subscription management system with the ability to collect; subscriber information and email addresses, send newsletter and notices;
- Ability to maintain website in-house (staff must be able to post and remove information in a variety of formats);
- Proponent available for technical support;
- Offer mobility compatibility;
- Optimal load time;
- Integration with social media platforms;
- Online fillable forms;
- Alert banners for general and emergency information;
- Online Business Directory.

## **Content Management System**

This portion of the design must be open and robust so that users of various skill or technical levels can alter content within their prevue without risking security of alteration of other site content or layout. Content management should be straightforward and not overly detailed in order to accomplish tasks.

## **Reporting System**

The new website should include reporting tools to track various statistics and trends regarding website features.

## **21. Key Deliverables**

- Consultation with Village Staff;
- A detailed project implementation schedule including contingency plans;
- Frequent project meetings to communicate status and responsibilities;
- Template design concepts, with the ability for revisions;
- Technical Services required to build the website, content management system, and website functionality;



- 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;
- Service Agreements detailing service level agreements, support details, costs for future assistance, and annual fees.

## **22. Submission Requirements**

### **Qualification and References**

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.

The Proponent overview to include:

Full Legal name

Year Firm was established

Number of Employees

### **Member Qualifications**

Proponents must provide a complete list of the personnel that will be available to the Village for the project, including a summary of their responsibilities.

### **Proponents' References**

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.

### **Cost Breakdown**

Price to include standard options and fees for additional add on items as noted in Functional Requirements.

**23. Evaluation Criteria**

All proposals received will be reviewed and rated based on indicated criteria. While cost will be a consideration, it will not be the sole deciding factor in the selection process. The Village shall be the sole judge, in accordance with the provisions of this RFP. No correspondence shall be entered into regarding the evaluation of any proposal or its comparison to other proposals received.

Evaluation Criteria	Weighting Factor
Project Plan Project Team Project Work Plan Quality Assurance	30%
Vendor Qualifications and References Vendor Profile Client or Project References	20%
Cost Proposal	50%

In the evaluation process, all responses received by the submission dates will be reviewed. Some of the responses may be eliminated from consideration and a short list of preferred Proponents may be established.

# Proposal Form

## Certification Professional Services Website Re-design and Implementation

Failure to complete, sign and submit this certification, with the Proposal package, may disqualify this Proposal.

I/We \_\_\_\_\_ (Legal Company Name)

of \_\_\_\_\_ (Business Address)

\_\_\_\_\_  
(Telephone Number)

\_\_\_\_\_  
(Fax Number)

\_\_\_\_\_  
(Email Address)

Having examined and read the Proposal documents for RFP2020-002 – Professional Services – Website Re-Design and Implementation, as issued by the Village of Sundridge, do hereby bid and agree to provide the services in accordance with the Proposal documents, and do hereby agree to accept the terms and conditions set out in this request for Proposal.

Executed this \_\_\_\_\_ day of \_\_\_\_\_, 2019

\_\_\_\_\_  
(Signature of Authorized Representative)

\_\_\_\_\_  
(Name and Title of Authorized Representative, Please Print)

The information collected on this document will be used for the purposes allowed under the authority of the Ontario Municipal Act. The personal information that you provide may be made public, subject to the provisions of the Municipal Freedom of Information and Protection of Privacy Act.

Questions regarding the collection and use of this information can be directed to the Clerk Administrator for the Village of Sundridge, 110 Main Street, PO Box 129, Sundridge, Ontario P0A 1Z0 (705-384-5316)

