



Town of Creston
REQUEST FOR PROPOSAL

For

WEBSITE DESIGN AND DEVELOPMENT

Proposal submissions marked “Website Design and Development” will be received at the Town of Creston:

To the attention of:
Town of Creston
c/o Kirsten Dunbar, Corporate
Officer
PO 1339
238-10th Avenue North
Creston, BC V0B 1G0
kirsten.dunbar@creston.ca

(“Submission Location”)

On or before 2:00 pm local time on December 19, 2022
(“Closing Date and Time”)

RFP documents may be obtained from the Town’s website or BC Bid. Proponents are required to check the Town’s website and BC Bid for any updated information and addenda before the closing date.

The Town reserves the right to accept or reject any or all proposals and will not be responsible for any costs incurred by the proponents in preparing a response.

Should there be any discrepancy in the information provided, the Town’s original file copy will prevail. Proposals will not be opened in the public.

Kirsten Dunbar
Corporate Officer
Town of Creston

Date of Issue: November 28, 2022

TABLE OF CONTENTS

1.0 General information	3
1.1 Request	3
1.2 Terminology	3
2.0 Instructions to Proponents	4
2.1 Review and Interpretation of Proposals	4
2.2 Inquiries and Clarifications	4
2.3 Non-Solicitation	4
2.4 Addenda	4
2.5 Omissions or Discrepancies	4
2.6 Proposal Requirements	5
2.7 Modification or Withdrawal of Proposals	5
2.8 Opening of Proposals	5
2.9 Sub-Contracting	5
2.10 Insurance	5
2.11 Registration with WorkSafe BC	5
3.0 Submission Requirements for Proposal	6
3.1 Mandatory Requirements	6
3.2 Content	6
3.3 Presentations	6
3.4 Signatures	6
3.5 Delivery	6
3.6 Prices	7
3.7 Proposal Validity	7
4.0 Evaluation and Selection	7
4.1 Evaluation of Proposals	7
4.2 Selection	7
5.0 Terms and Conditions of RFP	8
5.1 Acknowledgement	8
5.2 Preparation of Proposal	8
5.3 Conflict of Interest	8
5.4 Interpretation	8
5.5 No Claim	8
5.6 Not a Tender	8
5.7 No Obligation to Proceed	8
5.8 Town’s Reservations	9
5.9 Applicable Law	9
5.10 Freedom of Information and Protection of Privacy Act	9
Schedule 1 Specifications of Required Services	10
Schedule 2 Proposal Submission Form	13

1.0 GENERAL INFORMATION

1.1 Request

The Town of Creston (“Town”) is requesting Proposals from qualified consultants (the “Proponent”) with expertise in website design and development for the provision of Website Design and Development for the Town of Creston.

Proponents with proven experience and expertise in the provision of website design and development are invited to submit Proposals setting out how they propose to meet the goals, objectives, and other requirements of this RFP. The goal is to receive Proposals that meet or exceed the mandatory requirements of this RFP, evaluate the submitted proposals and form an agreement for the execution of the services laid out herein.

The Town intends to award a Proponent who submits a Proposal which represents the best overall value to the Town.

1.2 Terminology

The following terms will apply to this RFP:

“Town” means the Corporation of the Town of Creston;

“Closing Date and Time” means the date and time provided on the cover page of this RFP;

“Contract” means the written agreement resulting from this RFP;

“Proponent” means an individual, Supplier or company that submits or intends to submit, a proposal in response to this RFP;

“Proposal” means a submission by a Proponent in response to this RFP;

“RFP” means this Request for Proposals;

“Specifications” means the description of the goods or services to be procured set out in Schedule 1;

“Submission Location” means the address provided on the cover page of this RFP and;

“Successful Proponent” means the Proponent selected by the Town.

“Consultant” means the Successful Proponent who enters into the Contract with the Town.

2.0 INSTRUCTIONS TO PROPONENTS

2.1 Review and Interpretation of Proposals

Each Proponent is solely responsible for examining all the RFP documents, including any addenda issued during the RFP period and for independently informing itself with respect to any and all information contained therein, and any and all conditions that may in any way affect the Proposal before the Proposal is submitted.

2.2 Inquiries and Clarifications

All questions and requests for clarification relating to the RFP (*Request for Proposal*) will be directed to Kirsten Dunbar, Corporate Officer, at (250) 428-2214 (210) or kirsten.dunbar@creston.ca, email is the preferred method of contact.

2.3 Non-Solicitation

Proponents and their agents will only contact the Town representatives listed in this RFP and will not contact any other staff members or members of the Town Council with respect to this RFP at any time prior to the award of a Contract or the termination of the RFP. The Town may reject the Proposal of any Proponent that makes any such contact.

2.4 Addenda

The Town reserves the right to modify the terms of the RFP at any time at its sole discretion up to the Closing Date and Time. Written addenda are the only means of varying, clarifying or otherwise changing any of the information contained in this RFP. It is the sole responsibility of the Proponent to thoroughly examine these documents and satisfy itself as to the full requirements of this RFP. If required, an addendum will be published on the following websites:

- a) BC Bid:
<https://new.bcbid.gov.bc.ca/page.aspx/en/usr/login?ReturnUrl=%2fpage.aspx%2fen%2fbuy%2fhomepage>
- b) Town's website: www.creston.ca

Upon submitting a proposal, Proponents will be deemed to have received notice of all addenda that are posted on the Town's website and BC Bid and deemed to have considered the information inclusion in the Proposal submitted. The Town, its agents and employer will not be responsible for any information given by way of oral or verbal communication

2.5 Omissions or Discrepancies

Should a Proponent find discrepancies in, or omissions from the RFP, or should they be in doubt as to their meaning, they should at once notify the Town who may send a directive to all Proponents. No oral interpretations will be made to any Proponent as to the meaning of any part of the RFP Documents. Every request for an interpretation will be made in writing and submitted to the Town.

2.6 Proposal Requirements

For a Proposal to be considered responsive, it must meet all requirements described in Section 3.0.

2.7 Modification or Withdrawal of Proposals

Modification to Proposals already submitted will only be allowed if submitted in writing prior to the Closing Date and Time unless requested by the Town for purposes of clarification.

Submitted Proposals may be withdrawn by written notice provided such notice of withdrawal is received prior to the Closing Date and Time.

2.8 Opening of Proposals

Proposals will NOT be opened in public. Proposals may be opened by the Town at any time after the Closing Date and Time.

2.9 Sub-Contracting

Using a Sub-Consultant (who should be clearly identified in the Proposal) is acceptable. This includes a joint submission by Proponents having no formal corporate links. However, one of these Proponents must be prepared to take overall responsibility for the successful interconnection of the two product or service lines, and this should be defined in the Proposal. Sub-contracting to any firm or individual whose current or past corporate or other interests may, in the Town's opinion, give rise to a conflict of interest in connection with the services will not be permitted. This includes, but is not limited to, any firm or individual involved in the preparation of this RFP. Where applicable, the names of approved sub consultants listed in the Proposal will be included in the contract. No changes or additions to the list will be permitted without the written consent of the Town.

2.10 Insurance

Where required, the Successful Proponent will, without limiting its obligations or liabilities, and at its own expense, provide and maintain liability insurance in a form acceptable to the Town and provide proof of coverage to the Town upon request.

2.11 Registration with WorkSafe BC

The Successful Proponent and any approved sub-consultants must be registered with *WorkSafeBC*, in which case *WorkSafeBC* coverage must be maintained for the duration of the contract. Prior to receiving any payment, the Consultant may be required to submit a *WorkSafeBC Clearance Letter*, indicating that all assessments have been paid. The Consultant will abide by all provisions of the *Workers Compensation Act of British Columbia*.

3.0 SUBMISSION REQUIREMENTS FOR PROPOSAL

3.1 Mandatory Requirements

All requirements described in this Section 3.0 are mandatory requirements and must be met for a Proposal to be considered responsive.

3.2 Content

Each proposal must contain:

- 1) A completed and signed Proposal Submission Form as per Schedule 2.
- 2) An executive summary including an overview and summary of how your company will assist the Town in achieving the goals outlined in this RFP.
- 3) A proposed methodology that summarizes the technical approach and steps required for completing the work, with a focus on the Town's requirements as laid out in Schedule 1 including a summary of features, functionality, and design.
- 4) A proposed schedule summary that highlights the key features of the Proponents proposed timeline.
- 5) Additional information may be included to complement other elements of the Proposal. The inclusion of additional information is optional and should be relevant to the work.
- 6) A budget table that includes:
 - Development and implementation of website services;
 - Additional services not considered in the scope of the work; and
 - Annual service fees, including:
 - Total first-year cost (combined one-time fees and first-year annual fees); and
 - Annual fees – (3-year schedule).

3.3 Signatures

The Proposal Submission Form must be signed by an authorized representative of the Proponent.

3.4 Delivery

Proposal submissions must be received by the Town before the Closing Date and Time at the Submission Location.

Proposals submitted by mail must be posted in sufficient time to be received by the Town prior to the Closing Date and Time.

Proposals submitted electronically must be completed and submitted, no later than the RFP Closing Date and Time. The RFP Closing Date and Time will be determined by the email system web clock. Proposals submitted electronically must be submitted via email to kirsten.dunbar@creston.ca. Email submissions must not exceed 100MB in total file size.

Late proposals will not be accepted.

3.5 Prices

All prices must be in Canadian funds for the entire services described in Schedule 1 with options shown separately, where permitted. Net price will be shown on the Proposal Form with GST and PST shown separately. All other taxes, levies, and fees must be included in the net price.

3.6 Proposal Validity

Proposals should remain open for acceptance for at least 90 days after the closing date to provide the Town with sufficient time to evaluate the Proposals and award a contract.

4.0 EVALUATION and SELECTION

4.1 Evaluation of Proposals

Proposals will first receive a preliminary evaluation to determine if they meet all submission requirements described in Section 3.0. Proposals determined to not meet the submission requirements will be deemed unresponsive and not evaluated further, subject to the Town's right to waive minor deficiencies.

No totals, weights, prices or scores will be provided to any Proponent.

The Town may elect to short list some of the Proponents and require short listed Proponents to provide additional information or details. This information would be incorporated to complete the evaluation.

Responsive Proposals will be evaluated and scored on the following basis:

Evaluation Criteria	Maximum Points Possible
PROPONENT'S QUALIFICATIONS	70
Understanding of the project	10
Proposed methodology	25
Proposed schedule	10
Features, functionality, and design	25
FINANCIAL OFFERING	30
Cost to the Town	30
TOTAL	100

4.2 Selection

The Proponent with the highest score will be invited to enter into a Contract containing terms and conditions substantially in the form set out in Schedule 4. If the invited Proponent fails to enter into the Contract in a reasonable period, the next highest-scoring Proponent will be invited to enter into the Contract, and so on.

5.0 TERMS AND CONDITION OF RFP

5.1 Acknowledgment

By submitting a Proposal, each Proponent acknowledges that it has read, understood, and agrees to be bound by all terms and conditions contained in this Section 5.0.

5.2 Preparation of Proposal

All Proponents will be solely liable for all costs incurred in the preparation of proposals in response to this RFP. This RFP does not commit the Town to award a contract, to pay costs incurred in the preparation of a proposal or to contract for the goods and/or services offered.

5.3 Conflict of Interest

By submitting a Proposal, the Proponent warrants that neither it nor any of its officers or directors, or any employee with authority to bind the Proponent, has any financial or personal relationship or affiliation with any elected official or employee of the Town or their immediate families which might in any way be seen by the Town to create a conflict.

5.4 Interpretation

In the case of any inconsistency or conflict between the provisions of the RFP, the provisions of such documents and addenda thereto will take precedence in governing in the following order: 1) Addenda, 2) RFP, 3) all other documents referenced in RFP.

5.5 No Claim

Except as expressly and specifically permitted in this Request for Proposal (RFP) no Proponent will have any claim for any compensation of any kind whatsoever, relating to this RFP and by submitting a Proposal each Proponent will be deemed to have agreed that it has no claim.

5.6 Not a Tender

This is a Request for Proposal and not a tender call or call for quotations. No contractual, tort or other legal obligations are created or imposed on the Town or any other individual, officer or employee of the Town by the Request for Proposal documentation or by submission or consideration of any proposal by the Town.

5.7 No Obligation to Proceed

Though the Town fully intends at this time to proceed through the RFP, in order to select the services, the Town is under no obligation to proceed to the Contract, or any other stage. The receipt by the Town of any information (including submissions, ideas, plans, drawings, models, or other materials communicated or exhibited by any intended Proponent, or on its behalf) will not impose any obligations on the Town. There is no guarantee by the Town, its officers, employers, or managers that the process will be initiated by the issuance of this RFP will continue, or that this RFP process or any RFP process will result in a contract with the Town for the purchase of goods or services.

5.8 Town's Reservations

The Town reserves the right to:

- a) amend, cancel, delay, suspend, terminate, or withdraw this RFP at any time;
- b) re-advertise the RFP or to commence a new procurement process in any other form;
- c) after the Closing Date and Time, to not evaluate any Proposal;
- d) waive any minor defect or minor irregularity in a Proposal;
- e) after evaluation of Proposals has been performed, to not award the RFP to any Proponents ; and
- f) amend or negotiate terms of the agreement including contents of Schedule 1 with one or more Proponents.

5.9 Applicable Law

The law applicable to this RFP will be the law in effect in the Province of British Columbia. Except for an appeal from a British Columbia Court to the Supreme Court of Canada, no action in respect to this RFP will be brought or maintained in any court other than in a court of the appropriate jurisdiction of the Province of British Columbia

5.10 Freedom of Information and Protection of Privacy Act

Information received by the Town will be held in confidence and will become the property of the Town. The Town is however, bound by the provisions of the Freedom of Information and Protection of Privacy Act, and all parties are advised that submissions will be treated as public documents and their contents disclosed if required to do so, pursuant to the Act.

Schedule 1 SPECIFICATIONS OF REQUIRED SERVICES

Background

The Town seeks to update its website to enhance the user experience, simplify content management, and provide citizen-centric information and customer service to its community while meeting high standards for design quality and visual appeal. A key objective of the new website is to enable users to conduct Town business online, (e.g., pay for services, apply for services, access services).

The Town seeks the assistance of an experienced company that can accomplish the goals of the Town with all the functionality identified in this RFP and the capability of integrating additional features and functionality that may be identified in the future. The experienced company should have a team of experts, who understand local government, to help us achieve our vision. The Town places a high level of priority on cyber-security and requires external hosting.

The URL is:

- Town of Creston - www.Creston.ca

Project Details

Website Design:

- Design a modern home page with professional design standards applied with a menu structure, as found on www.kelowna.ca
- Two subsidiary pages to the development of the entire website.
- Should have an intuitive design, logical menus and follow brand standards.
- Should be compatible with all common browsers and have a mobile version.
- Will have a user-friendly content management system (CMS).

Website Content:

- Content migration will be performed by the Town of Creston. Design is only for the home page, menu functionality and subsidiary page layout.

Website Functionality and Desired Features:

- All the current website functionalities should be present within the new site.
- Approval Rights – allow system administrators to establish specific rights and capabilities for internal staff to update content based upon role they have in updating the website.
- Automatic expirations – the ability to set a date for content to automatically expire.
- Department home pages – ability for departments to have dedicated pages within the site that follow the same design as the other interior pages.
- E-communication / e-newsletter platform. Include the ability to subscribe to various distribution lists and updates (news releases, bids/tenders, job postings) through email and/or RSS feeds.

Website Functionality and Desired Features (cont'd):

- Emergency alert header / ticker.
- Include a visual feature for tracking Town projects in the community.
- Include integration of existing products, including eSCRIBE (agenda and meetings portal), and allow for future integrations including ESRI (GIS mapping), and Iframes or similar web/HTML elements.
- Online Fillable Forms – ability to create unlimited customizable forms, track and export results, include the ability for the user to attach images and documents.
- Online Job Postings and Application – a straightforward solution for candidates to apply to open career opportunities through the website. This could resemble an online fillable form where applicants can attach documents in PDF form and answer required screening questions. Include option for automatic expiry to communicate the status of the job opportunity. The application and attached documents should be exported in a clean format through assigned email.
- Online Payments - Ability to accept secure online transactions.
- Provide website analytics such as sessions, users, page views, bounce rate, location, and referrals over various time periods.
- Reminders – notification for content publisher to review stale pages and make necessary updates.
- Sharing Capability - Links to share content via email and social media.
- Sitemap and Breadcrumbs - Automatically generated and updated sitemap and breadcrumbs.

Ongoing Services

- Continuing Service and Support
- Hosting and Security
- DDoS Mitigation

Website Launch and Support:

- Provide timeframe of length of support after website launch to assist with bugs, fixes, etc.
- Provide training for key staff in managing and editing content.
- Provide comprehensive user guides for updating, maintaining and administering sites.

Project Schedule

The project will commence in January 2023 and should be complete July 1, 2023.

Schedule 2 PROPOSAL SUBMISSION FORM



TOWN of CRESTON

PROPOSAL SUBMISSION FORM

Town of Creston
REQUEST FOR PROPOSAL
No. RFP-2022-07

Website Design and Development

Submitted by: _____
(firm name)

1.0 Description and Price

All Rates submitted will be in Canadian funds for the services described in Schedule 1 and;

- Inclusive of all costs
- Applicable taxes to be shown separately

Town of Creston	
Quoted price for Design and Development	\$
Disbursements (to be detailed in proposal)	\$
Total Proposal Price (excluding applicable taxes)	\$
Applicable GST	\$
Applicable PST	\$
Total Proposal Price (including applicable taxes)	\$
Hourly rates for maintenance, support, and changes	\$
Ongoing licensing, hosting and maintenance costs per year	\$

Proponent will submit additional pricing information as an attachment including rate information and terms.

2.0 Period of Acceptance of Proposal

The quoted price will remain firm to this date: _____

3.0 Locations

3.1 Head Office

Address:	
Phone:	
Fax:	
Website, Email:	

3.2 Local Office (if different from Head Office)

Address:	
Phone:	
Fax:	
Website, Email:	

4.0 Value Added

Proponents are to provide information on what makes your firm innovative, what is your competitive advantage, and what other services and value added your firm provides that would assist or be of benefit to the Town:

- Add as an attachment.

5.0 References

Please provide four (4) references, three (3) or more will be a municipal or government office, that the Town may contact to verify successful performance of services with which you are currently or have recently provided which are similar to that which you are proposing.

Company for whom the service was Provided	
Basic Job Description	
Reference Contact	
Telephone and Email	
Date of services provided	

Company for whom the service was Provided	
Basic Job Description	
Reference Contact	
Telephone and Email	
Date of services provided	

Company for whom the service was Provided	
Basic Job Description	
Reference Contact	
Telephone and Email	
Date of services provided	

Company for whom the service was Provided	
Basic Job Description	
Reference Contact	
Telephone and Email	
Date of services provided	

Proponents may submit additional information on references as an attachment.

6.0 Addenda

We acknowledge the receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal:

Addendum No.	Date Issued	Date Received

7.0 Authorization

We hereby submit our Proposal for the services described in this RFP and confirm that price, and other information contained in this Proposal are correct, and that the signature(s) below are those of duly authorized officer(s) of the Proponent having the authority necessary to make this Proposal.

Company Name	
Street Address	
City, Province, Postal Code	
Tel No.	
Fax No.	
Email	
GST Registration No	
Name and Title (please print)	
Signature	