



The Corporation of the City of Rossland

WEBSITE RE-DESIGN & DEVELOPMENT

Request for Proposal (RFP) Requirements & Guidelines



1.0 Project Overview

The purpose of this Request for Proposal is to solicit submissions from qualified consultants to undertake the re-design and development of the City of Rossland's website. Proponents will be evaluated on their experience, technical expertise, project methodology, schedules and fees to provide the goods and services for this project.

The intent of the new website is to provide improved services and access to information for public and private users. It should reflect our corporate and community principles and values, promote transparent and accountable government and civic literacy, promote business retention and investment, encourage tourism within Rossland, provide eGovernment tools including, but not limited to: eNewsletters, eCommerce applications, online permitting, facility reservations, fillable forms, questionnaires, web based forums, RSS feeds.

Three (3) copies of the proposal are to be delivered, no later than September 30, 2009 at 4:30 pm (local time) to:

Stacey Lightbourne, Assistant Planner
City of Rossland
1899 Columbia Avenue
Box 1179, Rossland, B.C. V0G 1Y0

2.0 Current Website

The purpose of the City of Rossland website is as a communications tool between the City and residents, businesses, and organizations. Current functions of the website include:

- Content management system (FilePro, iWeb)
- News section
- Weather report section/link
- Calendar of Events
- Quicklinks
- Agenda/Minutes and other documents available via FilePro
- Reporting functions (pages visited, etc.)
- Individual administrative privileges for site administrators
- Searching



3.0 Scope of Work

The successful bidder will provide a comprehensive website solution that demonstrates a keen understanding of the challenges and opportunities of presenting current, local government information, providing service to businesses, citizens, and visitors and engaging the community.

The proposal should, at minimum, include current functionality and identify the available:

- content management system (including software requirements, indicate whether proprietary or open source)
- communications tools (web forums, RSS feed, emergency information, custom notifications, etc.)
- eGovernment tools (document library, agenda and minutes, eCommerce and ePermits, forms, etc. – indicate compatibility or requirements to integrate with the City financial software – MAIS)
- website security for financial and other online transactions
- search functions and capabilities
- design solution / options
- ability to change website architecture / navigation pages, publishing control over documents and content
- compatibility with multiple web browsers
- future ability to integrate audio/video/flash
- photo gallery/submission
- printer friendly / 'E-mail this page' options
- citizen services (calendar, directory, FAQs, facility information, etc.)
- hardware and software requirements – including hosting options and upgrades
- customer support (City of Rossland)
- staff training
- hosting and file hosting (identify whether it would via City owned hardware, website designer or 3rd party provider – if hosted indicate where servers are physically located)
- software and website design module updates / upgrades
- upfront and annual costs

The scope of work is intended to define the work activities as accurately as possible. The Proponent is encouraged to use innovation when developing its proposal and propose revisions or alternatives that are considered to be beneficial to the project.



4.0 Deliverables

The project will be a complete re-design and development of the City of Rossland's website. The key deliverable for this project is a website that addresses the needs of the organization and the public. The consultant is expected to thoroughly review all project requirements and to provide an innovative and modern website based on these.

5.0 Proposal Requirements

Only complete submissions will be accepted. Partial submissions will not be considered. Submissions may be revised by written amendment, delivered to the location set out for delivery of submissions, before the closing date.

Should the consultant include additional items beyond the scope of the project, they should be recommended in their proposal. The consultant is to cost these additional items separately.

5.1 Requirements of the Consultants Proposal

The proposal is to include the following:

- letter of introduction, including name and address of Proponent and details of potential partnerships and business agreements contemplated for the project;
- the Proponent's understanding of the study requirements, and the work required to address the "Scope of Work";
- the Proponent's proposal methodology;
- a detailed work plan and schedule for the completion of the works;
- a history of the Proponent's experience with similar work, and references who can provide confirmation of and a reference for the completion of similar projects;
- a prototype website will be useful in the bid process.
- the project is required to be completed by March 31, 2010.



5.2 Fees

The fee schedule for the work is to be submitted along with the work program. The rates and total fees must be identified in the fee schedule.

Any anticipated expenses are to be identified in the proposal. The fee proposed will be considered the maximum “upset” fee by the City, and any expenditures beyond that amount will require approval by the City, and will only be considered for increases in the scope of work proposed by or agreed to in advance by the City.

The City reserves the right to negotiate with all of the proponents: to increase or reduce specific components in each proposal; without penalty.

6.0 Project Timetable

The City anticipates that the selection of the Consultant will proceed along the following timetable:

ACTIVITY	TARGET DATE
1. Deadline for RFP `Request for Proposal `Responses	September 30, 2009
2. Consultant Interviews Completed (If Necessary)	October 24, 2009
3. RFP Awarded	October 30, 2009

7.0 Clarification of this Request for Proposal

The selected Consultant will be required to enter into a contract with the City of Rossland. The contract will include among other items, a budget, including a maximum “upset” fee, a schedule for completion, and a requirement for the Consultant to provide indemnity insurance.

If a Proponent has any questions about the contents of the RFP, or about any matters relating to it the question must be directed in writing, and not orally, to the City’s representative at the contact address set out below, before September 11, 2009. The City’s representative will answer all questions in writing, and will provide a copy of all questions and their answers to each of the Proponents no later than, September 18, 2009. (E-mail inquiries will be accepted).



The RFP process forms complex legal obligations. Any information obtained from any source other than the City Representative is not official and should not be relied upon. Any uncertainty regarding the process therefore, must be referred to the City Representative.

8.0 City Representative

The City's representative on this project is Stacey Lightbourne, and all inquiries related to this 'Request for Proposal' are to be directed to:

Stacey Lightbourne, Assistant Planner
City of Rossland
1899 Columbia Avenue, Box 1179
Rossland, B.C. V0G 1Y0

Phone: (250) 362-2329
Fax: (250)-362-5451
Email: stacey@rossland.ca

9.0 Selection Criteria

The Request for Proposal is used to select a Professional Consultancy Firm, who, with the team proposed will have demonstrated a capability to commence and complete the work described within the time frame specified and according to the following criteria; provided that this list is not exhaustive, nor set out in any particular order of priority:

- the Proponent's business and technical reputation and capabilities and experience of its personnel;
- the Proponent's experience and expertise in website design and development;
- the Proponent's strategy to deliver the Project on or ahead of schedule, and experience and reputation in delivering similar projects on or ahead of schedule; and
- the Proponent's ability and past experience meeting a tight time frame.



10.0 Notice to Proponents

10.1 Liability

The Proponent shall ensure that the City, its officers and employees, are saved harmless from any liability whatsoever arising out of Proponent's performance or non-performance of the term of this Proposal.

10.2 Consultants' Responsibilities in Submitting Proposals

Each Proponent is solely responsible for the risk and cost of preparing and submitting its proposal in response to this RFP and neither the City nor its officials, employees or consultants (including the City's representative) are liable for the cost of doing so or obliged to remunerate or reimburse any consultant for that cost.

By submitting its proposal to the City, each Proponent represents and warrants to the City that the information in its proposal is accurate and complete. This RFP does not impose on the City any duty of fairness or natural justice to any or all respondents with respect to this RFP or the process it creates. Unless the City is expressly permitted or required by this RFP to "act reasonably", the City is entitled to act in its sole, absolute and unfettered discretion.

10.3 Confidentiality and Freedom of Information of Proposals

All Submissions submitted to the City become the property of the City, and the information in Submissions will be disclosed as necessary to carry out the RFP process or as required by law, including the Freedom of Information and Protection of Privacy Act. That Act creates a right of access to records in the custody or under the control of the City, subject to the specific exceptions in that right set out in the Act. The City will receive all proposals submitted in response to this RFP in confidence, including for the purposes of s.21 of that Act. In light of the right of access to information created by that Act, the City does not guarantee that information contained in any proposals will remain confidential if a request for access in respect of any proposal is made under the Act. Any information the proponent considers "personal information" because of its proprietary nature should be marked as "confidential" and will be subject to appropriate consideration as defined by the act.



Proponents are required to keep their proposals confidential and must not disclose their proposals, or information contained in them, to anyone else without the prior written consent of the City.

10.4 Waiver and Allocations of Risk

The City accepts no responsibility or liability for the accuracy or completeness of this RFP (including any schedules or appendices to it) or of any recorded or oral information communicated or made available for inspection by the City (including through the City's representative or any other individual) and no representation or warranty, either express or implied, is made or given by the City with respect to the accuracy or completeness of any of those things. The sole risk, responsibility and liability connected with reliance by any Proponent or any other person on this RFP or any such information as is described in this paragraph is solely that of each Proponent. Each Proponent acknowledges and agrees that it is solely responsible for obtaining its own independent financial, legal, accounting, and other advice with respect to the contents of this RFP or any such information as is described in this paragraph. Each Proponent who submits a proposal to the City is deemed to have released the City from, and waived, any action, cause of action, claim, liability, demand, loss, damage, cost or expense, of every kind, in any way connected with or arising out of the contents of this RFP or any such information as is described in this paragraph. Each Proponent who submits a proposal is deemed to have agreed that they are solely responsible and liable to ensure that it has obtained and considered all information necessary to enable it to understand the requirements of this RFP, and of the project, and to prepare and submit its proposal.

10.5 Closing Date for Proposals

The closing date for Proposals will be September 30, 2009. All proposals must be clearly marked with the name and address of the proponent and the 'Request for Proposal' title. Proponents are responsible for ensuring that digital and courier delivery occurs within the deadline. Late Proposals will not be accepted and will be returned to the proponent unopened.