

**The Request for Proposal**  
**Town of Kingsville – Website Design and**  
**Support**



**The Corporation of the Town of Kingsville**

**Closing date: Enter date here**

**(online submissions only up to and**  
**including 4:00 p.m., E.D.T.)**

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## **1. Introduction**

The Town of Kingsville is rich in history and Victorian era architecture. Primarily an agricultural community nestled along the north shore of Lake Erie, the Town has declared itself geographically the Southernmost Downtown area in Canada. Kingsville enjoys an ideal growing climate and benefits from a diverse technologically-based agricultural economy, with natural and eco-tourism and opportunities for all ages.

Kingsville values its heritage and is committed to growth and renewal in a way which will ensure to offer a small-town, friendly atmosphere while enhancing the environment.

Kingsville boasts some of the best known wineries, greenhouses and prime agricultural lands and a small town quality of life second to none. Kingsville is not only the destination of choice, but the launching point for adventures to Pelee Island and Sandusky, Ohio via a regular ferry service shared with Leamington.

The Town is strategically located within 30 km of the City of Windsor and USA border with direct access to Provincial Highway 401 via Provincial Highway Number 3. The Town also has a commercial fishing port and seasonal ferry services to Pelee Island and USA.

The Town was reincorporated on January 1, 1999 for the purpose of combining the former Townships of Gosfield North, Gosfield South and Town of Kingsville and provides a unique blend of picturesque small urban centres to live in such as, the Village of Cottam and Hamlet of Ruthven in addition to the former Town of Kingsville

The Corporation of the Town of Kingsville, hereafter referred to as the "Town", is inviting electronic submissions from proponents for the design, development and implementation of a new website, including an intranet. The Town currently has a web presence, [www.kingsville.ca](http://www.kingsville.ca). The Town is looking to take this opportunity to re-engineer much of the content of the existing site, incorporating the latest web content management technology while ensuring that it is designed in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), and to ensure it allows for the implementation of new initiatives as our goals change and evolve.

## **2. Scope of Work and Guidelines**

The scope of this project is to create a flexible, informative, accessible web site (internet/intranet) that is easy to maintain. It must be a user friendly site that can deliver large amounts of constantly changing information to the general public and to staff. In addition to designing a user-friendly site with an intuitive interface, the project must include the development of a web-based, database-driven administration tool that allows key management personnel to easily update content without directly accessing source code.

The Town will maintain ultimate editorial control of content to limit any delays in the publishing of new information on the site. Town Administration will efficiently manage web publishing processes, preferably by using a system with a browser-based user interface. Administration of web content should be based on roles to control access and workflow (e.g. author, reviewer/editor, publisher). The Town will assume full responsibility for web site content maintenance and administration. All content, coding and graphics will become the sole property of the Town.

Proposals should assume that the proponent will provide the labour to design, procure, install and provide administrative and end user training. This Request for Proposal (RFP) states the overall scope of the products and services desired, specific hardware and software functionality, technology foundation, as well as desired vendor qualifications. The selected system should achieve several operational objectives while providing the most state-of-the-art technology. This system solution must be integrated into present networking solutions.

## **3. Technical Requirements**

The Town's current website is hosted through vendor that designed the site. The selected vendor should offer a solution including hosting of the site. The selected vendor must supply any required software and access to modify/update site content

## **4. Definitions**

In this RFP, the following capitalised terms not otherwise defined shall have the following meanings:

**"Town"** means The Corporation of the Town of Kingsville.

**"Council"** means the municipal council of the Town of Kingsville.

**“Contract”** means the written agreement to be entered into between the successful Proponent and the Town.

**“Evaluation Committee”** means the committee appointed to guide, monitor and direct this RFP process and evaluate Submissions. The Evaluation Committee may obtain the assistance of consultants and advisors as the Evaluation Committee may deem appropriate.

**“Offer Document”** means Appendix “A”, Offer Document.

**“Proponent”** means an individual, partnership or corporation participating in this RFP by submitting a Submission.

**“Registered Proponent”** means a Proponent who has registered with the Town through the Bids and Tenders website by providing any required Proponent information, and receiving this RFP. Town Administration has the sole discretion to determine whether or not a Proponent is a Registered Proponent.

**“RFP”** means, as the context requires, this request for proposals process and the proposal documents, including all Appendices and any addenda which may be issued.

**“Submission”** means a Proponent’s completed Offer Document and all materials submitted with it, as outlined in Appendix “A” and “B”.

**“Submission Deadline”** means 4:00 p.m. E.D.T. as time stamped on Bids and Tenders site ([enter date here](#)).

**“Submission Location”** means the Bids and Tenders website (<http://kingsville.bidsandtenders.ca>)

## **5. Summary of the RFP Process**

Proponents should read this RFP carefully and thoroughly to understand all terms and conditions. Submissions may be deemed non-compliant or be rejected for failure to fulfil procedural or content requirements stipulated in this RFP.

**ELECTRONIC PROPOSAL SUBMISSIONS ONLY**, shall be received by the Bidding System, no later than (enter date here)

Proponents are cautioned that the timing of their Proposal Submission is based on when the Bid is **RECEIVED** by the Bidding System, **not** when a Bid is submitted by a Proponent, as Bid transmission can be delayed in an "**Internet Traffic Jam**" due to file transfer size, transmission speed, etc.

For the above reasons, the Town of Kingsville recommends that Proponents allow sufficient time to upload their Proposal Submission and attachment(s) (if applicable) and to resolve any issues that may arise. The closing time and date shall be determined by the Town of Kingsville's Bidding System web clock.

Proponents should contact the **Main Contact** listed below, at least twenty-four (24) hours prior to the closing time and date, if they encounter any problems. The Bidding System will send a confirmation email to the Proponent advising that their bid was submitted successfully. If you do not receive a confirmation email, contact the **Main Contact** immediately.

Late Proposals shall not be accepted by the Town of Kingsville's Bidding System.

To ensure receipt of the latest information and updates via email regarding this bid or If a Proponent has obtained this Proposal Document from a third party, the onus is on the Proponent to create a Bidding System Vendor account and register as a Plan Taker for the bid opportunity at the at <http://kingsville.bidsandtenders.ca>

#### Electronic Proposal Submission

The Town of Kingsville (the Owner) shall **only** accept and receive Electronic Proposal submissions through the Town of Kingsville's Bidding System, hereafter called the '**BIDDING SYSTEM**'.

HARD-COPY PROPOSAL SUBMISSIONS SHALL **NOT** BE ACCEPTED.

Except as provided in this RFP, Proponents are not to contact any members of the Town's administration, Town Council, or any member of the

evaluation team in relation to this RFP. Failure to abide by this paragraph may result in disqualification of the Proponent and rejection of its submission.

## **6. Questions and Clarifications**

All questions and requests for clarification are to be made in electronically through Bids and Tenders website. The Town will review all questions and, if a response is warranted, the question and the response will be issued by way of addendum to all Proponents. The Town may edit or rephrase the question or may advise that a response to the question, in the Town's opinion, is not required.

Questions must be received by no later than (**enter date here**). The Town may, in its discretion, consider or respond to questions posed after this date, but is under no obligation to do so.

This RFP may only be amended by addendum. Information, clarification, responses or instructions provided in any other means regardless of setting or context are not binding on the Town and should not be relied upon unless an addendum is issued.

Any addendum issued under this RFP will become part of the RFP and Proponents will be required to acknowledge addenda in their Submissions.

## **7. Lobbying and Collusion**

Proponents are prohibited from engaging in conduct which is or could reasonably be construed as any form of political or other lobbying, or as an attempt to influence the outcome of this RFP.

A Proponent shall not discuss or communicate directly or indirectly with any other Proponent any information whatsoever regarding the preparation of a Submission. Submissions shall be prepared and submitted independently, without communication, knowledge or comparison of information or any direct or indirect arrangement with any other Proponent.

Failure of any Proponent to comply with this section may result in the disqualification of the Proponent and the rejection of its Submission.

## **8. Instructions for Completing the Submission**

Proponents shall upload response to RFP to Bids and Tenders website and attach all schedules and information

## **9. Delivery of Submissions**

The Proponent shall upload submission to <http://kingsville.bidsandtenders.ca>. Facsimile or hard copies **will not be accepted**. Submissions posted after the Submission Deadline **will be rejected**.

Submissions may be amended prior to the Submission Deadline by uploading amendment. Where a Proponent submits more than one Submission before the Submission Deadline, the last Submission received will supersede and shall invalidate all other Submissions submitted by that Proponent.

Submissions shall remain effective for one hundred and twenty (120) days after the Submission Deadline.

## **10. Requests for Additional Information**

The Evaluation Committee may contact any one or more of the Proponents to request clarification of any information or materials submitted as part of a Submission or to request additional or supplementary information (collectively, a "Request for Additional Information") without any obligation to contact any other Proponent(s) with the same or any other Request for Additional Information. The Proponent's response to a Request for Additional Information shall be in writing.

Proponents shall respond promptly to all Requests for Additional Information. Failure to provide a timely response to a Request for Additional Information may have a negative impact on a Submission, or may result in rejection of a Submission.

Any response received by the Evaluation Committee in response to a Request for Additional Information may form an integral part of the Proponent's Submission, at the sole option of the Evaluation Committee.

Requests for Additional Information shall not be construed as an award of a Contract, or as acceptance or rejection of any Submission.

## **11. Evaluation**

Submissions will be evaluated as described in this section.

The Evaluation process will be conducted by the Evaluation Committee, although others, including Town staff and advisors, may be asked to review the Submissions as deemed appropriate by the Evaluation Committee.

This RFP will be evaluated based on criteria developed by the Town which include, but are not limited to:

- Proponent’s reputation, qualifications and experience;
- Information obtained by references provided by the Proponent;
- Information obtained from third parties;
- Contents, completeness, clarity and responsiveness of the Proponent’s Proposal;
- Skill and experience of the Proponent’s proposed staff;
- Information provided by the Proponent in response to any Request for Additional Information;
- Financial considerations, including but not limited to: acquisition costs, maintenance costs and warranties;
- Any other information provided by the Proponent or obtained by the Town during the RFP process.

The Proponent may have an opportunity to meet with the Evaluation Committee, upon receiving a request from the Evaluation Committee. The nature and length of such meeting will be determined by the Evaluation Committee in consultation with the Proponent. If a Proponent is invited to such a meeting, the Proponent and the Evaluation Committee will both be at liberty to discuss in detail all aspects of the Proponent’s Submission. The Evaluation Committee may convene more than one meeting with a Proponent. The fact that the Evaluation Committee decides to meet with one Proponent does not in any way oblige it to meet with any other Proponent(s).

A Proponent’s Submission or the Evaluation Committee’s evaluation of any Submission does not obligate the Town to select any Proponent, award the Contract, or proceed further with this RFP. The Town may, in its sole and unfettered discretion, and for any or no reason, reject any or all Submissions or cancel this RFP in whole or in part any time prior to the execution of the Contract by the successful Proponent.

Upon evaluating the Submissions received pursuant to this RFP, the Town may in its sole discretion enter into contract negotiations with a Proponent whose Submission has been opened and reviewed by the Town and:

- whose submission contains the information requested in this RFP as described;
- whose submission is determined to be the most advantageous to the Town and which best demonstrates the criteria enumerated in this RFP; and,
- who is, in the sole discretion of the Town, able to deliver the required product and services to the satisfaction of the Town.

The lowest priced proposal will not necessarily be accepted nor will the overall highest quality proposal be automatically chosen.

## **12. Rights of the Town**

In addition to any other express rights or any other rights which may be implied in the circumstances, the Town reserves the right to

- reject any and all Submissions;
- verify with any Proponent or with a third party any information contained in or submitted as part of the Submission;
- check references other than those provided by the Proponent;
- adjust a Proponent's evaluation or reject a Submission on the basis of information provided by references, whether or not such references were provided by the Proponent or Information provided by the Proponent in response to a Request for Additional Information;
- make an award to a Proponent other than that Proponent submitting the lowest cost Proposal; and,
- disqualify any Proponent whose Submission contains misrepresentations or any other inaccurate or misleading information relating to matters which the Town, in its sole discretion, considers material.

## **13. Award of Contract**

The Town of Kingsville will negotiate contract terms upon selection of a Proponent. All contracts are subject to review by Town of Kingsville legal counsel, and a project will be awarded upon signing of an agreement or contract, which outlines terms, scope, budget and other necessary items.

Provisions of this RFP and the contents of the successful responses are considered available for inclusion in final contractual obligations.

#### **14. Accuracy of RFP**

To the best of the Town's knowledge, all information provided in this RFP is accurate; however, nothing in this RFP shall relieve the Proponents from undertaking all investigation and clarification on all matters related to this RFP. The Town does not represent or warrant the accuracy or completeness of any information provided and no allowance will be made for additional costs nor will any claim be considered in connection with conditions or circumstances that could have been reasonably ascertained by the Proponents had reasonable efforts been made prior to the Submission Deadline.

#### **15. Proponent's Costs**

Proponents shall bear all costs and expenses in any way related to the preparation, submission or response to this RFP, including but not limited to the gathering of information, attending or participating in any interviews or site meetings, the preparation of the Submission or responding to any questions or clarifications or Requests for Additional Information made by the Town.

#### **16. Confidentiality and MFIPPA**

All information provided by or obtained from the Town in connection with this RFP is the sole property of the Town and must be treated as confidential. Such information is not to be used for any purpose other than responding to this RFP.

By submitting a Submission, Proponents acknowledge that the contents of their Submission will be disclosed to the Evaluation Committee and may be disclosed to Town Council and to the Town's staff or advisors. The Town will use reasonable efforts to protect pricing, commercial terms and other sensitive and confidential information provided by the Proponents and identified as being confidential information (the "Confidential Material"). However the Town accepts no liability in the event that the Confidential Material, or any part of it, is disclosed even if the Town, its advisors, staff, members of Council, or other person associated with the Town may have been negligent with respect to such disclosure.

Proponents are further advised that the Town may be required to disclose parts or all of a Submission pursuant to the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA"). Subject to the provisions of MFIPPA, the Town will use reasonable efforts to safeguard the confidentiality of any information identified by a Proponent as confidential, but shall not be liable in any way whatsoever to any Proponent if such information is disclosed based on an order or decision made under the MFIPPA or any other applicable legislation, including the *Municipal Act, 2001*, as amended.

## **17. Public Statements**

Proponents shall not publish, issue or make any statements or news release, electronic or otherwise, concerning their or any other Submission, the RFP, the evaluation of the Submission, or the award of the Contract or cancellation of the RFP, without the express prior written consent of the Town.

## **18. Conflict of Interest**

Proponents must disclose to the Town any present or potential conflicts of interest involving any member of Town Council or staff employed in any capacity by the Town or any Town agency or board that:

- has a direct or indirect financial interest in the award of the Contract to any Proponent;
- is currently employed by, or is a consultant to or under contract to a Proponent;
- is negotiating or has an arrangement concerning future employment or contract with any Proponent; or,
- has an ownership interest in, or is an officer or director of any Proponent.

## **19. Applicable Law**

This RFP shall be construed in accordance with and be governed by the laws of the Province of Ontario.

## Appendix “A” – RFP Submission Contents

It is important that Proponents present the information set out in this Appendix so that it can be readily understood and evaluated. A Proponent should address all of the items set out in this Appendix, in the order in which they appear and using the same headings and numbering sequence. Proponents should attach schedules, documents, pages and other material to the completed Submission, clearly identifying the matter(s) addressed in such schedules, documents, pages and material.

### **1. General Specifications**

#### **1.1 Location Specifications**

Town of Kingsville, 2021 Division Rd N., Kingsville, Ontario N99 2Y9

#### **1.2 Browser, Platform, Accessibility**

The Town’s website attracts a wide audience of users. The design must, therefore, be compatible with all mainstream web browsers for Windows, Linux and Macintosh platforms. Recent versions of Internet Explorer, Mozilla Firefox, Safari, Google Chrome, and Opera browsers should be viewable and usable as well. It is imperative that the redesigned sites have quick load times in order to be accessible by both dial-up and broadband Internet connections.

The new website must be designed in accordance with the Integrated Accessibility Standards Regulation (O.R. 191/11) under the Accessibility for Ontarians with Disabilities Act (AODA). It must be designed, tested and certified in accordance with the Website Content Accessibility Guidelines 2.0 (WCAG) as defined by w3c.org. The website must, at a minimum, achieve Level AA Conformance. The Proponent shall provide third-party compliance verification. The website must be demonstrated to interact with screen reader software such as JAWS.

#### **1.3 Standard Format**

Published content must make use of standard internet formats (HTML, XHTML, or XML) to make sure the browser experience is common across all types of clients.

## **1.4 Appearance**

The successful Proponent will create the appearance of the home page and main navigation templates for each of the main navigation links, along with a template or templates for successive pages. This will include the design, navigation, search capabilities and the subsequent site production.

The successful proponent will also identify the creative component, ideas for themes, artist renderings, etc. used to develop the graphic component of the website. All materials used must be in compliance with Canada's copyright laws and must be tagged in accordance with WCAG 2.0 guidelines.

The Town expects that a substantial amount of content from the existing web site will be able to be converted to the new web site. Any new content will be provided by the Town to the developer, and it is expected the developer will provide guidance and recommendations on format based on their experience.

## **1.5 Content**

It is expected that the main page will have menus, each with multiple submenus. The screen should be sectioned into logical, functioning regions and shall include sections for news and announcements. Each section of the site should have a common look and feel. The use of photographs, fonts and layouts should be consistent throughout the site. Any structure that is designed must be built upon a framework that provides flexibility and allows the Town to maintain and enhance the screens as needed. The site should be easy to navigate. The Information should be grouped and presented in a logical manner and require no more than three levels of "drill down" for the user to find the desired information. Navigation of menus must be seamless with the ability to maneuver backward easily (i.e. breadcrumb trail).

It is anticipated that the successful Proponent will use their expertise and creativity to design an original, captivating website that will immediately capture the user's attention and draw them to the information they desire or area they wish to explore. The Proponent will advise on best practices for website appearance and navigation and will work in conjunction with the IT Manager to organize the content to optimal effect.

The Proponent will identify the quantity of pages that are included in the proposal and the cost for additional pages of development. If the proposal is insufficient to include all of the pages within the website, then the

municipality may choose to post the remaining content with the administrative tools provided by the developer.

Tables below address design features that must be ready on delivery or future delivery (framework must be built in now)

### 1.5.1 User-Centric Structure

Item	Y/ N	Comments
Ensure website architecture is structured to find information easily		
Ensure website information can be located within three-click industry standard rule		
Ensure the website homepage and e-Communications reflect the Municipality's brand		
Ensure “frequently accessed” information is located in a prominent location		
Ensure the website architecture is easily adaptable to respond to customer desires and demands		
Promote a positive image of the Town of Kingsville		

### 1.5.2 Responsive to Stakeholders Needs

Item	Y/N	Comments
Ensure the website provides information to stakeholders. (Stakeholders include: residents, businesses, potential visitors, potential residents, potential investors, Town staff)		
Promote tourism and community events (e.g. Community Events Calendar)		
Engage, raise awareness and educate residents on new and existing programs and services		
Ensure key economic development information is readily available (e.g. quick facts, lands database)		
Promote e-tools/services to enhance investment attraction and business retention/expansion activity		

1.5.3 Enhance Online Customer Service

Item	Y/ N	Comments
Ensure web and mobile applications support online payment and services		
Ensure technology enables accessible online applications and fillable forms		
Ensure technology enables a mechanism for online input such as: <ul style="list-style-type: none"> <li>▪ service requests (e.g. reporting a pothole, requesting various services online and receiving online updates on those requests);</li> <li>▪ complaints on various issues across the Municipality</li> </ul>		

### 1.5.4 Usability

Item	Y/N	Comments
Describe your approach to usability, referencing client projects with multiple stakeholders to engage online.		
Describe the methods the Municipality can take to involve public consultation and/or testing with various stakeholders.		

### 1.5.5 Overall Site Design

Item	Y/N	Comments
Has a custom design that complies with the Municipality's Branding Guidelines.		
Templates made for homepage, and interior page		
Analytics and quality assurance are integrated into the site or software must be compliant with Google Analytics.		
Design prints cleanly to standard letter size paper.		
Search box is available on every page.		
Design is consumable/embedded into social media feeds		
Design is able to change the body text sizes for accessibility.		
Support for meta tags / keywords imported from the CMS.		
The public is able to change and/or reset their passwords where registration is required.		

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1.5.6 Mobile Device Support

Item	Y/N	Comments
Proposed solutions must be mobile friendly and function appropriately on most smart phone and tablet devices. Designs may be responsive or adaptive, but information is only to be updated in one place		

1.5.7 Social Media

Item	Y/N	Comments
The Municipality may wish to auto-publish to our social media accounts, including Facebook, Twitter and LinkedIn to disseminate website information. The Municipality also wishes to embed YouTube videos on our website, as well as the option to feature social media content on the website pages. Social media needs to be tightly integrated into the proposed solutions.		

### 1.5.8 Website Content Management

Item	Y/N	Comments
Has a graphical WYSIWYG environment. (No HTML knowledge required by users.)		
Has spell check for content editor widgets.		
Spell check has a global dictionary so users do not have to maintain their own, including autocheck and auto suggest.		
Global dictionary is maintained by staff.		
Has the ability to track changes and restore prior versions of both web content and media.		
Easily creates new pages		
Has workflow management: CMS lets users utilizing role based security to collaboratively edit content, to delegate content editing to another user or group, to restrict users or groups from editing content, to prohibit publishing of content until reviewed and approved by one or more content approvers.		
Notifications sent on content expiry, and for approval submission.		
Has customizable templates.		
Support multimedia content objects like images, video, and other media.		

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Item	Y/N	Comments
All content, media and documents have a traceable history associated with them allowing for the tracking of both user and date/time of uploads.		
Tracks media uploads in a manner that integrates with analytics.		
Feedback tool that allows users to submit website and content feedback directly to Municipal staff		
Mapping tool to display the parks and recreational facilities located throughout the Municipality		
A-Z listing of Municipal services, including ability for staff to manage the list as needed.		
Photo gallery tool that allows for the creation of photo galleries that can be added to any page within the site.		
Polling tool to allow staff to create and embed online polls. Provide option for users to submit and review poll results.		
Business directory with ability to search by category and/or keyword. Must include self-serve option allowing businesses to manage their own listing.		
Has automatic sitemap generation.		
Uses friendly URLs.		
Proven technology: The CMS software uses proven technology utilized by a broad sector of organizations.		
Content migration: the proponent		

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Item	Y/N	Comments
migrates all content of the existing website(s) or works with business units to redevelop content.		
CMS provides the ability to add metadata to the image or document record for search indexing purposes.		
CMS has the ability to preview proposed changes.		
Administrators and users able to change and/or reset their passwords.		
If a hosted solution is used, proponent has network intrusion detection systems in place.		
If a hosted solution is used, proponent regularly-updates anti-virus protection on its servers.		
If a hosted solution is used, proponent has managed services for its security devices and appliances, including all firewalls and proxy servers.		
Has knowledgebase for online help, helpdesk 24/7 availability (by phone or email), options for comprehensive training, and access to other online resources.		
Ability to archive content.		
When the webserver returns a 404 (not found), the CMS redirects browsers to a user friendly replacement page.		

1.5.9 Web Forms

Item	Y/ N	Comments
Forms email and/or store information in the database.		
Support JavaScript and server side validation to prevent tampering.		
Include spam prevention measures.		
Administration is easy to use by someone with little or no technical training.		
Forms are accessible and able to be completed by keyboard.		
Forms may include: <ul style="list-style-type: none"> <li>▪ Report a pothole</li> <li>▪ Report a missing or damaged traffic sign</li> <li>▪ Report a dead animal on a Municipal road</li> <li>▪ Report the need for grass cutting in a park</li> <li>▪ Online submission for Request for Road Closure</li> <li>▪ Online submission for Financial Assistance</li> </ul>		

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1.5.10 Events Calendar

Item	Y/N	Comments
Allows all events to be uploaded through CMS, regardless of department.		
Events are 'tagged' to category, and users are able to select which categories of events display (e.g. Council & Committee meetings, Tourism Events) automatically displayed in master calendar.		
Allows user to download selected calendar events into iCal, Outlook, etc. (top 3 most popular calendar apps).		
Allows users to subscribe to receive via email new calendar event notices		
Each event has a link to a page with description.		
Ability to integrate council calendars with eScribe.		

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1.5.11 News

Item	Y/N	Comments
Ability to publish articles with embedded photos, videos, URLs.		
Has the option to show archived news items or most popular items from the past month/season.		
News allows items to be future dated.		
News items have a start date time and end date time.		
Ability for users to subscribe to news items and receive via email (must be CASL compliant)		
Option to post emergency alerts to home page		

1.5.12 Technical Requirements

Item	Y/N	Comments
Does the system use a web-based administrative interface?		
Have no reliance on browser plugins/extensions.		
Be browser agnostic with respect to all recent versions of modern browsers.		
Can the proposed offering be part of a PCI compliant solution to allow for the acceptance of online payments?		

1.5.13 AODA and Accessibility

Item	Y/N	Comments
Describe your approach meeting WCAG 2.0 A criteria; AODA legislation; Ont. Reg. 191/11, to support accessibility features and functions.		
Describe your expertise with AODA and accessibility.		
Describe the accessibility tools used/leveraged.		

1.5.14 Components Search

Item	Y/N	Comments
Indexes the entire website, including dynamic pages.		
Indexes PDFs, including documents linked form within a PDF.		
Supports industry standards like robots.txt.		
Supports multiple indexes allowing for indexing of subsections like Council Reports, Community Services, Fire Services, etc.		

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1.5.15 How do I?

The purpose of ‘How do I?’ is to provide information on common questions that citizens have. The questions are organized by categories.

Item	Y/N	Comments
Lists the titles of all active entries which link to the respective URL in alphabetical order under each category (e.g. How do I...Apply for It, Have a Say, Pay for It, Report it).		
Allow for flexibility when assigning a new page/tab on the site to the How Do I menu.		

1.5.16 Bid Opportunities

Item	Y/ N	Comments
Procurement tool allowing staff to manage the RFP and tender process. Including the following functionality: <ul style="list-style-type: none"> <li>▪ Manage vendor lists</li> <li>▪ Assign emergency vendors</li> <li>▪ Post RFP's and tenders</li> <li>▪ Online evaluation</li> <li>▪ Electronic submissions</li> <li>▪ Vendor self-serve</li> </ul>		

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1.5.17      Hosting

Item	Y/ N	Comments
Provides a minimum 4-nines (99.99%) uptime guarantee.		
All infrastructure servicing the solution is located within the territorial borders of Canada.		
All communications to the hosting vendor must be encrypted with industry standard strong encryption.		
Proponent has network intrusion detection systems in place.		
Proponent regularly-updates anti-virus protection on its servers.		
Proponent has managed services for its security devices and appliances, including all firewalls and proxy servers.		
Has knowledgebase for online help, helpdesk 24/7 availability (by phone or email), options for comprehensive training, and access to other online resources.		

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1.5.18 Maintenance, Warranty and Support

Provide documents explaining how you will meet the following requirements

Item	Y/ N	Comments
Provide full details on support plans, location of support facilities, problem resolution and escalation procedures, and committed response times to client requests.		
Support: describe the facilities, hours available, level of support and response time standards. Is this service included with the support? Does it include end user functional support?		
Client Suggestions: describe policy regarding suggestions for improvements made by clients.		
Training: Proponent is to provide training. Describe implementation training plans and on-going training strategy.		

1.5.19 Value Add Items

Item	Y/ N	Comments
Tool allowing the Municipality to display and promote available industrial buildings and vacant land. Option to integrate directly with MLS.		
HR tool allowing the Municipality to manage the hiring process. Including the ability to apply online and pre-screen candidates.		

**1.6 Search Engines**

The proposal shall include techniques that will ensure the Town of Kingsville’s website is located with a favourable ranking on current search engines.

**1.7 Implementation Plan**

The proponents shall outline an implementation estimate, including:

- Number of days required for implementation
- Resources required for implementation
- Number of training days required for implementation support.
- Cost of implementation (itemize – resources, training etc.).
- Product and services offering pre-installation, installation and post installation.
- Dates for the implementation to cause minimal or no disruption to regular Town business. Downtime and interruption to staff to be kept to a minimum (preferably no down time). In order to minimize staff

interruption include whether it would be possible for implementation to be done after normal (8:30 am – 4:30 pm Monday to Friday).

### **1.8 Ownership**

All deliverables will become the sole property of the Town of Kingsville. All source files for graphics will be submitted in source format and will become the sole property of the Town of Kingsville. All compiled code or obfuscated code will become the property of the Town of Kingsville.

### **1.9 Harmonized Sales Tax (H.S.T.)**

H.S.T. is not to be included in the schedule of fees or proposed cost pricing. For proposal purposes, HST is excluded from Total Proposed Price, and shall be considered as extra. HST shall be shown separately on the Schedule of Fees / Pricing. HST will be added as extra to any payments or progress payments for work completed, and will be calculated at 13%, or such other rate as determined by Revenue Canada Agency.

## **2. Proponents Qualifications and Responsibilities**

- The proponent will be fully responsible for worker safety, public safety, public liability and property damage.
- All personnel working for the proponent shall work in a safe manner at all times within the Occupational Health and Safety Act and Regulations.
- The proponent's workers shall be covered by Workplace Safety and Insurance Board. A current clearance certificate of coverage shall be submitted to the Town prior to commencing work. The proponent is expected to complete the work once it is has started; no provision will be given for delays.
- In accordance with the Occupational Health and Safety Act and Regulations, the proponent will be considered the Contractor and as such, assume all the roles and responsibilities of a Contractor as defined by the Occupational Health and Safety Act and Regulations.

### **3. Submission Requirements**

Proposals will be received at <https://kingsville.bidsandtenders.ca>

Proposals will be opened as soon as practicable and evaluated. All proposals and accompanying documentation shall be the property of the Town and will not be returned.

All electronic submissions must be received by (enter date and time here)

**Faxed or non-electronic proposals will not be accepted in response to this RFP. Late Proposals will not be accepted.**

### **4. Payment**

Prior to final payment, the proponent must submit to the Town a statutory declaration in a form satisfactory to the Town that all liabilities incurred by the Proponent and the Proponent's sub-trades in carrying out the contract have been discharged. This includes all material, labour and associated insurance costs.

### **5. Hold Back**

The proponent acknowledges a 10% hold back will be held for 45 days from completion of contract.

### **6. Subcontractors**

The proponent shall provide to the Town a firm list of the names and addresses of the subcontractors whom the proponent will use for work. The Town reserves the right to accept or reject subcontractors.

Proponent's subcontractors will be required to provide a current Workplace Safety and Insurance Board clearance certificate and proof of liability insurance to the Town prior to commencing work.

The proponent agrees to be fully responsible to the Town for acts and omissions of his subcontractor and of persons directly or indirectly employed by them. Nothing in the contract documents shall create any contractual relationship between any subcontractor and the Town.

## **7. Insurance**

The proponent at all times during the course of the work shall indemnify and save harmless the Town from and against all claims and demands whatsoever and whosoever arising. The proponent shall carry adequate General Insurance with a minimum requirement of \$2,000,000.00 inclusive for both public liability and property damage. The proponent shall submit a copy of the Certificate of Insurance following notification of acceptance of the Proposal and shall name the Town as additionally insured.

## **8. Contract**

Prior to commencing work on the project, the successful proponent will enter into a contract with the Town based on the Request for Proposal information package and the Proponent's Proposal.

## **9. Right to Accept or Reject Proposals**

The Town, at its discretion, reserves the right to accept or reject any or all proposals or any part thereof. The Town also reserves the right to request clarification and/or additional information.

## **10. Incurred Costs**

The Town will not be responsible to compensate any Party for any costs incurred in the preparation of their proposal. The Town reserves the right to reject any or all proposals.

## **11. Acceptance of Proposals**

All received proposals will be open to acceptance for a period of 120 days after the closing date and time and may be accepted or rejected at any time within that period of time.

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Appendix "B" - Submission Form (Pricing & Sub Contractors)

I/We \_\_\_\_\_, the undersigned hereby agree to provide for the Town of Kingsville the preceding product and services for the quoted price under the terms, as set out in the request for proposal.

Dated at \_\_\_\_\_

this \_\_\_\_\_ day of \_\_\_\_\_, 2017.

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Name (Please print)

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Signature

<b>Sub-Total</b>	
<b>Total</b>	

<b>Company Name</b>	
<b>Address</b>	
<b>Contact</b>	
<b>Telephone</b>	
<b>Facsimile</b>	

**List of Sub Contractors**

<b>Name of Subcontractor</b>	<b>Division or Section of Work</b>