



**CITY OF GRANDE PRAIRIE**  
**REQUEST FOR PROPOSAL**

**WEBSITE REDESIGN**

**RFP-14-103-18**

<b>Timeline</b>	
Release of RFP	April 27, 2018
Deadline for Questions / Clarifications	May 15, 2018
<b>Closing Date</b>	<b>May 23, 2018</b>
Evaluations	Week of May 28, 2018
Demonstrations if required	T.B.D.
Award	Week of June 18, 2018
Commencement of Work	Beginning of July, 2018

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## Section 2.0 - REQUEST FOR PROPOSAL

The City of Grande Prairie is requesting detailed and comprehensive proposals for the following:

### WEBSITE REDESIGN P-14-103-18

The City of Grande Prairie is seeking proposals from qualified vendors interested in providing to the organization on a fee for service contract.

Documents and general information are available on the Alberta Purchasing Connection website at [www.purchasingconnection.ca](http://www.purchasingconnection.ca)

**Address:** City of Grande Prairie  
1<sup>st</sup> Floor, City Hall  
**Courier:** 10205-98 Street, Grande Prairie, AB T8V 2E7

Submissions will be accepted at the Procurement Department until **2:00:00 p.m. local time on Wednesday, May 23, 2018.**

Proponents must submit four (4) hard copies of its proposal, one clearly marked "Original" and one (1) electronic copy to be submitted in PDF format no larger than 20 Mb in size via a USB drive or via email to [procurement@cityofgp.com](mailto:procurement@cityofgp.com).

The Proposal must be submitted in sealed envelopes clearly marked with name and address of the proponent and RFP name, number and **Envelope 1** (Price Proposal), **Envelope 2** (Technical Proposal). The Electronic copy must be in two files, clearly marked as Price Proposal and Technical Proposal.

### SUBMISSION INQUIRIES

Procurement Department  
Phone: 780-538-0344  
Email: [procurement@cityofgp.com](mailto:procurement@cityofgp.com)

### Tentative Schedule of Events

Although timelines may be adjusted, the City wishes to follow this schedule:

Timeline	
Release of RFP	April 27, 2018
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<b>Closing Date</b>	<b>May 23, 2018</b>
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## Section 3.0 - RFP PROPONENT CHECKLIST

**This checklist has been provided for your convenience.  
Please insure the following points have been addressed.**

- Request for Proposal Definition  
An RFP defines the situation or objective for which the goods and/or services are required, how they are expected to be used and/or problems that they are expected to address. Proponents are invited to propose solutions that will result in the satisfaction of the purchaser's objectives in a cost-effective manner. The proposed solutions are evaluated against a predetermined set of criteria of which price may not be the primary consideration.
- Overview of the RFP Process:
  - Need identified and preliminary approvals obtained
  - RFP documentation preparation
  - Proposal process (from the issue of the RFP document to the receipt of the proposal)
  - Evaluation of proposals
  - Selection
  - Negotiation
  - Notification of successful proponent
  - Debriefing of unsuccessful proponents
- Read and understand the scope of the RFP
- Receipt Confirmation Form (Form A) must be returned to the Procurement Department
- All mandatory requirements of the RFP have been met, and included with Technical Proposal, Envelope 2. Proposals not meeting all mandatory requirements will be rejected.**
  - **Form B – Form of Proposal**
  - **Form C – Client Reference Form**
  - **Certificate of Insurance,**
  - **Workers' Compensation Board certificate (WCB), or exemption letter from WCB**
  - **Acknowledgment of addenda issued**
- Have you acknowledged the number of Addenda issued in the appropriate space provided in Form A - Form of Proposal
- Proposals are to be clearly marked with name and address of the proponent and RFP number, and separated into Envelope 1 (Price Proposal) and Envelope 2 (Technical Proposal). **Including Price Information in Envelope 2 will result in rejection of RFP.**
- Four (4) complete copies of each proposal and 1 electronic PDF of each the Technical and Price Proposal are to be submitted. Proposals without the correct number of copies will be rejected. Please note: Envelope 1 and Envelope 2 must be sealed separately. One electronic copy in two separate files is to be provided with submission via USB or email to [procurement@cityofgp.com](mailto:procurement@cityofgp.com)**
- All copies of the proposals are to be received at the office of the Procurement Manager by **2:00:00 p.m. on the closing date** indicated in Section 2.0. Late proposals will not be accepted and will be returned courier collect to the proponent.

## Section 4.0 - GENERAL TERMS OF REFERENCE

### 4.1 INTRODUCTION AND SCOPE

#### 4.1.1 RFP Terminology

Throughout this RFP, terminology is used as follows:

- "must", "mandatory", "will", "shall" or "required":  
A requirement that must be met in an unaltered form in order for the proposal to receive consideration.
- "should" or "desirable":  
A requirement having a significant degree of importance to the objectives of the RFP.

#### 4.1.2 Purpose

The purpose of this RFP is to invite experienced and qualified Proponents to submit their detailed proposals for the maintenance service to satisfy the requirements of this RFP.

### 4.2 SELECTION CRITERIA AND PROCEDURES

#### 4.2.1 Proposal Format

Proponents must conform to the instructions given regarding proposal preparation and submission as outlined in Section 6.0 in order to be considered for evaluation.

#### 4.2.2 Evaluation Criteria

The following criteria will be considered in the evaluation:

- Demonstrated understanding of project requirements
- Extent to which solution(s) meets goals
- Project plan including methodology, operational and support capabilities, implementation plan and delivery schedule
- Product design overview including business and functional capabilities
- Proponent's experience on similar projects and related business capabilities of the proponent and any proposed sub-contractors
- Technical capability, capacity, skills and qualifications of the proponent and any proposed subcontractor(s)
- References based on past performance - similar projects
- Price

A specified evaluation sheet is attached in Section 8.0.

#### 4.2.3 Short list

The evaluation procedure may include a short list based on the stated criteria. The short listed Proponents may be asked to prepare a presentation or provide additional technical information or clarification prior to the final selection.

#### 4.2.4 Mandatory Requirements

Section 6.0 of this RFP may contain mandatory requirements. Proposals not meeting all mandatory requirements will be rejected without further consideration.

#### 4.2.5 Negotiation Delay

If an acquisition agreement cannot be negotiated within thirty (30) days of notification to the designated proponent, the Procurement Department may, in its sole discretion, terminate negotiations with that proponent and negotiation acquisition agreement with another proponent of its choice.

#### 4.2.6 Financial Stability

The proponent may be required to demonstrate financial stability with the provision of financial statements or information from the proponent's financial institution.

#### 4.2.7 Two (2) Envelope Proposal System

Proposals shall be submitted in two envelopes supplied as follows:

##### Envelope No. 1 (Price Proposal) (sealed):

- Schedule of costs for your proposed solution, including all project costs, support fees, and licensing fees as required (see Section 7.0).

##### Envelope No. 2 (Technical Proposal) (sealed):

- Technical proposal, outlining your methodology, work plan, team, products used, and other aspects of meeting project requirements, including addenda.
- Including Price Information of any kind in Envelope 2 will result in rejection of submission.

### 4.3 **PROPOSAL PREPARATION AND SUBMISSION**

This section defines the proposal preparation and submission procedures which are to be followed by all Proponents. Proponents are cautioned to carefully read and follow the procedures required by this Request for Proposal as any deviation from these requirements may be cause for rejection.

Proponent confirms it has obtained and carefully examined all of the documents making up this Request for Proposal (herein sometimes called, "RFP") issued by The City of Grande Prairie and any addenda issued in connection therewith.

The Proponent acknowledges that where Schedules to this Form of Proposal contain quantities of items to be bid at unit prices, the quantities are approximate only and the unit prices offered will apply whether the quantities are increased or decreased from the amounts shown.

#### 4.3.1 Closing Date

**Four** complete copies of each proposal and 1 electronic PDF of each the Technical and Price Proposal must be received **by 2:00:00 p.m. local time** on the date specified in Section 2.0, Request for Proposals, at:

Procurement Department,  
City Hall, Main Floor, 10205 - 98 Street  
Grande Prairie, Alberta T8V 6V3  
Telephone: (780) 538-0344

Proposals must not be sent by facsimile.

Proposals should be clearly marked with the name and address of the proponent, RFP Number and Title, and closing date and time on the envelope.

#### 4.3.2 Late Proposals

Late proposals will not be accepted and will be returned courier collect to the proponent.

#### 4.3.3 Closing of Proposal

Proponents may not submit new price proposals after the specified deadline date.

The opening of responses will be closed to the public.

#### 4.3.4 Addenda

Comments as to how the proposal documents, specifications or drawing can be improved are welcome. Proponents requesting clarification or interpretation of, or improvement to the proposal general terms, conditions, specifications, or drawings shall make a written request seven (7) calendar days prior to the submission deadline.

Any changes to the proposal general terms, conditions, specifications or drawings shall be in the form of a written addendum from the Procurement Office, and it shall be signed by a duly authorized representative.

An addendum shall be issued no later than five (5) calendar days prior to the submission deadline. An addendum extending the date for receipt of proposals, or an addendum withdrawing the RFP may be issued any time prior to the submission deadline.

Each proponent shall be responsible for determining that all addenda issued by the Procurement Office have been received before submitting a proposal.

Each proponent shall acknowledge the receipt of each addendum on the Proposal Form.

#### 4.3.5 Modifications

Amendments to your proposal must be received in writing prior to the deadline date.

#### 4.3.6 References

Proponents shall include a list of locations where similar services have been performed. Contact names and telephone numbers must be included. References may or may not be reviewed or contacted at the discretion of the City. Typically, only references of the top ranked short-listed Proponents are contacted. The City reserves the right to contact references other than, and/or in addition to, those furnished by the proponent. Use the "Client Reference Information" form to record reference information.

#### 4.3.7 Submission of Proposals

All Proponents shall include the proposal forms provided in their proposals. The Procurement Office shall not accept oral proposals, nor proposals received by telephone, fax.

All erasures, interpolations, and other changes in the proposals containing any conditions, omissions, erasures, alterations, or items not called for in the RFP, may be rejected by the Procurement Office as being incomplete.

The proposal, and any other documents required, shall be enclosed in a sealed envelope. Proponents are responsible for insuring that their proposals are time stamped by the Procurement Office.

All proposals received in the Purchasing Office will be kept in a secure area until the time set for opening proposals.

Proposals received after the submission deadline will be returned unopened to the Proponent.

#### 4.3.8 Modification of Proposals

A proposal may be modified or withdrawn by the proponent any time prior to the submission deadline. The proponent shall notify the Procurement Office in writing of its intentions.

If a change in the proposal is requested, the modification must be so worded by the proponent as to not reveal the original cost of the proposal.

Modified and withdrawn proposals may be resubmitted to the Procurement Office prior to the submission deadline.

No proposal can be withdrawn after the submission deadline, and for ninety (90) days thereafter.

#### 4.3.9 Commencement, Prosecution and Completion of Work

If awarded the Contract Agreement the Proponent shall begin work on the date set out in the Contract Agreement Documents and shall execute the work in such a manner as to complete the job within the time specified.

#### 4.3.10 Opening of Proposals

Proposals received in the Procurement Office by submission will not be opened in public.

#### 4.3.11 Additional Information

Proposals may contain additional information. If alternative solutions are offered, please submit the information in the same format as a separate proposal.

### **4.4 TERMS AND CONDITIONS**

#### 4.4.1 Inquiries

All commercial inquiries to this Request for Proposal are to be directed, in writing to the Procurement Department. Information obtained from any other source is not official and may be inaccurate. Inquiries and responses will be recorded and may be distributed to all Proponents at the Cities option.

#### 4.4.2 Notification of Changes

Changes to the RFP (in the form of an Addendum) will be posted on Alberta Purchasing Connection, [www.purchasingconnection.ca](http://www.purchasingconnection.ca).

#### 4.4.3 Changes to Proposal Wording

The proponent shall not change the wording of the proposal after submission and no words or comments shall be added to the general conditions or detailed specifications unless requested by the City of Grande Prairie for purposes of clarification.

#### 4.4.4 Ownership of Proposals

All documents submitted (to the Procurement Department) become the property of the City of Grande Prairie.

#### 4.4.5 Proponents' Expenses

Prospective Proponents are solely responsible for their own expenses in preparing a proposal and subsequent negotiations with the City of Grande Prairie, if any.

#### 4.4.6 Acceptance of Proposals

This RFP should not be construed as a Contract Agreement to purchase goods or services. The City of Grande Prairie is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in light of the evaluation criteria.

Subsequent to the submission of proposals, interviews and negotiations may be conducted with some of the Proponents, but there shall be no obligation to receive further information, whether written or oral, from any proponent nor to disclose the nature of any proposal received. Any or all proposals shall not necessarily be accepted. The City of Grande Prairie shall not be obligated in any manner to any proponent whatsoever until a written agreement has been duly executed relating to an approved proposal. The City of Grande Prairie reserves the right to modify the terms of the RFP at any time in its sole discretion.

Neither acceptance of a proposal nor execution of an agreement shall constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

#### 4.4.7 Failure or Default of Proponent

If the Proponent for any reason whatsoever fails or defaults in respect of any matter or thing which is an obligation of the Proponent under the terms of this proposal, the City at its option may either consider the Proponent has abandoned the offer made or the Contract Agreement if the offer has been accepted, whereupon the acceptance, if any, of the City shall be null and void and the City shall be entitled to retain the Bid Deposit as liquidated damages; or require the Proponent to pay the City the difference between the offer made in this proposal and any other proposal which the City accepts, if the same is for a larger amount and in addition to pay to the city any cost which the City may incur by reason of recalling the proposal, and further the Proponent will fully indemnify and save harmless the City, its officers, employees



and agents from all loss, damage, liability, cost, charge and expense whatever which it, they or any of them may suffer, incur or be put to by reason of such default or failure of the Proponent.

#### 4.4.8 Inconsistencies

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) memorandum of Agreement
- 3) special conditions
- 4) standard conditions
- 5) project specifications
- 6) standard specifications
- 7) drawings
- 8) executed Form of Proposal
- 9) all other documents.

The Contract Agreement documents represent the entire Agreement between the City and the successful Proponent and supersedes all prior negotiations, representations or Agreements either written or oral. The Contract Agreement documents may be amended only by written instruments agreed and executed by both parties.

#### 4.4.9 Rejection of Proposal

The City reserves the right to reject any and all Proposals. Without limiting the generality of the foregoing, any Proposal which either:

- a) is incomplete, obscure, irregular or unrealistic;
- b) has non authorized (not initialed) erasures or corrections in the Proposal Offer or any Schedule thereto;
- c) omits or fails to include any one or more items in the Proposal Offer for which a price is required by the RFP;
- d) fails to complete the information required by the RFP to be furnished with a Proposal or fails to complete the information required whether the same purports to be completed or not;
- e) is accompanied by an insufficient or irregularly certified cheque or by a Bid Bond in an unsatisfactory form or insufficiently executed or of an insufficient amount;

And may at the City's sole discretion be rejected. Further, a Proposal may be rejected on the basis of a Proponent's past performance, financial capabilities, completion schedule and compliance with Federal, Provincial and Municipal legislation. As it is the purpose of the City to obtain a Proposal most suitable to the interests of the City and what it wished to accomplish, the city has the right to waive any irregularity or insufficiency in any Proposal submitted and to accept the Proposal which is deemed most favorable to the interest of the City.

#### 4.4.10 Liability for Errors

While the City of Grande Prairie has used considerable efforts to insure an accurate representation of information of this RFP, the information contained in this RFP is supplied solely as a guideline for Proponents. The information is not guaranteed to be accurate by the City of Grande Prairie, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from forming their own opinions and conclusions in respect of the matters addressed in this RFP.

#### 4.4.11 Clarification

The City reserves the right to seek Proposal clarification with the Proponents to assist in making evaluations.

#### 4.4.12 Negotiations

The City reserves the right to negotiate with the selected Proponent. Any changes as a result of these negotiations must be agreed to in writing by both parties.

#### 4.4.13 Definition of Contract Agreement

Notice in writing to a proponent of the acceptance of its proposal by the Procurement Department, and the subsequent full execution of a written agreement shall constitute a Contract Agreement for the services, and no proponent shall acquire any legal or equitable rights or privileges whatever relative to the services until the occurrence of both such events.

The Request and the Proponent's proposal shall form part of the Contract Agreement. In the case of conflicts, discrepancies, errors or omissions among the Request, the documents and amendments to them shall take precedence and govern in the following order:

1. Contract Agreement
2. Addenda
3. Request for Proposal
4. Proposal

#### 4.4.14 Proposals as Part of Contract Agreement

Proposals may be negotiated with Proponents, and if accepted, may form part of any Contract Agreement awarded.

#### 4.4.15 Acceptance of Terms

All the terms and conditions of this RFP are assumed to be accepted by the proponent and incorporated in its proposal.

#### 4.4.16 City's Right to Terminate the Contract Agreement

Any of the following occurrences or acts shall constitute an event of default by the successful Proponent under the Agreement.

Non-performance or non-observance of any of its other covenants, Agreements, or obligations hereunder, express or implied, continuing for thirty (30) days after the City has given to the successful Proponent notice in writing. If the failure cannot be remedied within thirty (30) days, then the City at its discretion may extend the time period. If the term hereby granted shall anytime cease or be taken in execution or in attachment by any creditor of the successful Proponent, or if the successful Proponent shall make any assignment for the benefit of creditors or, becoming bankrupt or insolvent, shall take the benefit of any act that may be enforced for bankrupt or insolvent Proponents, the then current rate (if not then paid) shall immediately become due and payable to the City, and said Contract Agreement hereby granted shall immediately become forfeit and void.

If sufficient cause exists to justify such action, the City may without prejudice to any other right or remedy which the City may have at Law or in equity, by giving the Proponent written notice, terminate the Agreement. The City shall never the less be entitled to recover any monies then owing. Similarly, if the receivership be appointed by a court of competent jurisdiction on account of the Proponents insolvency, the City may take the same action in the same manner.

Notwithstanding anything contained herein, the City may, at any time during the term of the Agreement, upon giving 30 days' notice to the successful Proponent, terminate the agreement, if the City is of the opinion that the services supplied by the Successful Proponent are not of a standard satisfactory to the City. Further, the City at its sole discretion, may terminate the agreement for reasons including but not limited to unethical or criminal activities upon giving 7 days' notice to the successful Proponent.

#### 4.4.17 Arbitration

Any Contract Agreement ordered as a result of this RFP will contain a requirement to use Arbitration as the final dispute resolution procedure in the event of any perceived breach of the purchase Contract Agreement which cannot be resolved through negotiations with the concerned parties.

#### 4.4.18 Project Sponsor

A project sponsor may be assigned to oversee the Contract Agreement awarded to the successful proponent. In addition, the successful proponent will be expected to name a counterpart project manager. The proponent project manager will be responsible for providing scheduled status reports to the project sponsor or a designate.

#### 4.4.19 Compliance With Laws

The proponent shall give all the notices and obtain all the licenses and permits required to perform the work. The Proponent shall comply with all the laws applicable to the work or the performance of the Contract Agreement.

The law applicable to this Proposal shall be the law in effect in the Province of Alberta.

### 4.5 **CONFIDENTIALITY AND SECURITY**

4.5.1 All Proposals should be under seal. In the case of a body corporate, the Proposal should be under corporate seal of the Proponent. In the case of an individual person, the Proposal should be under the seal of that person. In the case or an association of persons or a firm, each member of the association or firm should affix his seal to the Proposal.

The Form of Proposal provided in the Proposal Documents is to be executed as a specialty instrument and once the Proposals have been officially opened, the Proposal shall be irrevocable until it is considered and awarded by Administration or by the Council of the City of Grande Prairie.

4.5.2 This document, or any portion thereof, may not be used for any purpose other than the submission of proposals.

4.5.3 Access to this document, and any additional information gained while completing the proposal process, must be strictly controlled to maintain the confidentiality of the information.

4.5.4 Information pertaining to the City of Grande Prairie obtained by the proponent as a result of participation in this project is confidential and must not be disclosed without written authorization from the City of Grande Prairie.

#### 4.5.5 Freedom of Information and Protection of Privacy Act

All documents submitted to the City of Grande Prairie are subject to the protection and disclosure provisions of the Freedom of Information and Protection of Privacy Act. While this Act allows persons a right of access to records in the Cities custody or control is also prohibits the City of Grande Prairie from disclosing your personal or business information where disclosure would be harmful to your business interests or would be an unreasonable invasion of your personal privacy as defined in sections 15 and 16 of the Act. Applicants are encouraged to identify what portions of their submissions are confidential and what harm could reasonably be expected from its disclosure.

The purpose for collecting the personal information required to be provided in their bid request is to enable the City of Grande Prairie to ensure the accuracy and reliability of the proposal, and to enable the City of Grande Prairie to evaluate your response to this bid request and for other related program purposes of the City of Grande Prairie. You may contact the Procurement Manager at 10205-98 Street, Grande Prairie, (780) 538-0344 if you have any questions about the collection of information pursuant to this bid request.

The records stipulated in this bid request as being required to be maintained by the Proponent may be subject to the protection and access provisions of the Freedom of Information and Protection of Privacy Act. Should the City of Grande Prairie receive a request for any of these records that are in your custody it would be your responsibility to provide the records, at your expense, to the Procurement Manager, City of Grande Prairie within seven (7) calendar days from official notification by the Procurement Manager.

The Freedom of Information and Protection of Privacy Act requires the protection of the privacy of individuals whose information may be involved with meeting Contract Agreement requirements. In accordance with the standards established by the requirements of Part 2 of

the Act, the Proponent will be required to protect the confidentiality and privacy of each individual's personal information accessible to the Proponent or collected pursuant to this bid request or Contract Agreement.

#### **4.6 PRICING**

##### **4.6.1 Firm Pricing**

Prices quoted in the proposals shall not change during the evaluation period for at least 90 days after the submission deadline.

##### **4.6.2 Currency and Taxes**

Prices quoted are to be:

- a) in Canadian dollars;
- b) delivery FOB destination included
- c) exclusive of Goods and Services Tax.

#### **4.7 OTHER CONSIDERATIONS**

The signed proposal shall be considered an offer on the part of the proponent, which offer shall be deemed accepted upon approval by City Council, and in case of default on the part of the proponent after such acceptance, the City may take action as it deems appropriate.

The City reserves the right to approve substitutions for assigned personnel proposed for this project. Substitutions may be allowed for staff turnover, sickness or other emergency situations.

All commercial contact for information regarding the proposal must be addressed to the City of Grande Prairie, Procurement Department. Over the course of this RFP process, related contact with City representatives by a proponent or their agent, other than as a part of the evaluation process or for clarification purposes, may be grounds for disqualification of that proposal.

No oral change or interpretation of the provisions contained in this Request for Proposal is valid whether issued at a pre-proposal conference or otherwise. Written addenda may be issued when changes, clarifications, or amendments to proposal documents are deemed necessary.

All materials submitted in response to the RFP become the property of the City of Grande Prairie and will be returned only at the option of the City. The City has the right to use any or all ideas presented in any response to the RFP whether amended or not, and selection or rejection of the proposal does not affect this right.

After initial review of the proposals, the City of Grande Prairie may invite bidders for an interview to discuss the proposal and meet its representatives, particularly key personnel who would be assigned to the project. The City reserves the right to request re-submission of any or all proposals. It is understood that the City shall entail no costs as a result of this interview, nor bear any obligation in further consideration of the proposal.

#### **4.8 PROPONENT INFORMATION & REQUIREMENTS**

##### **4.8.1 Proponent Representation**

Each proponent, by submitting a proposal in response to this RFP, represents that the proponent has read and understands the proposal documents, specifications, and drawings, if any, and has familiarized itself with all federal, provincial, and local laws, ordinances, rules and regulations that in any manner may affect the cost, progress, or performance of the work.

The failure or omission of any Proponent to receive or examine any form, instrument, addendum, or other documents, or to acquaint itself with conditions, existing at the site, shall in no way relieve any Proponent from any obligations with respect to its proposal or to the resulting Contract Agreement.

#### 4.8.2 Equipment

Where the supply of equipment forms part of this RFP, the following information shall be included in the Proponent's response.

- name of the manufacturer (s) of the proposed equipment;
- brochures, descriptive literature and other relevant material supplied by the manufacturer(s) which describes the proposed equipment;
- details of all warranties offered by both manufacturer(s) and Proponent;
- details of manufacturer's offer of continued long-term support of the equipment;
- where warranties for equipment and/or service form part of sales or lease purchase agreements, these shall be described and copies of relevant documentation included. Note: The City requires the warranty period of equipment commence at date of acceptance by the City and NOT at date of supply or installation.
- Written proof that all equipment proposed conforms to Canadian Standards Association and Department of Communications and all other applicable standards in Alberta. All equipment shall be certified for use in the Province of Alberta.

Reconditioned or refurbished equipment may be proposed only as an alternate. Full details shall be provided and all equipment shall carry an equivalent to new warranty.

#### 4.8.3 Assignment

The proponent shall not sell, assign, transfer or convey any Contract Agreement resulting from this RFP, in whole or in part, without the prior written approval from the City of Grande Prairie.

#### 4.8.4 Time of the Essence

Unless otherwise provided, time shall be of the essence.

#### 4.8.5 Environmental Considerations

Proponents are advised that The City of Grande Prairie will consider offers on products containing reclaimed materials and that preference will be given to those products containing the highest percent content of recycled post- consumer waste, when price, quality and delivery are equal. In proposing your products manufactured with recycled material, please indicate the percentage of post- consumer waste contained in the product offered.

In addition, we are encouraging suppliers to provide environmentally friendly methods & products to The City of Grande Prairie and invite you to bid as requested in the specifications and alternately on products which will meet our needs and assist in reducing damage to the environment.

The City of Grande Prairie recognizes that climate change has the potential for impact on the operations of the organization and is working on mitigating our impacts to the environment. Please include a statement of your organization's efforts to mitigate environmental impacts or a statement of the positive environmental impact of your product or service.

### 4.9 **RISK MANAGEMENT AND SAFETY**

#### 4.9.1 Occupational Health & Safety

The proponent shall comply with the provisions of the Occupational Health and Safety Act, Statutes of Alberta, 1980, Chapter 0-2, and amendments thereto and regulations thereunder, and shall at all times ensure that all equipment and manpower at the work site shall comply with the requirements of the said Act and regulations thereunder. The proponent shall be the general representative and agent of the Owner for the purposes of insuring compliance with safety regulations of himself.

The proponent shall at all times during the continuation of this Contract Agreement with the Owner observe all the provisions of the Labour Relations Act, Workers' Compensation Act, Employment Standards Act and the Occupational Health and Safety Act as well as rules and regulations pursuant thereto. In the event the proponent fails to comply with the said Acts and any regulations thereunder, and the Owner is required to do anything or take any step

or pay any sums to rectify such non-compliance the Owner may subtract the costs of such rectification from any monies owing to the proponent.

#### 4.9.2 Labour Code

The Proponent shall comply with all applicable provisions of the Labour Code (Alberta) and the Employment Standards Act (Alberta) and all regulations and amendments thereto.

#### 4.9.3 Workers' Compensation Board

The Proponent shall provide evidence to the City that an account has been opened with the Workers' Compensation Board and that all fees are paid in compliance with the Board; and that coverage is maintained for the duration of this agreement for any persons working for or employed by the proponent on this agreement. No person under the age of sixteen (16) shall be employed under the terms of the agreement. Where coverage is exempt, a letter of indicating the exemption from WCB must be included.

#### 4.9.4 Insurance

The Proponent shall provide the following insurance, to be placed with a company and in a form as may be acceptable to the Corporation. This insurance shall remain in force until the date of the Certificate of Total Performance, unless otherwise stipulated, and shall provide for THIRTY (30) days prior notice of cancellation, lapse or material change.

##### Comprehensive General Liability Insurance

Comprehensive General Liability Insurance protecting the Owner, the Proponent, and their respective servants, agents or employees against damages arising from personal injury (including death) and claims for property damage which may arise out of the operations of the Proponent, its sub-proponents, and their respective servants, agents or employees under the Agreement.

This insurance shall be for an amount of not less than TWO MILLION DOLLARS (\$2,000,000.00) inclusive per occurrence and shall include a standard form of cross-liability clause. Complete operations coverage shall be maintained for at least TWENTY-FOUR (24) months after the date of the Certificate of Total Performance, and proof of same provided to the Owner.

##### Automobile Mobile Equipment Insurance

Automobile Liability Insurance on all licensed vehicles owned by or leased to the Proponent, protecting against damages arising from bodily injury (including death) and from claims for property damage arising from the operations of the Proponent, its servants, agents or employees. This insurance shall be for an amount of TWO MILLION DOLLARS (\$2,000,000.00) inclusive per accident.

Proponent's Equipment Insurance covering all equipment owned or rented by the Proponent and its servants, agents or employees against all risks of loss or damage with coverage sufficient to allow for immediate replacement, and shall contain a waiver of subrogation against the Owner.

Certificates of Insurance, reflecting evidence of the required insurance, shall be filed with the City Clerk prior to the commencement of the work. These Certificates shall contain a provision that coverage afforded under these policies will not be cancelled until at least THIRTY (30) days prior written notice has been given to the City. Policies shall be issued by companies authorized to do business under the laws of the Province of Alberta.

Insurance shall be in force until all work required to be performed under the terms of the Contract Agreement is satisfactorily completed as evidenced by the formal acceptance by the City. In the event the Insurance Certificate provided indicates that the insurance shall terminate and lapse during the period of this Contract Agreement, the Proponent shall furnish, at least THIRTY (30) days prior to the expiration of the date of such insurance, a renewed Certificate of Insurance as proof that equal and like coverage for the balance of the period of the Contract

Agreement and extension thereunder is in effect. The Proponent shall not continue to work pursuant to this Contract Agreement unless all required insurance remains in full force and effect.

#### 4.9.5 Safety Responsibility

The Proponent shall be solely responsible for ensuring the safety and health of its agents and employees, and for ensuring that its activities do not compromise the safety of the City's operations. The Proponent shall provide to its agents and employees, at its own expense, any and all safety gear required to protect against injuries during the performance of the services and shall ensure that its agents and employees are knowledgeable of and utilize safe practices in the provision of the services, such practices to be at least as stringent as those set out by the City.

##### Project Site Protection and Safety

The Proponent shall protect the City's property, staff and students, the Proponent's staff and the public, from damage or injury by providing adequate precautions to make the work site a safe environment at all times. In addition to complying with any safety standards provided to the Proponent by the City, the Vendor shall:

- a. Provide all guards and fences and other safety equipment;
- b. Respond to reports of hazards by the City;
- c. Do the following when work generating vibration, noise or safety concerns (including without limitation: jack hammering, shot blasting, sandblasting, concrete cutting, and use of power-actuated fasteners) may affect the City property, staff, students or operations.
  - coordinate with the City representatives;
  - schedule and coordinate hours of work with the City input; and
  - stop operations generating vibration, noise or safety concerns when instructed by the City.

#### 4.9.6 Emergency Work Stoppage

The City has the authority to stop progress of the work whenever, in its opinion, such stoppage is desirable for any safety-related reason. The Proponent hereby agrees that no claim for loss of time or materials may be made with respect to such stoppage unless the claim for the time and materials and their value are certified in writing by the City as allowable.

#### 4.9.7 Indemnification

Except as provided in the next paragraph, the Proponent shall indemnify and hold harmless the Owner, their agents and employees from and against claims, demands, losses, costs, damages, actions, suits, or proceedings arising out of or attribute to the Proponent's performance of the Contract Agreement, providing that such claims, damages, losses or expenses are:

- 1) attributable to bodily injury, sickness, disease, or death, or to injury to or destruction of tangible property, and
- 2) caused by a negligent act or omission of the Proponent or anyone for whose acts he may be liable.

The obligation of the Proponent under this General Condition shall apply only to the extent that such claim, demands, losses, expenses, costs, damages, actions, suits, or proceedings do not arise out of a negligent act or omission of the Owner, the Proponent, their agents or employees.

#### 4.9.8 Licensing

It is the proponent's responsibility to ensure that all licenses that are required by any and all regulatory bodies are applied for, approved and maintained in compliance with the appropriate legislation.

The Proponents must have a valid City of Grande Prairie business license or able to obtain such license upon award of the proposal, if so required. Proof of such license must be presented to the Project Manager prior to the start-up meeting.

If you are not operating a business within the boundaries of the City and your business doesn't

fall under Schedule A, then you are not required to obtain a business license. Please refer to [www.cityofgp.com](http://www.cityofgp.com) website under Bylaw C-1064 and Schedule A.

4.9.9 Performance Measures

Performance Measures may be developed or adapted from the requirements of this proposal call. These performance measures will be used to determine the extent that the project achieved the objectives of the Request for Proposal.

4.9.10 Non-Exclusive Remedies

The Proponent acknowledges and agrees that the foregoing remedies available to the City are non-exclusive to, and may be exercised in conjunction with, any other rights or remedies available to the City, under the Contract Agreement, at law or in equity, in the event of threatened or actual breach of this Contract Agreement, including injunctive relief.

4.9.11 Bid Delivery Options

Note that the City of Grande Prairie has experienced the greatest success with on-time bid delivery when vendors use the major courier services to our street address.

We advise that the use of Canada Post, Express Post, can result in delays of up to several days due to their Postal Bag system at the sorting plant.

To ensure your submission is considered, cut out the label below and affix to the outside of your submission. If you are placing your submission in an additional envelope for shipping, the label should be on **the OUTSIDE ENVELOPE.**



	<b>Procurement Department</b> 1st Floor, City Hall 10205-98 Street Grande Prairie, AB T8V 2E7
Request for Proposal Name:	<b>Website Redesign</b>
Request for Proposal Number:	<b>RFP-14-103-18</b>
Name of Organization:	



## Section 5.0 – THE CITY’S GUIDING BELIEFS

City Staff developed the following Guiding Beliefs which are the standards to which we hold each other accountable and the core of our leadership philosophy.

Consideration of these Guiding Beliefs in day to day business and problem-solving is part of what makes the City of Grande Prairie a GREAT PLACE TO WORK. It is always important to do the “right thing” and our Guiding Beliefs help us discern what that is!

### **Service/Caring**

- Creating an environment where customers receive consideration
- Being sincere; showing respect

### **Integrity**

- "walking the talk" and keeping promises
- Being honest
- Being accountable for our actions

### **Fun**

- Genuine enjoyment of work

### **Cooperation**

- Respecting each other’s view and ideas
- Encouraging and providing opportunities for personal growth and development
- Effectively communicating
- Being helpful to one another
- Supporting employees and their families

### **Flexibility**

- Being able to adjust
- Acknowledging when wrong and supporting our fellow workers
- Using our common sense

## Section 6.0 – PROJECT REQUIREMENTS

### 1 Background

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The current version of cityofgp.com launched early in 2012. Since then it has been utilized by our audience on more than 4.5 million separate occasions; serving over 12.7 million pages. The purpose of the site is to serve as the primary source of news and information regarding municipal services.

A small corporate team manages site administration and information architecture, while content is produced and published by over 75 staff members across 37 organizational units.

### 2 Objective

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To replace cityofgp.com with a modern website, built for our audience, using non-proprietary software. This new site will set a solid foundation for the future development of the City's online presence and will serve the City's needs for the next five to six years.

### 3 Scope of Work

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This RFP serves as a preliminary scope of work to communicate the City's general expectations and understanding of the work to be completed.

The successful proponent will advise and assist City staff to implement a **Responsive Website** that will replace the existing municipal website, cityofgp.com

Your work will include all coding, site configuration, theme development and graphic design related to the project. You will also conduct group training for *Site Administrators* and *Content Contributors*.

#### 3.1 Exclusions to Scope

##### 3.1.1 Organizational Discovery

The City's project team has already gathered much of the requirements for this project. Your discovery work will consist mainly of discussion and interaction with the City's project team.

##### 3.1.2 User Research, Information Architecture Research

You are not required to perform user research or extensive development on information architecture (IA). A draft IA has been included in the appendix and shall be used as a starting point for the website.

##### 3.1.3 Content Migration, Content Development, Photography

You are not required to migrate or otherwise develop production content. These activities will be performed by designated City staff. Professional photographs will be provided where required.

## 4 Project Team

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The City's initial project team will consist of a *Project Manager* and *Content Coordinator*. You will interact mainly with the Project Manager, while the Content Coordinator will be responsible for planning and executing content migration activities.

## 5 Milestone Targets

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The following milestone targets are provided to illustrate the anticipated timeline for the project; although proponents may suggest an alternative timeline provided the public site launch is no later than February 28, 2019.

Milestone	Timeframe
Technical Development Begins	July 2018
Training Sessions Completed	November 2018
Content Migration Begins	November 2018
Beta Site Launched	January 2019
Public Site Launched	February 2019

## 6 Proponent Suitability

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The City prefers to deal with one supplier acting as general contractor, who will assume responsibility for all aspects of this project. That includes providing, installing, implementing, and supporting all the project components for a period of at least one year in consultation and co-ordination with City teams.

- Proponent has been in business for more than 5 years.
- References are positive and consistent with requirements.
- At least three similar projects in scale and context.
- Previous experience working with large organizations.

## 7 Licensing

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### 7.1 Non-Proprietary, Open Source

The proposed solution must be non-proprietary and open source.

### 7.2 No Recurring License Fees

The proposed solution and all components should be free of recurring licensing fees. One-time license fees for special components are acceptable.

## 8 Project Communication

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### 8.1 Single Point of Contact

The City prefers to communicate with a single point of contact for day-to-day project communications.

## 8.2 On-site Presence

Your presence on-site is required on two separate occasions. Once for project kickoff and initial requirements gathering; the other for user training.

## 8.3 Meetings

### 8.3.1 Meeting Times

All meeting shall take place between 9:00 a.m. and 4:30 p.m. Mountain Time.

### 8.3.2 Remote Meetings

Remote Meetings may be held via Skype or other mutually agreed to platform.

### 8.3.3 On-site Meetings

In-person meetings may be held at Grande Prairie City Hall or other agreed upon City facility.

### 8.3.4 Agendas

All formal meetings must have a **written agenda** distributed at least one full business day in advance.

### 8.3.5 Meeting Summary

For each meeting you will provide meeting notes and a list of action items via email to all attendees.

## 8.4 Weekly Progress Reports

The City's Project Manager and the successful proponent's Project Manager will meet weekly for approximately 15 to 30 minutes. The purpose of these meetings are to review progress, coordinate activities and remove roadblocks. Additional meetings may be scheduled as required.

A different meeting schedule may be negotiated during project kickoff.

## 9 Design Requirements

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### 9.1 Accessibility

The overall theme design and dynamically generated markup shall be compliant with **WCAG 2.0 | AA**.

### 9.2 Mobile First, Responsive Design

The website will use responsive design. The layouts will be designed such that they are optimized for mobile devices with a variety of possible screen widths. The smallest screen width that the site will accommodate is 640 pixels.

#### 9.2.1 Responsive Content Elements

Images, videos, text, tables and other elements that may be created or embedded by *Content Contributors* are automatically styled responsively.

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## 9.3 Theme Design

### 9.3.1 Inspiration Gathering

Your creative resources will work with the City's Project Team and a small group of selected individuals to gather inspiration for the overall theme and user interface design. The City's Project Manager has final approval on all direction, design and layouts presented. A remote meeting is acceptable.

### 9.3.2 Photography

The City will provide you with professional photographs to aid you in the design process.

### 9.3.3 Wireframes, Page Mockups and Coded Prototypes

Views and page layouts that are considered significantly unique will require three versions of wireframe/mockup; one each for desktop, tablet (landscape orientation) and smartphone (portrait orientation).

The following layouts will require wireframes, page mockups or coded prototypes:

1. Homepage
2. Basic Inner Page
3. Section Landing Page
4. Transit Department Landing Page

Mockups and coded prototypes must accurately illustrate the graphical design, typography, user interface elements and overall atmosphere of the proposed design.

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## 10 Development

### 10.1 Content Management System

Your proposed solution must use a non-proprietary content management system. Our recent projects have used Drupal 8, although we are open to other non-proprietary systems that are modular and extensible.

### 10.2 Development Site

Proponents will make available a development site where development work can be tested, reviewed and discussed by the City's project team. The development site is hosted by the proponent and must be accessible remotely by the City's project team.

### 10.3 HTML5 and CSS3

Markup generated by the CMS should be compliant with W3C's HTML5 and CSS3 standards.

## 11 Hosting Infrastructure

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### 11.1 Hosting Strategy

The City would prefer to use existing infrastructure to host the site, but is open to exploring other cost effective managed hosting strategies. Specify any limitations on storage, bandwidth, data transfer that are relevant to your proposed hosting strategy.

### 11.2 Use Existing Infrastructure

The City has a cloud based virtual server that currently hosts five websites powered by Drupal 8, each with separate virtual host directories for production and staging. The new site may be hosted on the same server.

#### 11.2.1 Production Server Specifications

The server is a virtual machine hosted offsite in Toronto, Ontario. The RAM, CPU and Disk Space can be resized if necessary. Please indicate any adjustments necessary to support your proposed solution.

Component	Specification or Current Version
<b>CPU</b>	CPU 4 core E5-2620 @ 2Ghz
<b>RAM</b>	4GB
<b>Disk Space</b>	100GB
<b>Network</b>	1Gbit
<b>OS</b>	CentOS 7.4.1708
<b>Apache</b>	2.4.6
<b>PHP</b>	5.6.33 with Zend OPcache
<b>MariaDB</b>	10.1.29
<b>Shell Access</b>	SSH
<b>Varnish</b>	4.0.5
<b>HAProxy</b>	1.5.18

### 11.3 SendGrid

The City has a SendGrid account which may be utilized for bulk email delivery via the SendGrid API.

### 11.4 SSL

The entire site will be secured with SSL. The City will purchase all SSL certificates.

## 12 Browser Support

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### 12.1 Minimum Supported Versions

The proposed solution will be compatible with the minimum supported version of each browser.

Browser	Minimum Supported Version	~Traffic %
<b>Safari</b>	v9.0	36.62%
<b>Chrome</b>	v56	35.13%
<b>Internet Explorer</b>	v11	10.91%
<b>Firefox</b>	v52	3.43%
<b>Edge</b>	v14	3.17%

## 13 Site Performance

### 13.1 Minimum Site Performance Requirement

The following information is provided so proponents can get a sense for the level of demand on the website. Google Analytics was used to capture the following data between January 1, 2017 and December 31, 2017. **The proposed solution must be able to support this level of demand at a minimum.**

Measure	Measurement
Total Sessions	675,997
Total Pageviews	1,687,824
Approximate daily page views on business days	~ 5000 – 6000
Approximate daily page views on weekends	~ 2500 - 3000
Pageviews on Canada Day	22,171 Pageviews
Pageviews on election day	28,721 Pageviews
Traffic from mobile devices and tablets (%)	59.72%
Top Mobile Devices	Apple iPhone, Apple iPad

## 14 Content Access Control and Workflow

### 14.1 Content Access Control and Workflow Strategy

The City of Grande Prairie has approximately 75 staff members across 37 organizational units who contribute content to the website. Information about our current roles and processes are provided below. **Provide a clear strategy for workflow and content access control in your proposal.**

### 14.2 Content Groups

Groups of *Content Contributors* own individual content items. Groups typically represent an organizational unit and include one or more *Content Contributors* for that department. *Content Contributors* can belong to multiple groups.

### 14.3 Roles

#### 14.3.1 Super Administrator

*Super Administrators* are technical staff with complete control over website configuration, user accounts and content.

#### 14.3.2 Site Administrator

*Site Administrators* are technical staff that have complete control over user accounts and content, but not site configuration. *Site Administrators* are part of a corporate team that manage the website overall, but they do not usually produce content.

#### 14.3.3 Content Contributors

*Content Contributors* are non-technical department staff that produce content for their department. They are organized into **content groups**, which limit their actions on the site. They can only create and modify content that belongs to a group that they have been assigned.

### **14.3.4 Anonymous Users**

Anonymous users only have the ability to access published content on the public areas of the website.

## **14.4 Workflows**

Currently, *Content Contributors* create and publish content without further review or approval; although, the City requires that the proposed solution will allow for the configuration of workflows that will facilitate content review and approval at both the corporate and organizational unit level.

# **15 Site Navigation**

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You will work with the City's project team to determine a site navigation strategy. Examples of these navigation concepts on other municipal sites are provided in the appendix.

## **15.1 Mobile Navigation**

All navigation must provide a pleasant and responsive experience on mobile devices.

## **15.2 Symbolic Navigation**

Icons or meaningful graphics may be used in some site navigation elements such as in-page navigation, homepage blocks, and other blocks as determined during the design phase.

## **15.3 Breadcrumbs**

### **15.3.1 Minimum Breadcrumbs Requirement**

At a minimum, the site must provide a standard breadcrumb trail.

### **15.3.2 Scotch-Egg Style Breadcrumbs**

Scotch-egg style breadcrumb navigation on desktop is preferred. With scotch-egg navigation, the breadcrumbs in the trail acts as drop down menus.

# **16 Content Editing**

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## **16.1 WYSIWYG Editing**

The proposed solution must provide an optional WYSIWYG editor field for content editing.

### **16.1.1 Restricted Styles**

WYSIWYG editors will restrict users to styles defined by the site's overall theme.

### **16.1.2 Table Styles**

*Content Contributors* are limited to using predefined table styles. The option to style a table will be; either none or styled.

### **16.1.3 HTML Source Editing**

WYSIWYG editors must allow *Site Administrators* to input unfiltered HTML while *Content Contributors* would be restricted to basic HTML.



#### **16.1.4 Spellcheck**

The WYSIWYG Editor has a built in spellchecking function.

#### **16.1.5 Canadian Spellcheck**

When spellcheck is used, it checks against a Canadian dictionary.

#### **16.1.6 In-Place Editing**

In-place editing allows *Content Contributors* to edit content directly through the front-end.

#### **16.1.7 Copy/Paste from Microsoft Word**

Text from Microsoft Word and other external sources should be cleaned to remove unnecessary tags and styles not consistent with the theme of the site.

#### **16.1.8 Autosave or Content Persistence**

It is desirable for a mechanism to be in place, such that editors will not lose their work in the event of a session timeout.

### **16.2 Content Preview**

*Content Contributors* can preview content on the live site before publishing. Previews are an accurate reflection of what the content will actually look like on the live site.

### **16.3 Content Versioning**

Content may be versioned. Any of the previous versions available may be restored.

### **16.4 Content Locking**

Content can only be edited by one user at a time. Content is either locked or checked out until the author has finished working with it. *Site Administrators* can override any locks or checkouts.

### **16.5 Scheduled Publishing**

Timely content, such as news articles and calendar events can be published and expired at specific dates and times, accurate to within five minutes of the scheduled local time. By default, content is scheduled to publish immediately and never expire.

#### **16.5.1 Daylight Savings Time**

Scheduling must use local time and respect Daylight Savings Time (DST).

### **16.6 Embeddable Elements**

*Content Contributors* must be able to embed media such as YouTube videos. *Site Administrators* should be able to embed objects, iframes, inline styles and inline scripts.

### **16.7 Collapsible and Tabbed Content**

In addition to the standard selection of heading and paragraph styles provided by the WYSIWYG editor, *Content Contributors* have the ability to create collapsible and tabbed sections of content.

## 16.8 Last Updated

All content shows the date it was last updated.

## 17 Media Management

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### 17.1.1 Restricted Uploads

*Content Contributors* require the ability to upload their own media objects, such as images and documents. Uploads are restricted by configurable file types and maximum file sizes.

### 17.1.2 Media Browser

*Content Contributors* require a method to browse and reuse media objects they have permissions to access, such as PDF documents and images. Media objects are grouped into folders, which are restricted by content group (See the section on Content Access Control for more information about content groups).

### 17.1.3 Orphaned Files

Media files that are removed from the CMS are physically deleted from the server.

### 17.1.4 Image Processing

Images are automatically resized and cropped to fit their intended elements.

## 18 Content Types

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Below is a summary of potential content types identified through analysis of the current website and discovery meetings with departments. Content types, their fields, relationships, supporting taxonomies, views and blocks will be finalized in collaboration with you.

### 18.1.1 Basic Page

Responsively styled HTML pages created with a WYSIWYG editor. Any basic page has the potential to have more content underneath it in the page hierarchy.

### 18.1.2 Landing Page

A landing page with a unique layout, color scheme or graphical element; with a focus on navigation for the section. Landing pages may also contain other blocks of dynamic content.

### 18.1.3 Article

A standard article that includes a WYSIWYG text area and an image. Articles are used for media releases and general educational articles.

### 18.1.4 Council Member Profile

Council member profiles contain basic information about council members, such as their name, image, and a short bio.

### 18.1.5 Board or Committee

Council members sit on several boards and committees. Boards and committees may also have information on how members of the public could apply for a seat.

### **18.1.6 Department Profile**

Department profiles provide a brief snapshot of each department and their mandate. When rendered, they may include dynamic blocks that link to Services, Projects and Initiatives related to the department.

### **18.1.7 Senior Admin Profile**

The Senior Admin Profile is similar to the Council Member Profile, with the exception that they will be tagged with one Service Area and many Departments. Each profile would provide a dynamic links to Department Profiles.

### **18.1.8 Document**

A content type used to categorize and identify documents, such as PDF. Documents may be tagged such that they can be searched and filtered. For example, a document could be a permit application, annual report, publication, brochure, etc.

### **18.1.9 Community Group**

A community group consists of a title, address, email, external website url, and a WYSIWYG text field. Our current list of [community groups](#) can be found on our website.

### **18.1.10 Bylaw**

Bylaws are formal documents listed in the bylaw view described later in this document. A bylaw may have one or more related amendments. You can [view our current bylaws, policies and procedures on our website](#).

### **18.1.11 Amendment**

An amendment represents a pending or approved change to an existing bylaw or policy. An amendment consists of a status, a PDF attachment, and a links to one or more public hearing events.

### **18.1.12 City Policy**

City Policies are formal documents listed in the policy view described later in this document. Policies may have several procedures attached to it. You can [view our current bylaws, policies and procedures on our website](#).

### **18.1.13 Calendar Items**

Each item represents an event with start/end date times, cost, location, description and image.

### **18.1.14 Facility**

These items will list standardized information for a facility, including an image of the facility and a map that pinpoints the facility location. Our current [facility directory](#) can be found on our website.

### **18.1.15 FAQ**

Frequently Asked Questions (FAQ) consist of a question, answer and category.

### **18.1.16 Bidding Opportunity**

Each item represents a procurement opportunity. Bidding Opportunities may have several fields including Categories, Bid Number, Bid Name, Bid Status, Published Date, Closing Date, Question Deadline, and Description. Some fields require default values. Bidding opportunities will also have many attachments for bid documents and addenda.

### **18.1.17 Service**

Each item represents a single public service provided by a department. Examples of Services are sports field bookings, building inspections, development permitting, and parking ticket payments, storm sewer maintenance.

### **18.1.18 Initiative**

Each item represents a program or initiative that the City is undertaking. Initiatives are tagged with one or more departments who are responsible and accountable for the initiative. Example of a programs and initiatives are [Housing First](#), [AGENT Program](#), Annual City Scrub, Solar Panels.

### **18.1.19 Trees, Pests, Weeds, Insects, Plant Diseases & Fungi**

Our Parks Operations department provides a wealth of knowledge regarding our local [Trees](#), [Insects](#), [Weeds](#), [Plant Diseases & Fungi](#). These may be standardized into one content type with multiple views. The intent is to provide views that can be searched, sorted and filtered.

### **18.1.20 Site Notice**

Site Notices are highly visible messages that appear along the top of the website. The message only contains basic HTML.

- Users may choose to minimize the notice after they have seen it.
- Only one Public Notice will appear on the site at any given time.

### **18.1.21 Public Notice**

Each item represents a notification for the public. Some examples of public notices are [Notices of Upcoming Public Hearings](#), and [New Bidding Opportunities](#).

### **18.1.22 Advertising Opportunity**

Each item is an opportunity to advertise at a City facility. The intent is to provide a directory of Advertising Opportunities that can be searched, sorted and filtered. Advertising opportunities can be thought of like a catalogue items, which are categorized by facility, signage type and price point.

### **18.1.23 Service Update**

Each item is a plain text message categorized by Service. The intent of Service Updates are to provide members of the public with updates on service changes. Examples of service changes are:

- Parks Operations Department cutting grass in a particular neighbourhood or park.
- Transportation Department filling potholes on a specific street.
- Snow plowing in a particular neighbourhood has begun or finished.

### **18.1.24 Funding Opportunity**

Funding opportunities are categorized as grants or sponsorships. Each opportunity has a general description, specific eligibility criteria, a deadline to apply, application forms, submission information.

### **18.1.25 Permit Application**

Each item represents an application for a different permit with a description, one or more PDF application forms, and submission information. Permit Application items are to be tagged and categorized such that they may be searched in a directory. There are many [examples of permits and licenses on our current website](#).

### 18.1.26 Staff Member

Staff Member items may consist of a name, department, title, phone number and email address.

## 19 Views and Blocks

### 19.1 Potential Views and Blocks

Below is a summary of potential views identified through analysis of the current website and discovery meetings with departments. **Views and blocks required will be determined in collaboration with you.**

You may assume that these views can be searched, sorted, and filtered.

View	Based on Content Type
Bidding Opportunities	Bidding Opportunity
Forms, Reports and Studies	Document
Bylaw Directory	Bylaw / Policy
Policy Directory	Bylaw / Policy
Advertising Opportunities	Advertising Opportunity
Service Updates	Service Update
Staff Directory	Staff Member
Senior Administration	Senior Admin Profile
City Council Members	Council Member Profile
Boards and Committees	Board or Committee
Departments	Department Profile
Programs and Initiatives	Initiative
Services	Service
City Facilities	Facility
Community Groups	Community Group
Permits and Licenses	Permit Application
Gants and Funding	Funding Opportunity
Latest News	Article
Upcoming Events	Event
Public Notices	Public Notice
Parks Knowledge Base	Trees, Pests, Weeds, Insects, Diseases, Fungi

### 19.2 Elements of the Homepage

The homepage design may include all or none of the following blocks.

#### 19.2.1 Seasonal Background Image

The homepage will feature a large panoramic seasonal background image. The image is updated manually by *Site Administrators*.

#### 19.2.2 Prominent Search Field

A large search field is central to the homepage design.

#### 19.2.3 Latest News Listing

A list of links and thumbnail images for the latest news items published.

## 19.2.4 Spotlight News Items

A slider that displays sticky/promoted news items. Only *Site Administrators* can promote news articles to the slider.

## 19.2.5 Upcoming Events Listing

A list of links and thumbnail images for upcoming events.

## 19.3 Transit Landing Page

A landing page for Transit services with some additional blocks.

- Notification area for Transit Service Updates.
- Embedded Form for Google Trip Planner (See Edmonton.ca in appendix for example)
- Graphical navigation elements for links to important content.

## 19.4 Bidding Opportunities

[Lethbridge's bidding opportunities](#) is an example of what we would like to emulate for the bidding opportunities layout; however, functionality that requires users to be registered is not required. The views we anticipate are:

### 19.4.1 Opportunities List

A list that shows the Bid Name, Bid Status, Bid Closing Date, Links to Details and Documents.

### 19.4.2 Bid Details

Displays detailed information from the Bidding Opportunity item and separate blocks for documents and addenda.

#### 19.4.2.1 Submitting Questions

Bid Details will provide a link to submit a question, which will launch a mailto with a prefilled subject line that includes the bidding opportunity identifier.

### 19.4.3 Documents and Addenda Blocks

These blocks are a listing of documents in various formats, such as PDF, doc, docx, xls, csv.

## 19.5 Bylaw Directory

The bylaw directory list all of the bylaws and policies for the City. Our existing [bylaw directory](#) can be viewed on our website. We anticipate the following views:

### 19.5.1 Bylaws List

A list of bylaw items. Columns include the Bylaw Number, Bylaw Title and Last Amended Date.

### 19.5.2 Bylaw Details

Displays information from a bylaw items and the amendments block described below.

#### 19.5.2.1 Amendments Block

Bylaws may have amendments that are related to it. In that case, they will appear below the bylaw details. The latest amendment will appear on top.

## 19.6 City Policy Directory

The policy directory is almost identical to the bylaw directory with the following exceptions.

### 19.6.1 Procedures

Policies may have numerous procedures attached to them. Attachments are PDF documents.

### 19.6.2 Terminology

Bylaw Number becomes Policy Number. Amended date becomes Revision Date.

### 19.6.3 Taxonomy

City Policies are tagged with a single department that is responsible for the policy. The tagged department is not responsible for maintaining the content item.

## 19.7 Advertising Opportunities

### 19.7.1 Advertising Opportunities Catalogue

Advertising Opportunities are listed in a catalogue-like format and can be searched and filtered by title, Facility, Signage Type and Price Point.

### 19.7.2 Sponsorship Landing Page

Provides basic WYSIWYG area for content, as well as a block to feature promoted Advertising Opportunities.

### 19.7.3 Advertising Opportunity Item Details

Each item will include a mailto that prepopulates the message with the title of the opportunity being browsed. The email address for the mailto shall be configured globally by a *Super Administrator*.

## 19.8 Corporate Highlights Block

This block will display up to three high profile news items with a graphic. Corporate Highlights are managed by Site Administrators.

## 19.9 Other Views and Blocks

Other views and blocks required will be determined in collaboration with you.

## 20 Site Features

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### 20.1 Search Engine Friendly URL Patterns

Search Engine Friendly URLs are generated automatically when new content is created. URLs must be human readable, structured logically and search engine friendly.

**Example:** *cityofgp.com/government/council/meetings-minutes*

### 20.2 Social Sharing Buttons

Users may share News Articles and Events to Facebook and Twitter, directly from the website using Social Sharing Buttons.

## 20.3 Open Graph Meta Tags

When a link is posted to Facebook and Twitter, the image and description that appears in the feed should be formatted nicely. The image is automatically sized for a best fit, and the *Content Contributor* has some degree of control over the text and description when creating the content.

## 20.4 Short URLs

*Short URLs* are referenced on the radio and in printed mediums to provide direct access to specific content. These URLs are typically short and easy to remember.

- Short URLs are created manually by *Site Administrators*
- The actual URL of the content is not affected
- The short URL simply uses a permanent redirect to the target content
- The target URL should be appended with GA campaign tags to track short URL usage

**Example:** cityofgp.com/csd redirects to the Community Social Development Department.

## 20.5 Local Site Search

### 20.5.1 Site Search Strategy

Provide a clear strategy for how you will implement local site search.

### 20.5.2 Administrative Control

The City would like maximum control over the local search page results, including the following abilities:

**20.5.2.1 Remove a URL from the index immediately**

**20.5.2.2 Explicitly set the top results for a given search term or phrase**

**20.5.2.3 Trigger a new crawl of the content.**

### 20.5.3 Predictive Search

When a user starts typing in the site search box, suggestions appear based on popular searches or administrative configuration.

### 20.5.4 Faceted Search

Search results can be narrowed down based on various taxonomies and content types.

### 20.5.5 No Ads

There will be no third party advertisements on the search page.

## 20.6 Custom 404 Page

A custom 404 page with a friendly message and search box on it.

## 20.7 Google Tag Manager (GTM)

The City will provide you with a GTM code snippet to be installed on the website. The tag manager code should be excluded from the site's generated markup when users are logged in. You are not required to setup the GTM tags or configure the Universal Analytics profile.



## 20.8 XML Sitemap

The XML Sitemap includes links to all publically available content that has not been archived. City staff will register the sitemap with Google Webmaster Tools.

## 20.9 Add to Home Screen

It is desirable to allow visitors to create a shortcut on their mobile device home screen that links to the current page that they are on, directly from the website itself. The home screen links would be styled with a configurable icon.

## 20.10 Support for REST

At some point in the future, the City may choose to develop one or more mobile apps that would consume data from the website. The proposed solution should have the capability to provide a secure REST endpoint that serves data in a variety of formats including but not limited to JSON and XML.

## 20.11 Simple Contact Forms

The City wishes for *Site Administrators* to have the ability to create simple web forms with a GUI (think 10 fields or less)

- Form fields have some level of validation options for common data types.
- Form results are emailed to a designated email address.
- Form results are stored in the database and accessible by *Site Administrators* through the GUI.
- A customizable message is displayed to the user after the form is successfully submitted.

## 20.12 Content Reports

Content Reports allows *Site Administrators* to see a statistical summary of site content including the type, amount and publishing state of content on the site.

## 20.13 Audit Trail and Event Logs

The system maintains a comprehensive audit trail of website activity, including:

- When each user signs on and off
- Content is created or modified.
- Password resets and user account changes.
- Failed login attempts.

## 20.14 Email Notifications

The City's current CMS allows anonymous users to subscribe to instant email notifications for selected categories of news, events and bidding opportunities. It is desirable for the proposed solution to provide similar functionality. Only News Articles, Events and Bidding Opportunities will provide subscription options. See the [eNotification page on our current website](#).

## 20.15 Language Translation

Content will be translated using Google Translate. The source language is Canadian English.

## 20.16 Content Recycle Bin

*Content Contributors* may occasionally delete content by mistake. In these instances, a *Site Administrator* will require the ability to restore the content.

## 20.17 Related Content Blocks

On some content types, links to related content are displayed. There may be up to six suggestions for related content that are manually specified on a content item by the *Content Contributor*.

## 20.18 News and Event Archiving

Timely content, such as news articles and calendar events will eventually reach an age where it is considered archived. Archived content is not the same as expired content.

News will be automatically **archived** after six months. When news content has reached the archived state, a prominent visual indicator is present on those items to make it clear that the information may not be the most current.

Calendar events will also be **archived** immediately after the event ends, showing a clear visual indicator that the event has passed. Calendar events will **expire** three months after the event ends and simply generate a 404 page when visited.

## 20.19 Printable Pages

Content is well formatted and designed to minimize paper usage when printed. Extraneous elements and whitespace are removed from the print view.

## 20.20 Captcha

All form submissions are protected with Captcha.

# 21 Training Requirements

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## 21.1 Facilitated User Training

You will facilitate group-training sessions in order to instruct *Site Administrators* and *Content Contributors* how to operate the new content management system. Training shall be provided on-site at Grande Prairie's City Hall unless otherwise noted.

## 21.2 Training Facilities

City Hall has a 12 workstation training room with an instructor station that can be utilized for training.

## 21.3 Technical Walkthrough

One user will require a detailed walk-through of all the code and the site configuration for the site. This walkthrough may be accomplished remotely.

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## 21.4 Site Administrator Training

Up to five individuals will receive site administration training. These individuals will be trained on all administrative aspects of the website. *Site Administrators* are responsible for managing user accounts and providing support to *Content Contributors* within the organization. This training may be accomplished remotely.

## 21.5 Content Contributor Training

Up to 75 individuals from numerous City Departments may require *Content Contributor* training. Your presence will be required on-site to facilitate the training.

## 21.6 Training Environment

*Content Contributors* shall be trained in a sandboxed environment. The training environment will be provisioned by the City, but configured and maintained by the successful proponent. The training environment content does not need to be synchronized with the production site. The training environment will be password protected and/or restricted by IP address.

## 21.7 Training Manuals

Training manuals specific to our implementation shall be provided during training such that *Site Administrators* and *Content Contributors* have a reference for how to operate the CMS. User manuals should be well formatted and easy to follow. PDF and online documentation is acceptable.

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# 22 Documentation

## 22.1 Provide Documentation

At the end of the project, the City should have a thorough reference for:

- Troubleshooting and maintaining the system
- Configuration and customizations, as built, specific to our implementation.
- Relevant Technical drawings specific to our configuration

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# 23 Integrations and Linkages

## 23.1 Methods of Integration

The City uses many third party applications that will be linked or embedded on the site. The proposed system must allow *Site Administrators* to:

- Create menu items that link to external websites.
- Input inline styles, objects, scripts and iframes within content.

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## 24 Ongoing Support and Maintenance

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### 24.1 Minimum Service Levels

The City requires ongoing maintenance and services related to the development of this website. Our desired minimum services levels are:

- Less than 1 hour response for critical issues (site non-functional)
- Maximum of one business day response for non-critical issues and inquiries
- Support is provided via email and telephone during your regular business hours
- Minimum one year warranty on defects and defect repairs related to your work

### 24.2 Maintenance and Development Services

Maintenance and development services may include:

- Prompt security patching and testing
- Performance optimization
- Product consulting and troubleshooting
- Expansion of functionality or integration with other systems.

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## 25 Presentation

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### 25.1 Provide a Remote Presentation

Proponents that pass the technical evaluation will be invited to give a remote presentation up to a maximum of 60 minutes in duration. Each presentation will adhere to the following format:

- Briefly introduce the company and the project team
- Showcase at least two previous responsive design projects of similar size and scope
- Demonstrate the proposed solution for content access control and workflow
- Demonstrate the proposed solution for local site search

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## 26 Technical Proposal Format

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### 26.1 Title Page

Include a title page with the following information on it.

- RFP number and title
- Proponent's name and address
- Closing date and time
- Proponent's telephone number
- Contact person

### 26.2 Letter of Introduction

Who you are, and why you think your company would be a good fit for this project.

## 26.3 Table of Contents

Include page numbers.

## 26.4 Project Overview

Provide a short one or two page summary of your understanding of the job to be done.

## 26.5 About you

We would like to know more about your firm and your relevant experience. Provide a brief company profile and confirmation of all relevant professional registrations.

- The address and location of the office from which any work will be performed.
- Description of the firm, including size, range of activities, number of years in business, etc. Particular emphasis should be given as to the corporate-wide experience and expertise in the area of **website design and development**.
- A list and description of similar projects satisfactorily completed within the past five years. Please include links to the live websites where available.
- Litigation within the last five years or any pending litigation arising out the firm's performance.

## 26.6 Project Team

Provide the following information for key technical and administrative positions involved in the project:

- Relevant Experience
- Technical skills, education and certifications
- Respective position descriptions
- Extent of their involvement in the project

No change in key staff will occur without written permission by the City.

## 26.7 Equipment & Licensing

You must provide an itemized equipment list of hardware, software and any equipment you deem necessary to complete the project.

- Manufacturer's name and model number
- Purpose of each item

List any licenses that would need to be purchased. For each type of license, Indicate:

- To whom or what the license applies to
- The frequency at which the license must be renewed

## 26.8 Project Management

We would like understand your approach to managing website development projects. Please provide an overview of your project lifecycle and project management process.

## 26.9 Requirements Checklist

Provide a completed copy of the requirements checklist from the appendix, along with any notes or clarifications you would like to make.

## 26.10 Detailed Work Plan

Your detailed work plan should illustrate how and when key deliverables will be completed. Provide detailed information on the following:

- Hosting Strategy
- Work Breakdown Structure (WBS)
- High-Level Gantt Timeline w/ Milestones
- High Level Plan for Custom Module Development
- High Level Training Plan
- Content Access and Workflow Strategy
- Local Site Search Implementation Strategy
- Known Risks and Limitations

## 26.11 Maintenance and Service Level Agreement (SLA)

Provide specifics about your maintenance options and specify which options you feel are the best fit.

Clearly identify:

- Support and maintenance practices and options
- Type(s) of service that will be provided
- Guaranteed response times
- Service escalation procedures
- Limitations in timing, availability, or levels of support
- City/town(s) from which service will be provided
- Number of support staff available
- Specifics related to your proposed hosting strategy (if applicable)

## 26.12 Warranty

For the purposes of this proposal, the City of Grande Prairie requires a minimum one-year warranty for the entire solution. Detailed information about warranties is necessary.

## 26.13 References

Provide three (3) Canadian references, if available, for whom you have completed similar projects. Your references may be contacted via phone.

## 26.14 Appendices

Any additional information, brochures, etc.

## 27 Price Proposal Format

All pricing must be in Canadian Dollars (CAD). You will be evaluated on the **total first year cost**. The City may choose to negotiate a longer-term contract for service and support under the assumption that each additional year will cost less than or equal to the annual price stated in this proposal.

## **27.1 Introduction and Explanation (optional)**

### **27.2 Initial Development Costs**

#### **27.2.1 Cost of Development**

Total development cost, not including optional components.

#### **27.2.2 Travel and Expenses**

Total cost of travel time and expenses.

#### **27.2.3 License Fees**

Specify the cost for each license and the frequency at which it must be renewed.

#### **27.2.4 Optional Components**

Specify the cost for each optional component you included in your proposal as a separate line item. These line items will be considered negotiable and delete-able.

### **27.3 Website Hosting (If Applicable)**

Specify the annual cost of hosting. Include any additional costs related to the first year of hosting, such as set up costs, as a separate line item.

### **27.4 Service and Support Costs**

#### **27.4.1 Annual Maintenance Contract Price**

Include the total cost for one year of your proposed maintenance contract.

#### **27.4.2 Security Patching**

If your proposed maintenance package does not include the cost of security patching, include the estimated cost to apply five separate security patches to core files throughout the year. You may assume there are no side effects that require additional work, although you still have to review and test the site after patching.

### **27.5 Other Costs**

Provide a line item and description for any other charges or costs to be incurred by the City that are not covered by the previous sections.

### **27.6 First Year Total**

You will be evaluated on the first year total cost. The combined total of initial development costs, hosting, plus service and support for one year as well as any other costs incurred in the first year.

## 28 Appendix

### 28.1 Draft Information Architecture (IA)

The following IA illustrates the primary sections of the website we envision.

#### 1. City Government

- 1.1. Agendas, Meetings, Minutes
- 1.2. Bylaws, Policies, Procedures
- 1.3. Council's Strategic Plan
- 1.4. Organizational Chart
- 1.5. City Council
  - 1.5.1. Council Member Profile Pages
  - 1.5.2. Boards And Committees
- 1.6. City Administration
  - 1.6.1. Senior Admin Profile Pages
  - 1.6.2. Department Descriptions
- 1.7. Budget And Finance
  - 1.7.1. Annual Financial Statements
  - 1.7.2. The Budget Process
  - 1.7.3. Explore The Budget
- 1.8. Unions And Partnerships
- 1.9. Working For The City
  - 1.9.1. Guiding Beliefs
  - 1.9.2. Compensation & Benefits
  - 1.9.3. Health, Wellness And Safety
  - 1.9.4. HR Policies
  - 1.9.5. Current Job Listings
- 1.10. Policies And Procedures
- 1.11. Municipal Elections

#### 2. About Grande Prairie

- 2.1. Local Bylaws
- 2.2. Statistics
- 2.3. Maps And Location
- 2.4. Culture & Heritage
  - 2.4.1. Museums
    - 2.4.1.1. Grande Prairie Museum
    - 2.4.1.2. Montrose Cultural Centre
    - 2.4.1.3. Heritage Discovery Centre
  - 2.4.2. Memorial Plaques
  - 2.4.3. Cultural Protocols
  - 2.4.4. 100 Parks, 100 Names
- 2.5. Regional Tourism
- 2.6. History
- 2.7. Immigration
- 2.8. Relocating To Grande Prairie
- 2.9. City Webcams

#### 3. Information For Residents

- 3.1. Information For New Residents
- 3.2. Information For Rural Service Area Residents
- 3.3. Waste, Water And Utilities
- 3.4. Local Bylaws
- 3.5. Pets
  - 3.5.1. Animal Licensing
  - 3.5.2. Animal Control Bylaw
  - 3.5.3. Dog Parks
- 3.6. Preventing Crime
- 3.7. Social Assistance
- 3.8. Property Taxes
- 3.9. Neighbourhood Associations

#### 4. Information For Business

- 4.1. Bidding Opportunities
- 4.2. Starting A Business
- 4.3. Information For Investors
- 4.4. Economic Profile, Statistics
- 4.5. Economic Development Initiatives
- 4.6. Business Support Resources
- 4.7. Bidding Opportunities
- 4.8. Jobs In Grande Prairie

#### 5. Our Community, Parks And Recreation

- 5.1. Parks, Playgrounds, Sports Fields
  - 5.1.1. Muskoseepi Park
  - 5.1.2. South Bear Creek Park
  - 5.1.3. Sports Fields
  - 5.1.4. Heritage Village
  - 5.1.5. Mamwe Concourse
  - 5.1.6. Dog Parks
  - 5.1.7. Playgrounds
  - 5.1.8. Splash Parks
  - 5.1.9. Outdoor Rinks
- 5.2. Sports And Recreation Facilities
- 5.3. Arts And Cultural Facilities
- 5.4. Recreation Programs And Activities
  - 5.4.1. Community Connections Magazine
  - 5.4.2. Free Things To Do In GP
  - 5.4.3. Summer Programs
  - 5.4.4. Educational Programs
  - 5.4.5. Program Registration And Facility Bookings
- 5.5. Community Groups
- 5.6. Muskoseepi Trail System
- 5.7. Park Maintenance
- 5.8. Cemetery
- 5.9. School Boards
- 5.10. Regional Tourism

#### 6. Roads, Trails & Public Transit

- 6.1. Road Maintenance
  - 6.1.1. Snow Plowing
    - 6.1.1.1. Snow Plowing Schedule
    - 6.1.1.2. Windrow Clearing Program
  - 6.1.2. Street Sweeping
  - 6.1.3. Potholes
  - 6.1.4. Traffic Signs And Signals
- 6.2. Public Transit
  - 6.2.1. Service Interruptions
  - 6.2.2. Routes, Schedules And Fares
  - 6.2.3. Bus Tracker
  - 6.2.4. Transit Trip Planner (e)
- 6.3. Sidewalks And Pedestrian Trails
- 6.4. Traffic Enforcement



## 7. Programs And Services

- 7.1. Our Departments
- 7.2. Eservices, Online Services
- 7.3. Permits And Licenses
- 7.4. Property Taxes
- 7.5. Business Services
  - 7.5.1. Business Licensing
  - 7.5.2. Starting A Business
- 7.6. Community Programs
  - 7.6.1. Neighbourhood Associations
- 7.7. Emergency And Enforcement
  - 7.7.1. 911 Dispatch
  - 7.7.2. RCMP
    - 7.7.2.1. RCMP Detachments
    - 7.7.2.2. RCMP Services
    - 7.7.2.3. RCMP Community Programs
    - 7.7.2.4. RCMP Careers
  - 7.7.3. Fire Department
    - 7.7.3.1. Fire Stations
    - 7.7.3.2. Fire Prevention & Safety
    - 7.7.3.3. Residential Fire Pit Permits
    - 7.7.3.4. Fire Services
  - 7.7.4. Enforcement Services
    - 7.7.4.1. Office Location
    - 7.7.4.2. Bylaw Enforcement
    - 7.7.4.3. Traffic And Parking Enforcement
    - 7.7.4.4. Animal Licensing
    - 7.7.4.5. Business Licensing
  - 7.7.5. Grande Prairie Regional Emergency Partnership
- 7.8. Facility Maintenance
- 7.9. Grants And Funding
- 7.10. GIS Mapping Services
- 7.11. Legal Services
- 7.12. Preventing Crime
- 7.13. Youth Support Programs
- 7.14. Social Assistance And Support Services
- 7.15. Park Space And Urban Forestry Maintenance
- 7.16. Cemetery
- 7.17. Tax And Assessment Services

## 8. Development, Planning, Environment

- 8.1. Annexation
- 8.2. Environmental
- 8.3. Regulations, Standards And Guides
- 8.4. Master Plans
- 8.5. Land Use Bylaws
- 8.6. ASP, ARP, OP, MDP, IPD Documents
- 8.7. Development Permits
- 8.8. Development Inspections
- 8.9. Subdivision Of Land
- 8.10. Development Appeals
- 8.11. Reports And Studies

## 9. News, Projects, Latest Information

- 9.1. Current Projects And Initiatives
- 9.2. Notice of RFP, Tenders, Etc.
  - 9.2.1. Current Bidding Opportunities
  - 9.2.2. Security And Bonding Requirements
  - 9.2.3. Bidding And Award Process
- 9.3. Current Construction Projects
- 9.4. Media Releases
- 9.5. Public Notices
- 9.6. Upcoming Events
- 9.7. Agendas, Meetings, Minutes
- 9.8. Newsletter Sign-Up
- 9.9. Facebook, Twitter, Social Media

## 10. Reports, Forms, Permits, Licenses

- 10.1. Reports And Studies
- 10.2. Permits And Licenses
- 10.3. Forms

## 11. Contact Us

- 11.1. Citizen Contact Centre, General Contact Info
- 11.2. Report A Bylaw Infraction
- 11.3. Report Non-Emergency Issues Online
- 11.4. File An Insurance Claim
- 11.5. Frequently Asked Questions
- 11.6. Facebook, Twitter, Social Media
- 11.7. Contact A Council Member

## 28.2 Requirements Checklist

Place YES in the *Compliant* column to indicate if your proposal includes the functionality specified or complies with the requirement. Place YES in the *Custom* column if the requirement will be met with custom module development.

**All requirements are mandatory except those that have been marked as optional.** Optional components included in your proposal are to be included in your price proposal as a separate line-item.

Reference	Requirement	Compliant	Optional	Custom
7	Licensing			
7.1	Non-Proprietary Solution			
7.2	No Recurring Licensing Fees			
8	Project Communication			
8.1	Single Point of Contact			
8.2	On-Site Presence			
8.3	Meetings			
8.4	Weekly Progress Reports			
9	Design Requirements			
9.1	Accessibility			
9.2	Responsive Design			
9.3	Theme Design			
10	Development			
10.1	Non-Proprietary Content Management System			
10.2	Development Site			
10.3	HTML5 and CSS3			
11	Hosting Infrastructure			
11.2	Use Existing Infrastructure		*	
11.3	SendGrid		*	
11.4	SSL			
12	Browser Support			
12.1	Minimum Supported Versions			
13	Site Performance			
13.1	Minimum Site Performance Requirement			
14	Content Access Control and Workflow			
14.1	Content Access Control and Workflow Strategy			
15	Site Navigation			
15.1	Mobile Navigation			
15.2	Symbolic Navigation			
15.3.1	Minimum Breadcrumbs Requirement			
15.3.2	Scotch-Egg Style Breadcrumbs		*	
16	Content Editing			
16.1	WYSIWYG Editing			
16.1.1	Restricted Styles			
16.1.2	Table Styles			
16.1.3	HTML Source Editing			
16.1.4	Spellcheck		*	
16.1.5	Canadian Spellcheck		*	
16.1.6	In-place Editing		*	
16.1.7	Copy/Paste from Microsoft Word			
16.1.8	Autosave or Content Persistence		*	
16.2	Content Preview			
16.3	Content Versioning			
16.4	Content Locking			
16.5	Scheduled Publishing			
16.5.1	Daylight Savings Time			
16.6	Embeddable Elements			
16.7	Collapsible and Tabbed Content		*	
16.8	Last Updated			
17	Media Management			
17.1.1	Restricted Uploads			
17.1.2	Media Browser			

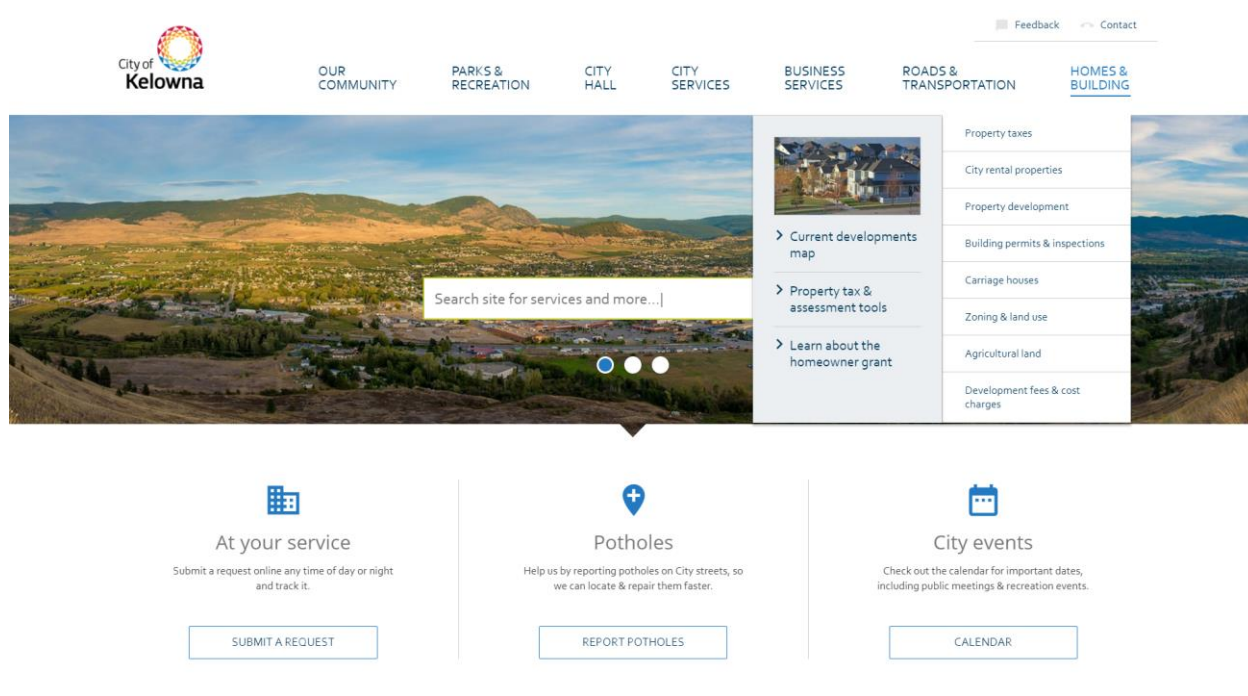
17.1.3	Orphaned Files			
17.1.4	Image Processing			
18	Content Types			
18.1.1	Basic Page			
18.1.2	Landing Page			
18.1.3	Article			
18.1.4	Council Member Profile			
18.1.5	Board or Committee			
18.1.6	Department Profile			
18.1.7	Senior Admin Profile			
18.1.8	Document			
18.1.9	Community Groups			
18.1.10	Bylaw			
18.1.11	Amendment			
18.1.12	City Policy			
18.1.13	Calendar Item			
18.1.14	Facility			
18.1.15	FAQ			
18.1.16	Bidding Opportunity			
18.1.17	Service			
18.1.18	Initiative			
18.1.19	Trees, Pests, Weeds, Insects, Plant Diseases & Fungi			
18.1.20	Site Notice			
18.1.21	Public Notice			
18.1.22	Advertising Opportunity			
18.1.23	Service Update			
18.1.24	Funding Opportunity			
18.1.25	Permit Application			
18.1.26	Staff Member			
19	Views and Blocks			
19.1	Potential Views and Blocks			
19.2.1	Seasonal Background Image			
19.2.2	Prominent Search Field			
19.2.3	Latest News Listing			
19.2.4	Spotlight News Item			
19.2.5	Upcoming Events Listing			
19.3	Transit Landing Page			
19.4	Bidding Opportunities			
19.5	Bylaw Directory			
19.6	City Policy Directory			
19.7	Advertising Opportunities			
19.8	Corporate Highlights Block			
20	Site Features			
20.1	Search Engine Friendly URL Patterns			
20.2	Social Sharing Buttons			
20.3	Open Graph Meta Tags			
20.4	Short URLs			
20.5.1	Site Search Strategy			
20.5.2.1	Remove a URL from the index immediately		*	
20.5.2.2	Explicitly set the top result for a given term or phrase		*	
20.5.3	Predictive Search		*	
20.5.4	Faceted Search		*	
20.5.5	No Ads			
20.6	Custom 404 Page			
20.7	Google Tag Manager (GTM)			
20.8	XML Sitemap			
20.9	Add to Home Screen		*	
20.10	Support for REST			
20.11	Simple Contact Forms		*	
20.12	Content Reports		*	
20.13	Audit Trail and Event Logs			
20.14	Email Notifications		*	
20.15	Language Translation via Google Translate			
20.16	Content Recycle Bin		*	

20.17	Related Content Blocks			
20.18	News and Event Archiving			
20.19	Printable Pages			
20.20	Captcha			
21	Training Requirements			
21.1	Facilitated User Training			
21.2	Training Facilities			
21.3	Technical Walkthrough			
21.4	Site Administrator Training			
21.5	Content Contributor Training			
21.6	Training Environment			
21.7	Training Manuals			
22	Documentation			
22.1	Provide Documentation			
23	Integrations and Linkages			
23.1	Methods of Integration			
24	Ongoing Support and Maintenance			
24.1	Minimum Service Levels			
24.2	Maintenance and Development Services			
25	Presentation			
25.1	Provide a Remote Demonstration			

## 28.3 Examples

The following examples are provided to help illustrate some of the design and functional elements we would like to consider for our website. The successful proponent will meet with the City’s project team to discuss ideas and gather inspiration for the theme and UI design.

### 28.3.1 Kelowna.ca



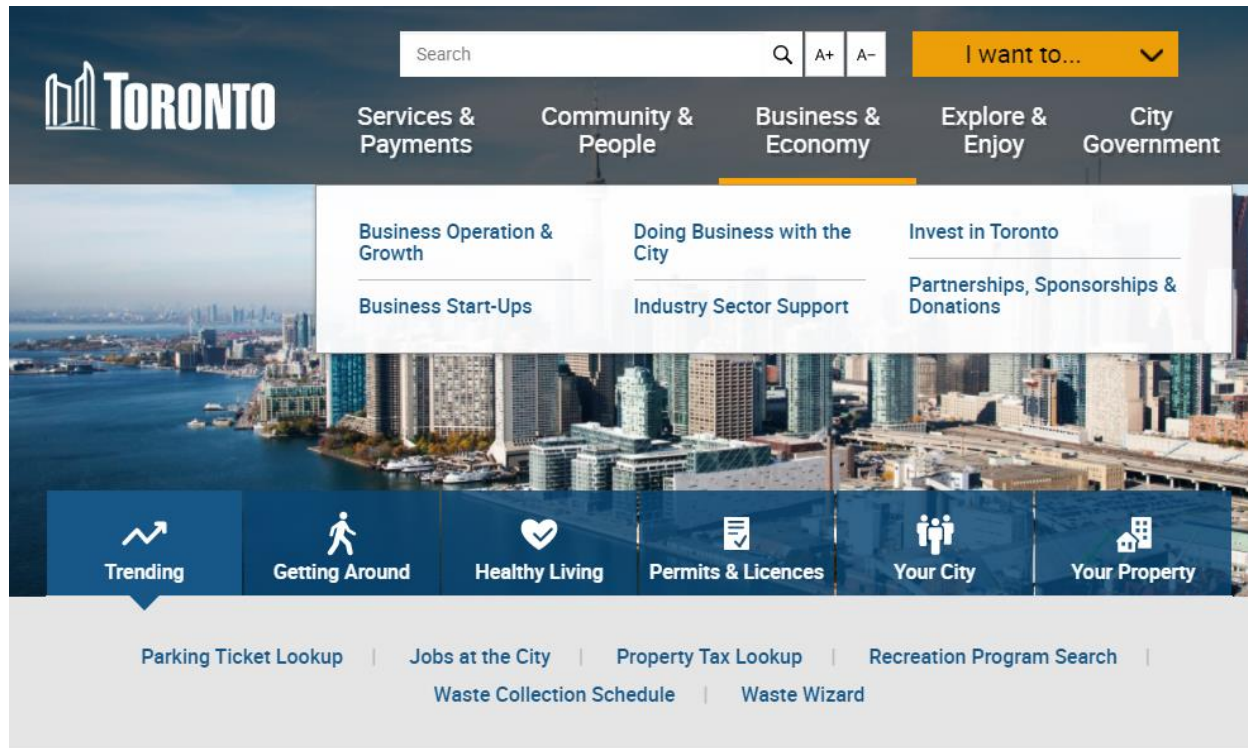
- Large aesthetic background image.
- Prominent search box on homepage.
- Main navigation style is visually appealing and functional.
- Minimal design

## 28.3.2 Edmonton.ca

The screenshot displays the Edmonton.ca website interface. At the top, there is a search bar and a navigation menu. The main content area features a 'Transit Trip Planner' widget with input fields for 'Starting Point', 'Destination', and 'Depart At' (set to 10:36am on Mar 26, 2018). Below this are buttons for 'Reset Trip' and 'Plan My Trip'. A 'City Services - 311 Online' link is also present. The page is divided into two rows of service tiles: 'Popular Topics' (Apply For Jobs, ETS Maps & Schedules, Events Calendar, Outdoor Skating & Ice Rinks, Recreation Centres & Pools, Recreation Program Guides) and 'Popular City Services' (Edmonton Transit Service (ETS), Garbage & Recycling, Housing Programs, Leisure Access Program, Pay Bills, Taxes and Tickets, Volunteer Opportunities). A navigation bar at the bottom includes 'Home', 'City Government', 'Councillors & Mayor', and 'Council Initiatives'. The 'Council Initiatives' menu is expanded, showing a list of links: Mayor Don Iveson, Councillors, Appointments to Boards & Committees, Council Compensation, Council Expense Reports, Council Initiatives, and Engaging City Council.

- Symbolic in-page navigation on the homepage
- Embedded form for Google Transit Trip Planner
- Example of scotch-egg navigation

### 28.3.3 Toronto.ca



#### What's New



##### Clean Toronto Together

Join residents, students, businesses, organizations and community groups for



##### Second Chance Dogs

Meet our latest trainees getting ready for adoption.



##### Visit Toronto's Conservatories

Check out the spring and Easter flower shows until April 29 at the Allan Gardens and Centennial

#### This Week in the City

Mon	Tue	Wed	Thu	Fri	Sat	Sun
Mar 26	27	28	29	30	31	1

##### Yoko Ono: THE RIVERBED

The Gardiner Museum is pleased to present a three-part installation by Yoko Ono entitled THE RIVERBED. Yoko Ono is a forerunner of Conceptual art who ...

##### Toronto Revealed

Illuminating views of our city streets – explore a free exhibit showcasing paintings, drawings and prints of Toronto from the Toronto Public Li...

- Large aesthetic background image
- Symbolic navigation for trending, getting around, healthy living, etc.
- Latest news and events appear further down the page

**Toronto** Search Q A+ A- I want to... ▾

Services & Payments Community & People Business & Economy Explore & Enjoy City Government

City of Toronto / Services & Payments / Streets, Parking & Transportation

## Streets, Parking & Transportation

Print



### Related Information

- [2018 Street Allowance Rental Renewal](#)
- [New Parking Violation Dispute Process](#)
- [Pay Your Parking Violation](#)
- [Automated Vehicles](#)
- [Landscape Construction Permit](#)
- [Municipal Road Damage Deposit Permit](#)
- [Street Occupation Permit](#)

### Apply for a Parking Permit

Apply for or renew your on-street, off-street or temporary parking permit and learn about parking regulations in Toronto.

### Apply for a Street Event Permit

Apply for a temporary street closure, banner or sidewalk sale permit.

### Road Restrictions & Closures

Up-to-date information on road restrictions, maintenance and construction projects on Toronto's roads.

### Traffic Management

How the City manages traffic with lights, signs and cameras.

- Example of in-page navigation
- Page features related information

## 28.3.4 Calgary.ca Engagement Site



### This is my neighbourhood

This is my neighbourhood was created for residents to partner with The City to identify ways to help make their neighbourhood an even better place to live, work and play.



### Green Line Stage One

Stage One of Green Line is 20km of LRT connecting 16 Ave N to 126 Ave SE and includes some enabling works projects currently underway



### 33 Avenue S.W. Streetscape Master Plan – Main Streets

The City is developing a Streetscape Master Plan for 33 and 34 Avenues S.W, as part of the Main Streets initiative's investment phase.



### Integrated Pest Management Plan

The City is revising its Integrated Pest Management (IPM) Plan. The revised plan will produce Corporate-wide IPM policies and procedures managed by Calgary Parks.

- Example of in-page navigation.

### INQUIRIES

All questions must be submitted in writing to the Procurement Department by email, [procurement@cityofgp.com](mailto:procurement@cityofgp.com).

Deadline for submitting questions is noon, **one week prior to closing**.



## Section 7.0 – PROPOSAL FORMAT

Evaluation of proposals is made easier when proponents respond in a similar manner. The following format must be followed to provide consistency in proponent response.

### 7.1 Envelope 1: Price Proposal

*Incidentals such as vehicle rates, long distance telephone rates, micro-computer rates, CAD rates, fax machine rates, etc. must be listed. Omission in identifying an incidental item will be deemed as providing the service at a nil charge.*

**All pricing must be in Canadian dollars.** *The City of Grande Prairie will not be responsible for any increase due to currency fluctuations after the closing date or before the ninety (90) day period of modification indicated in section 4.6.9*

#### 7.1.1 Introduction & Explanation (optional)

#### 7.1.2 Detailed Work Schedule

Envelope #1 shall identify the phases of work, personnel who will undertake the work, their position description, hourly rates and hours of work on each phase. Extended costs per phase may include travel and subsistence, and third party costs, if any. Costs must be sub-totaled, and culminated in a Proponents Total Costs.

Incidentals such as travel rates, vehicle rates, long distance telephone rates, microcomputer rates, CAD rates, fax machine rates, etc. must be listed. Omission in identifying an incidental item will be deemed as providing the service at a nil charge.

#### 7.1.3 Price Proposal Total

At the bottom of your price proposal, total all your project costs into a total price proposal amount (Canadian Dollars, GST identified separately).

### 7.2 Envelope 2: Design & Technical Proposal

#### 7.2.1 Title Page

Show:

- RFP number and title
- Proponent's name and address
- Closing date and time
- Proponent's telephone number
- Contact person

#### 7.2.2 Letter of Introduction

You must provide a brief company profile and confirmation of all professional registrations. If additional information is required during the evaluation process, you must provide such information within ten (10) calendar days of the request.

#### 7.2.3 Table of Contents

Include page numbers.

#### 7.2.4 Project Overview

Provide a short one or two page summary of the vendor's understanding of the job to be done and the key features of the proposal. This includes how you will meet the business needs as outlined in the Statement of Work.

#### 7.2.5 About you

To help us get to know you better, we'd like to know more about your firm and your experiences in developing information technology strategies.

- The address and location of the office from which any work will be performed.
- Description of the firm, including size, range of activities, etc. Particular emphasis should be given as to how the corporate-wide experience and expertise in the area of developing technology strategies will be brought to bear on the proposed work.
- Litigation within the last five years or any pending litigation arising out the firm's performance.

#### 7.2.6 Summary of 3 Past Projects

To demonstrate that you are the right vendor for this project, provide **three detailed examples of similar engagements in the past five years**. For each engagement please let us know:

- what your customer was asking
- what process you followed
- what made this engagement successful

The City of Grande Prairie will not award this contract to any respondent who does not furnish satisfactory evidence of possessing the ability and experience in this class of work and sufficient capital and equipment / manpower to ensure acceptable performance and completion of the commitment. Any proposal / tender will be considered non-compliant if reference checks or past experience is deemed unsatisfactory, in the opinion of the City of Grande Prairie.

#### 7.2.7 References

Please provide reference information for the three past project engagements summarized as requested in the previous section. Use Form C of this Request for Proposal.

#### 7.2.8 Project Team

You must identify staff members to be assigned to this project including their role and summary of the team member's knowledge and experience with similar projects.

- Experience
- Technical background
- Respective position descriptions
- Extent of their involvement in the project

No change in key staff will occur without written permission by the City.

#### 7.2.9 Detailed Work Plan & Schedule

We would like to understand the methodology you will follow to ensure that the final plan meets our requirements. Include a description of the phases and steps you will take in order to get to the outputs that are required within this Request for Proposals. Timing will also be a consideration, please include a timeline highlighting milestone dates.

## **7.3 Special Conditions**

### **7.3.1 Intent**

The intent of the City with this Request for Proposals is to obtain complete information on the execution of the Performance Measurement and Management Training. From the information received, the City may:

- Negotiate an exclusive agreement with the selected proponent
- Request full product demonstrations to facilitate the process of short-listing vendors of interest
- Request further clarification to ensure that evaluations are equitably compared
- Make no award whatsoever and cancel the project

### **7.3.2 Review Procedures**

The City will form an Evaluation Committee to carefully review all submissions received. We stress the importance of providing complete and comprehensive information with your original submission to ensure full consideration of your offer.

### **7.3.3 Confidentiality**

The City will keep all information on this project confidential except as otherwise required by law.

All documents submitted to the City of Grande Prairie are subject to the protection and disclosure provisions of the Freedom of Information and Protection of Privacy Act. While this Act allows persons a right of access to records in the City's custody or control is also prohibits the City of Grande Prairie from disclosing your personal or business information where disclosure would be harmful to your business interests or would be an unreasonable invasion of your personal privacy as defined in sections 15 and 16 of the Act. Applicants are encouraged to identify what portions of their submissions are confidential and what harm could reasonably be expected from its disclosure.

The purpose for collecting the personal information required to be provided in their bid request is to enable the City of Grande Prairie to ensure the accuracy and reliability of the proposal, and to enable the City of Grande Prairie to evaluate your response to this bid request and for other related program purposes of the City of Grande Prairie. You may contact the Procurement Manager if you have any questions about the collection of information pursuant to this bid request.

The records stipulated in this bid request as being required to be maintained by the Proponent may be subject to the protection and access provisions of the Freedom of Information and Protection of Privacy Act. Should the City of Grande Prairie receive a request for any of these records that are in your custody it would be your responsibility to provide the records, at your expense, to the Procurement Manager, City of Grande Prairie within seven (7) calendar days from official notification by the Procurement Manager.

The Freedom of Information and Protection of Privacy Act requires the protection of the privacy of individuals whose information may be involved with meeting contract requirements. In accordance with the standards established by the requirements of Part 2 of the Act, the Proponent will be required to protect the confidentiality and privacy of each individual's personal information accessible to the Proponent or collected pursuant to this bid request or contract.

## Section 8.0 – EVALUATION CRITERIA

**For evaluation of the proposals, the following weighting shall apply:**

Considerations	Max Rating
Understanding of Scope / Completed Requirements Checklist / Detailed Realistic Work Plan and Schedules	25
Experience and Suitability to Project / Project Team	15
Optional Requirements Included in Proposal	30
Presentation of Proposal	5
<b>Total Technical Scoring (Out of 75)</b>	<b>75</b>
Cost: lowest / actual x Max Score (25)	25
<b>Total Overall Scoring (Out of 100)</b>	<b>100</b>

Only Proponents deemed to have passed the mandatory requirements would be further evaluated. To continue to the Price Proposal Evaluation, a firm must obtain at least 70% of available technical points. The lowest cost receives full points and the remainder are allocated pro-rated points. These points are added to the total score from Envelope 2. The Proponent with the highest score is considered to be the successful proponent.

Proposals shall be submitted in two envelopes supplied as follows:

**Envelope No. 1 (Price Proposal) (sealed):**

- Completed Request for Proposal must be signed, dated and sealed, and labeled with the Request for Proposal number, and the Proponent’s name (must include 4 copies) and one electronic copy submitted by email to [procurement@cityofgp.com](mailto:procurement@cityofgp.com) or USB.

**Envelope No. 2 (Technical Proposal) (sealed):**

- Sealed Envelope containing 4 copies of Proponent’s Technical proposal submission (including addenda if applicable) and one electronic copy submitted by email to [procurement@cityofgp.com](mailto:procurement@cityofgp.com) or USB.

## Form A- Form of Proposal (include with Technical Submission)

### AT LEAST ONE SIGNED ORIGINAL OF THIS FORM OF PROPOSAL MUST BE INCLUDED IN YOUR SUBMISSION

1. Please state terms of payment (note: early payment discounts will be considered in the award of the contract and will apply after taxes): \_\_\_\_\_
2. I/WE, the undersigned authorized signing officer of the proponent, HEREBY DECLARE that no person, firm or corporation other than the one represented by the signature (s) of proper officers as provided below, has any interest in this proposal.
3. I/WE further declare that all statements, schedules and other information provided in this proposal are true, complete and accurate in all respects to the best knowledge and belief of the proponent.
4. I/WE further declare that the undersigned is empowered by the proponent to negotiate all matters with the Corporation representatives, relative to this proposal.
5. WE further declare that the agent listed below is hereby authorized by the proponent to submit his proposal and is authorized to negotiate on behalf of the proponent.
6. I/WE have allowed for Addenda numbered as follows: # \_\_\_\_\_ through to # \_\_\_\_\_. **Failure to acknowledge all addenda will result in your proposal being rejected.**
7. The undersigned, as Proposer (herein used the masculine singular; irrespective of actual gender and number) declares, under oath that no other person has any interest in this proposal or in any resulting agreement to which this proposal pertains, that this proposal is not made with connection or arrangement with any other persons and without collusion or fraud.

#### Declaration:

The Proposer further declares that he has complied in every respect with all the instructions to Proposers, that he has read all addenda, if any, issued prior to opening of proposals, and that he has satisfied himself fully relative to all matters and conditions with respect to the general conditions of the agreement and all relevant information to which this proposal pertains.

COMPANY NAME: \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ POSTAL CODE \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

CITY BUSINESS LICENSE \_\_\_\_\_

COMPANY SEAL OR WITNESS \_\_\_\_\_

AUTHORIZED SIGNATURE: \_\_\_\_\_

(Please print/type name): \_\_\_\_\_

DATE \_\_\_\_\_

## Form B-Client Reference Form

Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ Contact Name: \_\_\_\_\_  
Province: \_\_\_\_\_ Contact Title: \_\_\_\_\_  
Postal Code: \_\_\_\_\_ Email: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

**Description of work performed:** \_\_\_\_\_  
**Comments** \_\_\_\_\_

Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ Contact Name: \_\_\_\_\_  
Province: \_\_\_\_\_ Contact Title: \_\_\_\_\_  
Postal Code: \_\_\_\_\_ Email: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

**Description of work performed:** \_\_\_\_\_  
**Comments** \_\_\_\_\_

Company Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ Contact Name: \_\_\_\_\_  
Province: \_\_\_\_\_ Contact Title: \_\_\_\_\_  
Postal Code: \_\_\_\_\_ Email: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

**Description of work performed:** \_\_\_\_\_  
**Comments** \_\_\_\_\_