



REQUEST FOR PROPOSAL

RFP-2020-IT-01

FOR PROFESSIONAL WEBSITE DEVELOPMENT

Proposals shall be submitted to:

Chris McIvor, Information Technology Administrator
City of Selkirk
Email: cmcivor@cityofselkirk.com

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1 PROJECT DESCRIPTION

1.1 BACKGROUND

Through the network of websites in the domain MySelkirk.ca the City of Selkirk has been providing services to its citizens and visitors. These sites are listed as follows:

- MySelkirk.ca
This is the main hub for information on City of Selkirk services, programs, events and happenings. Whether you're moving to Selkirk and would like to start services or are visiting and looking for things to do, this is where you find those services.
- Campground.MySelkirk.ca
This is the e-commerce solution for online booking of campground sites, purchasing passes for the boat launch or booking a picnic site.
- Shop.MySelkirk.ca
This site is the e-commerce solution for purchasing merchandise, signing up for programs provided by the City of Selkirk or making a donation to one of our Charitable funds.

All sites are created using a WordPress networked site, with a combination of plugins from or integrated with WooCommerce for e-commerce functionality.

1.2 PROJECT SCOPE AND FUNCTIONALITY REQUIREMENTS

The City of Selkirk is looking to deploy a pilot project in search of a developer to build a preferred vendor relationship with.

For this first project we are looking for a developer to provide a Proposal for a solution to online facility bookings.

The facilities we are looking to make available for online bookings are as follows:

- Selkirk Recreation Complex
 - Ice surfaces
 - Team bookings – These will involve recurring bookings for practices, games, changing rooms, full surface or ½ surface bookings.
 - Team bookings are generally made within a narrow time window in the early fall/late summer and in late winter/early spring. We need to

- have an early booking option for teams. The teams will perform the bookings and bookings will need to be confirmed
- General Public bookings – These will be one-off bookings for people booking time for birthday parties and other single events.
 - Events – such as conferences, conventions, concerts or other sporting events. These could be with or without an ice surface (season depending).
- Banquet Hall
 - Events – such as conferences, concerts, socials or receptions. Included facilities such as the kitchen, bar, tables, seating, dance floor. The use of these facilities will affect the price of the booking.
 - These facilities are to be booked on a per day basis, generally booked months in advance. We would need the option of charging penalties for cancellations due to this.
 - Layout choices – Provide options for a layout for the event with the ability to adjust the cost of the event based on layout choices. This could be as simple as having suggested floor layouts based on the size of the booking (making this a drop-down selection).
 - Soccer and Baseball fields
 - Team bookings – These will include recurring bookings for practices and games.
 - Team bookings are generally made within a narrow time window in the early fall/late summer and in late winter/early spring. We'd like to have a time period for teams only to book time in advance of the general public.
 - General Public bookings – These will be one-off bookings for people booking time for birthday parties and other single events.
 - Baseball/softball fields can be found here:
<https://www.myselkirk.ca/wp-content/uploads/2020/04/Rec-Complex-Map-Athletic-Fields.pdf>
 - Memorial Hall
 - Events – such as conferences, concerts, or receptions. Included facilities such as the, bar, tables, seating, stage. The use of these facilities will affect the price of the booking.
 - Layout choices – Provide options for a layout for the event with the ability to adjust the cost of the event based on layout choices.

- Kin Centre
 - Ice Surface and changing rooms – This is an outdoor ice surface, with a warming/changing room building. Bookable by the hour.
- Selkirk Park
 - Picnic Areas – In Selkirk Park we have 6 picnic areas that are available to the public for booking on a ½ day basis (morning and afternoon).

The ability for the public to make an online booking wherever they are or whatever platform they are on is of most importance. As such we are looking for the following in terms of the public's experience:

- One login experience. Our sites are on a WordPress network, and as such we'd like to ensure that if a user creates an account with our campground site, they can use that same account on the Shop site. One account for all bookings.
- Mobile experience. The majority of our citizens engage with our website on mobile devices, the user experience needs to translate to a mobile device without a loss of function, features or ease of use.
- The public at large will also need the ability to see the schedule of the facilities without logging in or attempting a booking. These facilities will need to have a postable schedule freely available to the public and able to embed on a digital sign at the facilities.

Our website is built on the WordPress platform, the reason for this is a commitment to Open Source and non-proprietary solutions. The solutions provided will need to work in this spirit, as such the ability of a solution to work independent of proprietary solutions will be taken into consideration when Proposals are reviewed.

Currently we use WooCommerce as our E-commerce solution and Stripe as our payment gateway, the reason for this is the ability to lean on trusted vendors for easy compliance with Payment Card Industry Compliance standards. Should a Proposal involve moving away from these services PCI compliance, ease of use and OpenSource development will be taken into consideration.

Our staff will need to have the ability to edit, cancel and report on facility bookings. The experience of our staff will be in the following categories:

- Administration Staff
 - Confirmation of booking – A status of the booking and the ability for admin staff to follow-up and confirm the booking (not required for all facilities, but required for the Banquet hall).
 - Editing – to be done during confirmation
 - Internal notes on booking.
 - Finance Reports – Administration staff must be able to produce a daily report to finance reporting on the daily bookings. This report would need to be in CSV format. This is the information that must be included in the report.
 - Date – In the format YYYYMMDD example: 20201230
 - Origin – Identify the Facility (i.e. Ice Surface, Soccer, Banquet Hall...)
 - Receipt Number – Receipt number generated from the website. Diamond will accept multiple purchases on the same receipt.
 - Cash Receipt Type – Numeric code for type of payment, will be provided for each booking type and will need to be applicable for future development.
 - Account – This would be a pre-defined alpha-numeric code that would apply to each facility and in the future for products as well. This code will determine which ledger finance applies the funds to.
 - Amount – Overall amount of the transaction
 - Time: Format HHMMSS Example: 123045
 - Quantity: Amount of bookings for facility within transaction.
 - Tax Amount: Amount of tax on order (included in Amount)
 - Credit Card Amount: Amount charged to Credit Card
 - Historical and forecasting reports
 - View sales by product, dollar amount and number of bookings
 - Custom dates selection for reporting, dashboard visualization if possible.
 - Available through the website, easy to use on desktop or mobile devices.
- Facility Staff
 - Reporting for upcoming and daily bookings
 - Time of booking
 - Status of booking (confirmed or not)
 - Booking type

- Facility options
- Access to internal notes on booking
- Available through the website, easy to use on desktop or mobile devices.

1.3 SCOPE OF WORK

The successful Proponent would be required to have experience and network skills necessary to develop and/or facilitate the work required in the Project Scope and Functionality Requirements.

1.4 REQUIRED EXPERIENCE

MySelkirk.ca is developed using WordPress and our plans are to continue development using the WordPress Platform. Development experience in WordPress Administration, Javascript and SQL Database platforms will be necessary, along with the ability to show proof of development capabilities.

We will also be looking to develop future projects; and while we understand that one developer may not be able to design for all platforms we will take into consideration the capability of a developer to subcontract some of the work on these future projects. Future projects will include development on the following platforms.

- Microsoft Power BI
- ArcGIS
- Google DialogFlow

Proponents must provide examples of previous development work, with references from clients available for contact. In the case of outsourcing development work references will be required.

2 GENERAL CONDITIONS

The Proponent, by submitting this Proposal, agrees that this Proposal and any part of this Proposal is subject to the following conditions, in addition to any other terms and conditions set out in this request for Proposals document.

2.1 PROPOSAL SUBMISSION

All Proposals must be complete, signed by an authorized official of the company, and shall be delivered to the City in accordance with the instructions set out herein. Proposals submitted after the Submission Closing Date will not be evaluated. **The Submission Closing Date is December 31, 2020 at 2:00 pm (CST)**. Emailed revisions to the original submission will be accepted until the Submission Closing Date.

2.2 ADDRESS OF SUBMISSION

Each Proponent is requested to deliver their Proposal on or before the submission closing date to:

Chris McIvor
200 Eaton Avenue
Selkirk, Manitoba R1A 0W6
Email: cmcivor@cityofselkirk.com

2.3 PROPONENTS REPRESENTATIVE

Each Proponent is requested to designate, within 7 days of receiving this RFP one individual to whom any additional information deemed relevant to this RFP may be communicated.

2.4 RIGHT TO CANCEL RFP AND TO ACCEPT PROPOSALS

The RFP is solely a Request for Proposals. It is not an invitation for tenders, an offer to contract, or an invitation for offers capable of acceptance to create a contract. No contractual or other legal obligations or relations between the City and any other person can or will be created except in a written contract executed by two authorized signatories of the City.

In considering any responses delivered in response to this RFP, the City (including through the City's Representative) reserves the absolute and unfettered discretion to:

- accept or reject any Proposal that fails to comply with the requirements set out in this RFP for the content of Proposals;
- disqualify more than one Proposal from an individual, firm, partnership or association under the same or different names. Collusion between Proponents will be sufficient cause for rejection of all Proposals so affected;
- assess Proposals as it sees fit, without in any way being obliged to select any Proposal or Proponent;
- assess and select Proposals as it sees fit without being obliged in any way to select the Proposal that offers the lowest price or cost;
- determine whether any Proposal or Proposals satisfactorily meet the selection criteria set out in this RFP;
- select more than one Proposal that in the opinion of the City will provide the desired website outcomes;
- require clarification after the dates and times set out above from any one or more of the Proponents in respect of Proposals submitted;
- communicate with, meet with or negotiate with any one or more of the Proponents respecting their Proposals or any aspects of the Project;
- reject any or all Proposals with or without cause, whether according to the selection criteria set out above or otherwise.

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

By submitting its Proposal to the City, each Proponent represents and warrants to the City that the information in its Proposal is accurate and complete.

This RFP does not impose on the City any duty of fairness or natural justice to any or all respondents with respect to this RFP or to the process it creates. The City is entitled to act in its sole, absolute and unfettered discretion.

2.5 CHANGES TO THE REQUEST FOR PROPOSALS

Any changes or revisions to this RFP will be issued to all Proponents in writing as a formal addendum to the RFP.

Prior to the Submission Closing Date, the City may modify any provision or part of the RFP at any time upon notice in writing to the Proponents, if a reasonable time is allowed by the City for the Proponents to respond to such modifications including, without limitation, the opportunity to make any necessary changes to their respective Proposals.

Any Proposals that have been modified by the addition of clauses or qualifiers may not be accepted.

2.6 CLARIFICATION OF PROPOSALS

The City reserves the right to request that each Proponent clarify or make changes to its Proposal. The City may choose to meet with some or all of the Proponents to discuss aspects of their Proposals. The City may require Proponents to submit supplementary documentation clarifying any matters contained in their Proposals or the City may prepare a written interpretation of any aspect of a Proposal and seek the respective Proponents acknowledgement of that interpretation.

The supplementary documentation accepted by the City and written interpretations which have been acknowledged by the relevant Proponents shall be considered to form part of the Proposals received from those Proponents.

The City is not obliged to seek clarification from any Proponent with regard to any aspect of their Proposal.

2.7 INQUIRIES

All requests for clarification or inquiries concerning this RFP should be forwarded in writing by no later than one week prior to the Submission Closing Date. Enquiries to be sent to the City's Representative:

City of Selkirk
Chris McIvor, Information Technology Administrator
200 Eaton Avenue
Selkirk, Manitoba R1A 0W6
Email: cmcivor@cityofselkirk.com

Responses to all requests for clarification will be provided **in writing** to the persons identified as the Proponents' representative.

Responses to all inquiries where the inquiry does not amount to a clarification will be provided by the City **in writing** only to the Proponent making the inquiry. (e.g. inquiry as to whether proprietary technology proposed to be used by the Proponent is acceptable to the City).

2.8 AMENDMENTS TO PROPOSALS BEFORE SUBMISSION DATE

A Proponent is entitled to amend its Proposal at any time before the Submission Closing Date.

2.9 WITHDRAWAL OF PROPOSAL

The Proponent may withdraw their Proposal at any time before the Submission Closing Date.

2.10 INCOMPLETE PROPOSALS

The City reserves the right to reject any Proposal whether or not completed properly and whether or not it contains all the required information. Without prejudice to this right, the City may request clarification where any Proponent's intent is unclear and may waive or request amendment where, in the opinion of the City, there is a minor irregularity or omission in the information that is to be submitted in a Proposal.

2.11 MISLEADING OR FALSE INFORMATION

If the City determines that a Proposal contains false or misleading information, the City is entitled to reject that Proposal at any time as being invalid.

2.12 CONFIDENTIALITY OF PROPOSALS

The City is subject to the Freedom of Information and Protection of Privacy Act. That Act creates a right of access to records in the custody or under control of the City, subject to the specific exceptions in that right set out in the Act. The City will receive all Proposals submitted in response to this RFP in confidence. Because of the right of access to information created by that Act, the City does not guarantee that information contained in any Proposals will remain confidential if a request for access in respect of any Proposal is made under the Act.

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

2.13 PROPRIETARY INFORMATION

If a Proponent considers that any part of its Proposal is proprietary, including by reason of its being copyright, the Proposal must clearly identify those portions that are considered proprietary.

It is the expressed understanding that any development undertaken by the Proponent on the city website is owned by the City of Selkirk. That the Proponent will have no claim or access to the website features and functions developed for the City of Selkirk website.

2.14 WAIVER AND ALLOCATION OF RISK

The City accepts no responsibility or liability for the accuracy or completeness of this RFP (including schedules or appendices to it) or of any recorded or oral information communicated or made available for inspection by the City (including through the City's Representative or any other individual) and no representation or warranty, either express or implied, is made or given by the City with respect to the accuracy or completeness of any of those things. The sole risk, responsibility and liability connected with reliance by any Proponent or any other person on this RFP or any other such information as is described in this paragraph is solely that of each Proponent. Each Proponent acknowledges and agrees that it is solely responsible for obtaining its own independent financial, legal, accounting, engineering and other advice with respect to the contents of this RFP or any such information as described in this paragraph. Each Proponent who submits a Proposal to the

City is deemed to have released the City from, and waived, any action, cause of action, claim, liability, demand, loss, damage, cost or expense, of every kind, in any way connected with or arising out of the contents of this RFP or any such information as is described in this paragraph. Each Proponent who submits a Proposal is deemed to have agreed that it is solely responsible and liable to ensure that it has obtained and considered all information necessary to enable it to understand the requirements of this RFP, and of the project, and to prepare its Proposal.

2.15 LOWEST PRICE

The Proposal with the lowest quoted cost(s) or other quoted amounts will not necessarily be selected. While cost is an important element in the selection process, it is to be clearly understood that it is only one of the many factors that the City will consider in evaluating Proposals as described in a following section.

2.16 LEGISLATION, REGULATIONS, BY-LAWS AND CODES

Each Proponent and/or any Person acting under its direction, must identify and comply with all laws, regulations, by-laws, rules and codes relating to the project imposed by any governmental authority. This will include compliance with the regulatory and approval requirements of the Government of Canada, the Province of Manitoba and the City of Selkirk.

2.17 PROPONENTS RESPONSIBILITY FOR DUE DILIGENCE

It is each Proponent's responsibility to ensure that it has all necessary information concerning the intent and requirements of this RFP and the Project.

Each Proponent is solely responsible for the examination and review of all documents and information provided or required hereunder, for satisfying itself as to the nature of the Project, the general and local conditions to be encountered in the implementation of the Project and all other matters which may in any way affect the project or the cost or time required to complete the Project.

2.18 NEGOTIATIONS WITH PREFERRED PROPONENT

If the City selects a Preferred Proponent(s), the City will enter into negotiations with the Preferred Proponent(s) in an attempt to settle one or more agreements necessary to implement the Project, as generally described in this RFP. If the City considers that it is unlikely to settle such agreements with the Preferred Proponent despite having negotiated with the Preferred Proponent for at least 10 days after selection of the Preferred Proponent, the City is entitled to cease negotiations with the Preferred Proponent and to begin negotiations with another Proponent.

2.19 AWARD OF PROPOSAL

Award of this Proposal is subject to the final approval of the Chief Administrative Officer.

3 BIDDING PROCEDURES

3.1 SUBMISSION SCHEDULE

The following dates are a requirement to be met:

- RFP Issuance November 6, 2020
- RFP Close December 31, 2020
- Anticipated Award of RFP January 31, 2021

3.2 ADDENDA

The City's Representative may, at any time prior to the submission deadline, issue addenda correcting errors, discrepancies or omissions in the Request for Proposal, or clarifying the meaning or intent of any provision therein.

The City's Representative will issue each addendum at least two (2) business days prior to the submission deadline, or extend the submission deadline by two (2) business days. The Proponent shall acknowledge receipt of each addendum within their Proposal. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive.

3.3 PROPOSAL SUBMISSION

The Proposal shall consist of the following components:

- Part A – Proposal
- Part B – Cost Proposal

Proposals should be emailed to cmcivor@cityofselkirk.com in two separate emails. One being Part A (details below) and the second being Part B – Cost Proposal. The Cost Proposal will only be opened after evaluating Part A.

The Proposal – Part A - shall consist of the following:

The ultimate intention of this RFP is to obtain the services of a developer to begin a preferred vendor relationship. As such we are not only evaluating based on the strength of the proposed facility booking solution, but also the team working on the project.

- a) Company/Proponent Profile and Industry Experience - General firm or Proponent profile information, including years in business, average volume of work, number of employees and other pertinent information for the Proponent.
- b) Personnel – Describe the project team organization, provide details of personnel qualifications, education and experience of the team members.
- c) Management – Proposals should include a methodology describing your team’s project management approach and organization during the performance of services, so that the evaluation committee has a clear understanding of the methods the Proponent and sub consultants, if any, will use in the delivery of this project.
- d) Technical - The technical Proposal should address the deliverables and associated task requirements required by the scope of services. It should clearly identify and explain work activities and identify all assumptions and interpretations. Specifically, Proposals should describe the Proponent’s practical understanding of the project, specifically:
 1. The team’s understanding of the functional and technical requirements.
 2. Proponent’s technical approach and methodology to complete the services;
 3. Process to be used by the Proponents team to allow collaboration with the City of Selkirk team.
 4. The deliverable(s) of the project
- e) Schedule – The goal is to have the project to commence February 1, 2021 and be completed by April 30, 2021.
- f) Proponents should present a carefully considered Critical Path Method schedule using Microsoft Project or similar project management software, complete resource assignments, durations (weekly timescale) and milestone dates or events. The Proponent’s schedule should include critical dates for review and approval processes by the City of Selkirk anticipated during the design and implementation phases of the project. Reasonable times should be allowed for completion of these processes.

Cost Proposal – Part B - Proponents shall include a cost Proposal in a separate email labelled “Part B – Cost Proposal for Website Development Project”. The Proposal shall include the base price and all applicable taxes (GST & PST) shown separately.

3.4 QUALIFICATION

The Proponent shall:

- a) Have all the necessary experience, capital, organization and equipment to perform the services in strict accordance with the terms and provisions of the contract;
- b) Proponent will be available, or will have staff, available for the duration of the project;
- c) Proponents must have insurance, and the staff provided must be bondable. The City of Selkirk will require the successful Proponent and/or staff to sign a Non-Disclosure Agreement due to the sensitive nature of this and future projects.

3.5 OPENING OF PROPOSALS

Proposals will not be opened publicly. Proposals will be evaluated in accordance with the evaluation criteria stated in this document.

3.6 EVALUATION OF PROPOSALS

Proposals will be evaluated by members of the selection committee, which will be comprised of staff from the City of Selkirk.

Proposals will be evaluated in accordance with the following evaluation criteria:

Evaluation Criteria	Points
Part A	
Proponent Profile and Industry Experience	10
Personnel – experience, education and past performance	10
Personnel – project team organization	10
Management	10
Technical – project understanding	15
Technical – services provided and approach	15
Schedule	10
Part B	
Cost – GST and PST to be shown separately	20
TOTAL	100

Proponents receiving 50 points or less on Part A will be disqualified and their fee Proposal returned.

3.7 AWARD OF CONTRACT

The City of Selkirk will give notice of the award of contract, or will give notice that no award will be made.

Where an award of contract is made by the City of Selkirk, the award shall be made to the responsible and qualified Proponent submitting the most advantageous offer as determined by the evaluation committee.

If, after the award of contract, the project is cancelled, the City of Selkirk reserves the right to terminate the contract. The Proponent will be paid for all services rendered up to time of termination.