



THE CITY OF NORTH VANCOUVER

REQUEST FOR PROPOSAL

Consulting Services
New Website Content Management System Review and Recommendation

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1.0 INTRODUCTION

1.1 The City of North Vancouver is requesting responses from qualified consultants to this Request for Proposal to assist the City with selection a new CMS solution based on newer technology and current standards.

1.2 All enquiries regarding this Request for Proposal must be directed to:

Mr. Wolfgang Beier, Purchasing Manager
Finance Department
City of North Vancouver
141 West 14th Street
North Vancouver, BC V7M 1H9

Ph: 604-983-7392
Fax: 604-985-5087
Email: wbeier@cnv.org

2.0 INSTRUCTIONS, TERMS AND CONDITIONS

The following terms and conditions will apply to this Request for Proposal. Submission of a Proposal indicates acceptance of all the terms that follow and that are included in any addenda issued by the City.

2.1 Sealed proposals clearly marked “**Request for Proposal – New Website Content Management System Review and Recommendation**” must be received by **4:00 PM, Wednesday, May 26th, 2010** by the office of Mr. Wolfgang Beier Purchasing Manager, City of North Vancouver, 141 West 14th Street, North Vancouver, BC V7M 1H9.

2.2 In the event that only one Proposal is received, the City reserves the right to return that Proposal unopened. Proposals received after the closing time will be returned unopened. Faxed and emailed proposals, or amendments to proposals, will **not** be accepted.

2.3 Proposals should be executed by an authorized signatory of the proponent utilizing the Proponent Commitment contained in Section 3 of this RFP.

2.4 Three paper copies and one electronic copy of all Proposals should be submitted. In the event of a discrepancy between the paper and electronic copies, the paper shall prevail.

- 2.5 All Proposals and subsequent information or material received shall become the property of the City of North Vancouver and will not be returned. The Proposals will be held in confidence by the City subject to the provisions of the Freedom of Information and Protection of Privacy Act.
- 2.6 Proposals may be withdrawn by written request only, to the Purchasing Manager at any time prior to the scheduled closing time.
- 2.7 Proposals remain valid, and may not be withdrawn, for a period of sixty (60) days following the date for submission of proposals.
- 2.8 Prior to the date for submission of proposals, proponents should not contact any representative of the City regarding this Request for Proposal, other than the representative identified in Section 1.2, without that representative's permission. Unauthorised contact with any City representatives, including members of City Council, may be cause for the rejection of the proponent's proposal.
- 2.9 Proponents are cautioned to carefully read and follow the procedures, terms and conditions required by this Request for Proposal, as any deviation, omission, as well as any inaccuracies or misstatements may be cause for rejection. However the City reserves the right, at its sole discretion, to waive minor irregularities and defects in a proposal, and proceed with that respondent.
- 2.10 Submission of a proposal by a proponent and its subsequent receipt by the City does not represent a commitment on the part of the City to proceed further with any proponent or project. The City is under no obligation to award a contract as a result of this Request for Proposal and reserves the right to terminate this Request for Proposal process at any time.
- 2.11 Except as expressly and specifically permitted in these Instructions, no proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this RFP process, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.
- 2.12 This Request for Proposal and the successful proponent's response may form part of any contract entered into.
- 2.13 Any information acquired about the City by a proponent during this process must not be disclosed unless authorized by the City, and this obligation will survive the termination of the Request for Proposal process.

- 2.14 The proponent, including all firm, corporation or individual members of a proponent, will promptly disclose to the City any potential conflict of interest and existing business relationships they may have with the City or evaluation committee. The City reserves the right to disqualify any proponent that in its opinion has a conflict of interest, whether such conflict exists now or is likely to arise in the future.
- 2.15 Pricing will be firm for the contract period, unless this Request for Proposal states otherwise. All prices quoted are to be in Canadian funds exclusive of any applicable taxes.
- 2.16 All amendments or further Information will be published at the City of North Vancouver website and the BC Bid website. It is the responsibility of the proponent to monitor these web sites to check for updates.
- 2.17 Any dispute arising from this Request for Proposal, or subsequent agreement, will be resolved according to the laws of the Province of British Columbia.
- 2.18 After the date for submission of proposals, a proponent may make a change to the makeup of the proponent's membership team only with express written approval of the City. The City may refuse to permit changes of members who in the judgment of the City have qualifications that were unique and essential to the proponent.
- 2.19 Sustainability: Submission of Appendices A and B are mandatory requirements. Proponents must complete, sign and include with their submission. Failure to submit with the Proposal properly completed and signed Declarations will result in the Proposal being rejected without further consideration.

In addition to completing Appendices A and B, the Proponent is encouraged to provide information regarding its organization's particular environmental and/or social impacts. The Proponent may wish to provide a statement, including any supporting documentation, that addresses how its organization minimizes: waste emissions, the use or generation of harmful substances, the use of non-renewable resources and, substitutes a renewable resource or recycled content and post consumer waste, and/or maximizes energy and materials efficiency, and/or involves actions which contribute to social development or assists in the conservation or development of social capital either in this community or elsewhere.

- 2.20 The lowest or any proposal shall not necessarily be accepted.

3.0 PROPONENT COMMITMENT

The Request for Proposal response must be received at the office of the Purchasing Manager at:

City of North Vancouver
Finance Department
141 West 14th Street
North Vancouver, B.C.
V7M 1H9

Attn: Wolfgang Beier, Purchasing Manager

No later than the closing date and time indicated in Section 2.1

This section to be completed by proponent:

Provided that this proposal is accepted within sixty (60) calendar days from the closing date, the undersigned agrees, on behalf of the company named below, to supply the goods and services listed at the prices quoted, under the terms and conditions set forth in this RFP document, the proponent's proposal, any and all addendum, which shall together form the agreement. This proposal is valid and enforceable for a period of not less than sixty (60) days following the closing date. In accordance with the terms, conditions, instructions, and specifications the undersigned agrees to supply products and services at the prices quoted.

Company Name _____

Company Address _____

Postal Code _____ Phone Number _____

Signature of Signing Officer _____

Name of Signing Officer _____

Title of Signing Officer _____

Date _____

4.0 BACKGROUND

The City of North Vancouver (hereinafter referred to the “City”) is an award-winning municipality that continues to thrive as a safe, liveable and sustainable City. Located in Metro Vancouver, the City employs over 400 people and serves a diverse community with a population of over 48,000.

The current City website (www.cnv.org) was designed and built using a custom in-house Content Management System in 2003, and is based on ASP.NET and VB.NET (currently on Windows2003 with IIS6). The Library website utilizes the same CMS and is based on a similar structure, but operates as a separate website. The City and Library now require a new CMS solution based on newer technology and current standards.

Over the past 7 years, the City has continued to expand its offering of online information, services and applications to improve the way residents access information, conduct transactions and communicate with the City. The website is an important communication vehicle and the City is committed to delivering the latest news and information in a user-friendly format.

The Library website serves as an electronic branch, which is primarily a customer service point providing access to the full range of public library services. Library users access the interactive and self-service components more so than the informational elements. The requirement is to provide a service portal with fully integrated seamless access to the library catalogue and customer accounts, as well as various 3rd party databases and applications.

The new CMS solution should improve the user experience by broadening the online services available to residents, supporting an extensive media center including interactive features and video, facilitate the streamlining of current applications and enhance the online transaction and bill payment system.

The City is committed to sustainability and reducing its carbon footprint. The chosen vender must demonstrate a commitment to sustainability in both its development processes and service support.

5.0 PROJECT DESCRIPTION

The City of North Vancouver is seeking Proposals from a company or business that will provide independent and unbiased expertise in website content management system (CMS) sourcing and selection including the following:

1. Investigating & Planning:
 - analysis, staff consultation, and requirements identification for a new CMS and web design options

- research and recommendations for a new CMS and web design options
- assistance with developing a CMS procurement plan
- evaluation of RFP responses for the new CMS

This work will include the following:

- a. Assess technologies, delivery mechanisms, and products related to our CMS upgrade;
 - b. Identify current and future needs that will be key deliverables for the CMS and related web sites upgrades;
 - c. Interview staff to identify business requirements (e-government, online bill payment, online forms, civic engagement/public input, OCP process, etc.) and user requirements (publishing content, organization, technical limitations, etc.);
 - d. Present recommendations of current and future trends that should be included in CMS upgrade and web site design concepts;
 - e. Create flow chart(s) to highlight how the CMS upgrade will connect with other internal and external applications.
2. Development and Deployment of RFP:
- a. Oversee and write content for the RFP for CMS;
 - b. Work with task force team to identify key deliverables;
 - c. Make recommendations based on industry standards, current/future trends and current systems/applications that the City utilizes;
 - d. Define decision process (evaluation criteria) for submissions;
 - e. Coordinate submission evaluation.
3. Implementation of CMS Upgrade:
- a. Work with task force team and chosen vendor to develop project timeline;
 - b. Assist with CMS selection and possible implementation process to ensure deliverables are met on time and on budget.

6.0 REQUIRED PROJECT DELIVERABLES

Undertake Requirements Identification. The successful proponent is required to identify the new business requirements at the City including the Library and to plan for the selection of a replacement CMS solution.

CMS Selection. The successful proponent is expected to assist with the selection of the new CMS solution including developing the RFP, evaluating responses and recommending the CMS solution.

A CMS solution is not being requested at this time.

7.0 RESPONSE CONTENT

In addition to the mandatory sustainability declarations, all respondents should include the following information in their proposal :

1. **Methodology:** A description of the methodology the Proponent will use in developing the RFP, evaluating responses, and recommending the CMS solution. Identify the process that will be used, the various phases, and what involvement the Proponent would expect from City staff for each phase. Emphasis should be on clarity and completeness, but also on conciseness.
2. **Project Plan:** Submit a detailed project plan covering the scope of work indicated in this RFP including a description of major tasks and activities, milestones, costs and deliverables. The City reserves the right to use City staff or others to handle certain aspects of the implementation.
3. **Training:** Describe your training experience and approach. Identify what might be included and/or recommended with the procurement and implementation of the proposed Content Management System.
4. **Company Overview and Municipal Experience:** Submit an overview of your firm including size, years in service, any preferred or specialized area of practice, and an organizational chart. Indicate if you are the sole proponent or if you are partnering with other organization(s) to deliver the overall solution. Please include information on all parties to your coalition if applicable.

Include an outline of the nature and extent of your experience in areas related to municipalities and libraries, as well as other sectors. Include in this section a biography on your firm's municipal consultants and the name of the individuals(s) who will be responsible for our account. A brief profile of the people who will work on this project, including a summary of their training and experience, with emphasis on similar projects.

5. **Customer List:** Provide a list of all current or past clients including clients who are similar in purpose to the City and Library, to which your firm has supplied CMS and/or web services within the last five years. Please include a contact name, telephone number, and CMS solution selected and website design company selected for each client, as the City reserves the right to utilize these names for reference checks.

6. **Pricing:** Provide and detail all costs necessary to successfully complete the scope of your proposal response to the RFP, including hourly rates of all resources.
7. **Conflict of Interest:** Proponent must declare any affiliations, financial rewards or potential conflicts of interest with regards to a solution provider that may respond to the CMS Solution RFP that will be developed. The City will at its sole discretion elect to proceed, or not to proceed, with that proponent. Failure to disclose a conflict of interest will result in termination of any agreement with that proponent.

8.0 EVALUATION

8.1 The City will evaluate Proposals based upon but not limited to the following:

- quality of the proposal, completeness and thoroughness of response;
- accessibility and responsiveness;
- Proponent's qualifications and relevant experience and capability;
- Proponent's proven track record substantiated by recent and relevant client references;
- Proponent's knowledge of the marketplace;
- Proponent's proposed planning and design proposal options, approach and methodology to perform the service;
- work program and schedule;
- costs;
- sustainability attributes;
- Proponent's innovative ideas and provision of auxiliary services.

Your proposal response should be clear, concise, and thorough in all areas. However, the City may, for evaluation purposes, communicate with you to expand certain areas of your response. Communication from the City does not mean that the City is pursuing your particular proposal to any degree other than for evaluation purposes only.

8.2 Proposals will be reviewed and evaluated by a selection committee comprised of City staff. During the evaluation process any or all of the proponents may be invited to give written or oral presentations and/or participate in interviews with the committee.

9.0 CONTRACT AWARD

- 9.1 After selection of a preferred proponent and the finalization of any required negotiations, a signing of contract documents and the awarding of a contract will be made by the Purchasing Manager.
- 9.2 If the preferred proponent and the Purchasing Manager cannot agree on contract language in the contract document, the process will be terminated, no purchase order shall be issued and the City will begin negotiations with the next preferred proponent.

APPENDIX A

DECLARATION OF ENVIRONMENTAL PRACTICES

(must be submitted with your proposal)

The City of North Vancouver expects that each Proponent has and will comply with any applicable legislation pertaining to the environment. In Canada these include: *Canadian Environmental Protection Act, 1999 (Canada)*, *Fisheries Act (Canada)*, *Transportation of Dangerous Goods Act (Canada/BC)*, *Environmental Management Act (BC)*, *GVS&DD Municipal Solid Waste and Recyclable Material Bylaw No. 181*, *GVRD Air Quality Management Bylaw No. 937* and *GVS&DD Sewer Use Bylaw No. 164*.

I declare on behalf of, _____ that:
(Corporate Name of Proponent)

- 1) The Proponent, or any person who currently holds or has, at any time within the past three years, held the following positions or titles with the Proponent: Officer, Director or Senior Manager, has not been convicted or subject to a determination by a regulatory body, administrative body or other tribunal having jurisdiction over the Proponent, of a violation, within the past three (3) years, under the legislation applicable to the Proponent, other than those set out in the table below

Title of act or Bylaw	Date of violation and regulatory/adjudication body	Description of violation or conviction	Regulatory/Adjudication body document file number

- 2) All the information contained herein is true, accurate, and complete, and I understand that a false declaration may result in the disqualification of the Proposal from consideration or termination of the resulting contract, without any cost or penalty to the Corporation;
- 3) I am authorized by the Proponent to sign this Declaration, and to submit with the Proposal, on behalf of the Proponent.

NOTE: Declaration must be completed and signed by the Proponent. Failure to do so will cause the rejection of the Proposal.

Additional numbered pages outlining this portion of the Proposal may be attached to this page and/or separate documents listed above may be submitted with this schedule. Each such additional page and separate document shall be signed by the Proponent.

Corporate Name of Proponent

Signature of Proponent

Date: _____

APPENDIX B

DECLARATION OF SOCIAL PRACTICES

(must be submitted with your proposal)

The City of North Vancouver expects that each Proponent has and will comply with internationally recognized labour conventions and recommendations of the International Labour Organization (ILO), of which Canada is a member, and any applicable legislation pertaining to the work place safety, employment and human rights. In Canada these include: the Corruption of Foreign Public Officials Act (Canada), Human Rights Act (BC), the Employment Standards Act (BC) and the Workers' Compensation Act (BC).

I declare on behalf of, _____ that:
(Corporate Name of Proponent)

- 1) The Proponent, or any person who currently holds or has, at any time within the past three years, held the following positions or titles with the Proponent: Officer, Director or Senior Manager, has not been convicted or subject to a determination by a regulatory body, administrative body or other tribunal having jurisdiction over the Proponent, of a violation, within the past three (3) years, under the legislation applicable to the Proponent, other than those set out in the table below:

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Corporate Name of Proponent

Signature of Proponent

Date: _____