



**REQUEST FOR PROPOSALS
FOR
GRANDE PRAIRIE POLICE SERVICE
WEBSITE DESIGN**

Request for Proposals No.: **RFP-2025-92**

Issued: **September 23, 2025**

Electronic Bid Submission Deadline: **October 14, 2025, 2:00:00 P.M. Mountain Time**

Important Notice for this Opportunity

The City of Grande Prairie utilizes a fully integrated online eProcurement platform bids&tenders™ which provides proponents with the ability to view, register and submit bids online in one convenient location.

The bid document(s) for this opportunity has been posted on <https://cityofgp.bidsandtenders.ca> for viewing and downloading. Submissions will be received **online only** through the bidding system.

There are no fees or charges for accessing or downloading the City of Grande Prairie opportunities on bids&tenders™

Requirements:

1. Bidding System Account and Plan Taker

All proponents must have a bidding system **Vendor Account** and be registered as a **Plan Taker** for this opportunity. Registering as a Plan Taker will enable the proponent to download the opportunity, to receive addenda email notifications, to download addenda and to submit their bid electronically through the system.

Please note that any bids received from a proponent that did not register as a Plan Taker for this particular bid will be disqualified from the competition.

2. Questions

Questions related to this opportunity are to be submitted to the RFP Representative through the Bidding System only, by clicking on the "Submit a Question" button for this specific opportunity.

3. Submission Confirmation

After a bid is submitted, the bidding system will send a confirmation email to the proponent advising that their bid was submitted successfully. If a confirmation email is not received, contact bids&tenders™ support at support@bidsandtenders.ca, late submissions will not be accepted.

4. Addenda

Proponents shall acknowledge receipt of any addenda when submitting their bid through the bidding system by checking a box for each addendum and any applicable attachment.

If a proponent submits their bid prior to the bid closing date, and an addendum is issued, the bidding system will **withdraw** the bid and the bid status will change to an **incomplete status**. An incomplete status means that the City of Grande Prairie has not received the bid. The proponent can view this status change in the **"My Bids"** section of the bidding system.

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PART 1 – INTRODUCTION

1.1 Invitation to Proponents

This Request for Proposals (“RFP”) is requesting detailed and comprehensive proposals for the provision of developing a professional, secure and responsive website, that reflects the mission and vision of the Grande Prairie Police Service (GPPS) as further described in Appendix D – RFP Particulars the “Deliverables”.

1.2 RFP Representative

For the purposes of this procurement process, the RFP Representative is the Procurement Buyer to be contacted through the bidding system only, by clicking on the “**Submit a Question**” button.

Proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of the City, other than the RFP Representative, concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of the proponent and the rejection of the proponent’s submission.

1.3 Type of Contract for Deliverables

The selected proponent will be requested to enter into negotiations for an agreement with the City for the provision of the Deliverables in the form attached as Appendix A to this RFP. It is the City’s intention to enter into an agreement with only one (1) legal entity. The term of the agreement is to be until the work as outlined in Appendix D is complete.

It is anticipated that the agreement will be executed around **October 2025**.

The City conducts supplier performance evaluations within bids&tenders™. When applicable, Suppliers will receive a performance evaluation scorecard detailing their interim and final scores. The supplier performance evaluation program has been developed to be inclusive and will require input from the supplier. The intent of this program is based on strengthening relationships.

1.4 RFP Timetable

Issue Date of RFP	September 23, 2025
Deadline for Questions	October 7, 2025, 2:00 P.M. Mountain Time
Deadline for Issuing Addenda	October 9, 2025
Electronic Bid Submission Deadline	October 14, 2025 2:00:00 P.M. Mountain Time
Rectification Period	Two (2) Business Days
Anticipated Award	October 27, 2025
Commencement of the Work	Upon executed agreement

The RFP timetable is tentative only and may be changed by the City at any time. For greater clarity, business days means all days that the City is open for business.

1.5 Submission of Proposals

1.5.1 Electronic Bidding System and Proponent Contact Information

ELECTRONIC BID SUBMISSIONS ONLY shall be received by the bidding system. Hardcopy submissions are not permitted.

Proponents are cautioned that the timing of their submission is based on when the submission is RECEIVED by the bidding system, not when submitted, as bid transmission can be delayed due to file transfer size, transmission speed, etc.

For the above reasons, it is recommended that sufficient time is given to complete your submission and to resolve any issues that may arise. The closing time and date shall be determined by the bidding system's web clock.

Proponents should contact bids&tenders™ support 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 submission was successfully submitted. If you do not receive a confirmation email, contact bids&tenders™ support at support@bidsandtenders.ca.

Late submissions are not permitted by the bidding system and will not be accepted.

To ensure receipt of the latest information and updates via email regarding this RFP, or if a proponent has obtained this RFP 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 RFP opportunity.

1.5.2 Proposals to be submitted in Prescribed Format

Proponents must submit online only, through the bidding system.

1.5.3 Amendment of Proposals

Proponents may edit or withdraw their submission prior to the closing time and date. However, the proponent is solely responsible to ensure the re-submission is received by the bidding system no later than the stated closing time and date.

Any amendment should clearly indicate which part of the proposal the amendment is intended to amend or replace.

1.5.4 Withdrawal of Proposals

Proponents may edit or withdraw their submission prior to the closing time and date. However, the proponent is solely responsible to ensure the re-submission is received by the bidding system no later than the stated closing time and date.

[End of Part 1]

PART 2 – EVALUATION, NEGOTIATION AND AWARD

2.1 Stages of Evaluation and Negotiation

The City will conduct the evaluation of proposals and negotiations in the following stages:

2.2 Stage I – Mandatory Submission Requirements

Stage 1 will consist of a review to determine which proposals comply with all of the mandatory submission requirements. If a proposal fails to satisfy all of the mandatory submission requirements, the City may, dependent on the mandatory item, issue the proponent a rectification notice identifying the deficiencies and providing the proponent an opportunity to rectify the deficiencies. If the proponent fails to satisfy the mandatory submission requirements within the Rectification Period, its proposal may be rejected. The Rectification Period will begin to run from the date and time that the City issues a rectification notice to the proponent. The mandatory submission requirements are set out in Section C of the RFP Particulars (Appendix D).

2.3 Stage II – Evaluation

Stage II will consist of the following two sub-stages:

2.3.1 Mandatory Technical Requirements

The City will review the proposals to determine whether the mandatory technical requirements as set out in Section D of the RFP Particulars (Appendix D) have been met. Questions or queries on the part of the City as to whether a proposal has met the mandatory technical requirements will be subject to the verification and clarification process set out in Part 3.

2.3.2 Rated Criteria

The City will evaluate each qualified proposal on the basis of the non-price rated criteria as set out in Section F of the RFP Particulars (Appendix D). Only proposals that pass will be invited to participate in the Presentation / Interview.

2.4 Stage III – Virtual Presentations / Demonstrations

Not applicable

2.5 Stage IV – Ranking and Contract Negotiations

2.5.1 Ranking of Proponents

After the completion of Stage III, all scores will be combined and the proponents will be ranked based on their total scores. The top-ranked proponents will receive a written invitation to enter into direct contract negotiations to finalize the agreement with the City. In the event of a tie, the proponent will be selected by way of lowest price.

2.5.2 Contract Negotiation Process

Any negotiations will be subject to the process rules contained in the Terms and Conditions of the RFP Process (Part 3) and will not constitute a legally binding offer to enter into a contract on the part of the City or the proponent and there will be no legally binding relationship created with any proponent prior to the execution of a written agreement. The Terms and Conditions found in the Form of Agreement (Appendix A) are to form the basis for commencing negotiations between the City and the selected proponent. Negotiations may include requests by the City for supplementary information from the proponent to verify, clarify or supplement the information provided in its proposal or to confirm the

conclusions reached in the evaluation, and may include requests by the City for improved pricing or performance terms from the proponent.

2.5.3 Time Period for Negotiations

The City intends to conclude negotiations and finalize the agreement with the top-ranked proponent during the Contract Negotiation Period, commencing from the date the City invites the top-ranked proponent to enter negotiations.

2.5.4 Failure to Enter into Agreement

If the pre-conditions of award listed in Section E of the RFP Particulars (Appendix D) are not satisfied or if the parties cannot conclude negotiations and finalize the agreement for the Deliverables within the Contract Negotiation Period, the City may discontinue negotiations with the top-ranked proponent and may invite the next-best-ranked proponent to enter into negotiations. This process will continue until an agreement is finalized, until there are no more proponents remaining that are eligible for negotiations or until the City elects to cancel the RFP process.

2.5.5 Notification of Negotiation Status

Other proponents that may become eligible for contract negotiations may be notified at the commencement of the negotiation process with the top-ranked proponent.

[End of Part 2]

PART 3 – TERMS AND CONDITIONS OF THE RFP PROCESS

3.1 General Information and Instructions

3.1.1 Proponents to Follow Instructions

Proponents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable section numbers of this RFP.

To ensure receipt of the latest information and updates via email regarding this bid, or if a proponent has obtained this RFP 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 RFP.

3.1.2 Proposals in English

All proposals are to be in English only.

3.1.3 No Incorporation by Reference

The entire content of the proponent's proposal should be submitted in a fixed form, the content of websites or other external documents referred to in the proponent's proposal but not attached will not be considered to form part of its proposal.

3.1.4 References and Past Performance

During the evaluation process, the City reserves the right to request references and conduct a reference check of the top-ranked proponent and may also consider the proponent's past performance or conduct on previous contracts with the City or other institutions.

3.1.5 Information in RFP Only an Estimate

The City and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to proponents the general scale and scope of the Deliverables. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

3.1.6 Proponents to Bear Their Own Costs

The proponent will bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations.

3.1.7 Proposal to be Retained by the City

The City will not return the proposal or any accompanying documentation submitted by a proponent.

3.1.8 No Guarantee of Volume of Work or Exclusivity of Contract

The City makes no guarantee of the value or volume of work to be assigned to the successful proponent. The agreement to be negotiated with the selected proponent will be an exclusive contract for the provision of the described Deliverables. The City may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

3.1.9 Trade Agreements

Proponents should note that procurements at this estimated value may fall within the scope of and are subject to the most recent version of the New West Partnership Trade Agreement, the Canada Free Trade Agreement, and the Comprehensive Economic and Trade Agreement but that the rights and obligations of the parties will be governed by the specific terms of this RFP.

3.2 Communication after Issuance of RFP

3.2.1 Proponents to Review RFP

Proponents should promptly examine all of the documents comprising this RFP and may direct questions or seek additional information on or before the Deadline for Questions.

Questions related to this RFP are to be submitted to the Procurement representative through the bidding system only by clicking on the **“Submit a Question”** button for this specific RFP.

No such communications are to be directed to anyone other than the RFP Representative via the **“Submit a Question”** button. The City is under no obligation to provide additional information, and the City is not responsible for any information provided by or obtained from any source. It is the responsibility of the proponent to seek clarification on any matter it considers to be unclear. The City is not responsible for any misunderstanding on the part of the proponent concerning this RFP or its process.

3.2.2 All New Information to Proponents by Way of Addenda

This RFP may be amended only by addendum in accordance with this section. If the City, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all proponents by addendum. Should the City issue an addendum to the RFP, it will be posted only on the bidding system. Each addendum forms an integral part of this RFP and may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the City.

Proponents will acknowledge receipt of any addenda through the bidding system by checking a box for each addendum and any applicable attachment.

It is the responsibility of the proponent to have received all addenda that are issued. Proponents should check online at cityofgp.bidsandtenders.ca prior to submitting and up until the submission closing time and date in the event additional addenda are issued.

If a proponent submits prior to the closing time and date and an addendum has been issued, the bidding system will WITHDRAW the submission, and the bid status will change to INCOMPLETE STATUS and withdraw the bid. The proponent can view this status change in the MY BIDS section of the bidding system.

The proponent is solely responsible to:

- make any required adjustments to their submission; and
- acknowledge the addenda; and
- ensure the re-submitted bid is RECEIVED by the bidding system no later than the stated closing time and date.

Verbal answers provided by any City staff or consultants for the City are only binding when confirmed by written addenda from the RFP Representative.

3.2.3 Post-Deadline Addenda and Extension of Submission Deadline

If the City determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, the City may extend the Submission Deadline.

3.2.4 Verify, Clarify and Supplement

When evaluating proposals, the City may request further information from the proponent or third parties in order to verify, clarify or supplement the information provided in the proponent's proposal, including but not limited to clarification with respect to whether a proposal meets the mandatory technical requirements set out in Section D of the RFP Particulars (Appendix D). The City may revisit, re-evaluate and rescore the proponent's response or ranking on the basis of any such information.

3.3 Notification and Debriefing

3.3.1 Notification to Other Proponents

Once an agreement is executed by the City and a proponent, the other proponents will be notified by public posting, in the same manner that this RFP was originally posted, of the outcome of the procurement process.

3.3.2 Debrief

Proponents may request a debrief after receipt of a notification of the outcome of an unsuccessful submission. All requests must be in writing to procurement@cityofgp.com and must be made within thirty (30) calendar days of such notification.

The intent of the debrief session is to aid the proponent in subsequent competitive opportunities.

The debrief is not for the purpose of providing an opportunity to challenge the procurement process or its outcome.

3.3.3 Procurement Protest Procedure

Any proponent with concerns about the RFP process is required to attend a debrief prior to proceeding with a protest.

If, after attending a debrief, the proponent wishes to challenge the RFP process, it must provide written notice to procurement@cityofgp.com. The written notice must contain:

- (a) a clear statement as to which RFP the proponent wishes to challenge;
- (b) a clear explanation of the proponent's concerns with the RFP, including specifics as to why it disagrees with the procurement process; and
- (c) the proponent's contact details, including name, telephone number and email address.

The RFP Representative will send an initial response to acknowledge receipt of the proponent's notice and indicate the date by which the City will provide the proponent with further details.

3.4 Conflict of Interest and Prohibited Conduct

3.4.1 Conflict of Interest

For the purposes of this RFP, the term "Conflict of Interest" includes, but is not limited to, any situation or circumstance where:

- (a) in relation to the RFP process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the City in the preparation of its proposal that is not available to other proponents, (ii) communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process), or (iii) engaging in conduct that compromises, or could be seen to

compromise, the integrity of the open and competitive RFP process or render that process non-competitive or unfair; or

- (b) in relation to the performance of its contractual obligations under a contract for the Deliverables, the proponent's other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations
- (c) You must declare all potential Conflict of Interest which includes disclosing the names and pertinent details of all individuals (employees, advisors, or individuals acting in any other capacity who (a) participated in the preparation of the proposal; AND (b) were employees of the City of Grande Prairie within twelve (12) months prior to the submission deadline.

3.4.2 Disqualification for Conflict of Interest

The City may disqualify a proponent for any conduct, situation or circumstances, determined by the City, in its sole and absolute discretion, to constitute a Conflict of Interest as defined above.

3.4.3 Disqualification for Prohibited Conduct

The City may disqualify a proponent, rescind an invitation to negotiate or terminate a contract subsequently entered into if the City determines that the proponent has engaged in any conduct prohibited by this RFP.

3.4.4 Prohibited Proponent Communications

Proponents must not engage in any communications that could constitute a Conflict of Interest and should take note of the Conflict of Interest declaration set out in the Submission Form (Appendix B).

3.4.5 Proponent Not to Communicate with Media

Proponents must not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered into pursuant to this RFP without first obtaining the written permission of the RFP Representative.

3.4.6 No Lobbying

Proponents must not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful proponent(s).

3.4.7 Illegal or Unethical Conduct

Proponents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion. Proponents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of the City; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

3.4.8 Past Performance or Past Conduct

The City may prohibit a proponent from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, including but not limited to the following:

- (a) illegal or unethical conduct as described above;
- (b) the refusal of the proponent to honour its submitted pricing or other commitments; or

- (c) any conduct, situation or circumstance determined by the City, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.
- (d) The City may not consider submissions received from individuals or legal entities engaged in litigation with the City as a party adverse in interest at the time of the RFP. Submissions received from such individuals or legal entities may be rejected.

3.5 Confidential Information

3.5.1 Confidential Information of the City

All information provided by or obtained from the City in any form in connection with this RFP either before or after the issuance of this RFP

- (a) is the sole property of the City and must be treated as confidential;
- (b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the Deliverables;
- (c) must not be disclosed without prior written authorization from the City; and
- (d) must be returned by the proponent to the City immediately upon the request of the City.

3.5.2 Confidential Information of Proponent

A proponent should identify any information in its proposal, or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the City. The confidentiality of such information will be maintained by the City, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by the City to advise or assist with the RFP process, including the evaluation of proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the RFP Representative.

3.6 Procurement Process Non-binding

3.6.1 No Contract A and No Claims

This procurement process is not intended to create and will not create a formal, legally binding bidding process and will instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

- (a) this RFP will not give rise to any Contract A-based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and
- (b) neither the proponent nor the City will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract or failure to honour a proposal submitted in response to this RFP.

3.6.2 No Contract until Execution of Written Agreement

This RFP process is intended to identify prospective proponent(s) for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service will be created between the proponent and the City by this RFP process until the successful negotiation and execution of a written agreement for the acquisition of such goods and/or services.

3.6.3 Pricing

Proponents are required to submit pricing with their proposal. Please refer to **Appendix C** for further details.

Pricing must not be included in the technical submission. Pricing will only be evaluated for those proposals that pass with a minimum of 70% through the technical and presentation phases. It is at the City's sole discretion to waive the threshold for technical score.

While the pricing information provided in proposals will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the proposals and the ranking of the proponents. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation or ranking or the decision of the City to enter into an agreement for the Deliverables.

3.6.4 Cancellation

The City may cancel or amend the RFP process without liability at any time.

3.7 Governing Law and Interpretation

These Terms and Conditions of the RFP Process (Part 3):

- (a) are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);
- (b) are non-exhaustive and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations; and
- (c) are to be governed by and construed in accordance with the laws of the province of Alberta and the federal laws of Canada applicable therein.

[End of Part 3]

PREVIEW

YOU MUST BE A REGISTERED PLAN TAKER
TO DOWNLOAD AN UNMARKED VERSION OF THIS FILE
WWW.BIDSANDTENDERS.COM – ORIGINAL DOCUMENT SOURCE

APPENDIX A – FORM OF AGREEMENT

ATTACHED IN THE DOCUMENT SECTION OF THE BID OPPORTUNITY LOCATED IN THE bids&tenders™ BIDDING SYSTEM.

Proponents must clearly indicate in their submission any conditions in the Form of Agreement that are not acceptable and provide alternate wording as a basis of negotiation.

PREVIEW

YOU MUST BE A REGISTERED PLAN TAKER
TO DOWNLOAD AN UNMARKED VERSION OF THIS FILE
WWW.BIDSANDTENDERS.COM – ORIGINAL DOCUMENT SOURCE

APPENDIX B – SUBMISSION FORM

TO BE COMPLETED ONLINE THROUGH THE bids&tenders™ BIDDING SYSTEM.

PREVIEW

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WWW.BIDSANDTENDERS.COM – ORIGINAL DOCUMENT SOURCE

APPENDIX C – PRICING

TO BE COMPLETED ONLINE THROUGH THE bids&tenders™ BIDDING SYSTEM.

Instructions on How to Provide Pricing

- (a) Proponents should provide the pricing information requested by completing **only** the Pricing Tables in the bids&tenders™ bidding system.
- (b) Rates must be provided in Canadian funds, inclusive of all applicable duties and taxes except for **GST**.
- (c) Rates quoted by the proponent must be all-inclusive and must include all labour and material costs, disbursements and expenses, all freight and carriage costs, all insurance costs, fuel surcharges, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.
- (d) Provide the **costs associated with three-years of service and support**. After the initial three-year contract, the City may wish to negotiate an extension of service based on our satisfaction with the solution.
- (e) Upload a **Detailed Fee Schedule** within the bids&tenders™ system, which will detail your lump sum price broken down by phases, license costs, training, support etc. Fee schedule can be uploaded in PDF format.
- (f) Pricing **must** be separated from the technical submission. Any indication of price within the technical submissions may result in disqualification. Pricing will only be evaluated for those submissions that pass the minimum 70% threshold for the technical and presentation phases. It is at the City's sole discretion to waive the threshold for technical score.

Evaluation of Pricing

Pricing will be scored based on a relative pricing formula using the rates set out in the pricing form. Each proponent will receive a percentage of the total possible points allocated to price, which will be calculated in accordance with the following formula:

Lowest price ÷ proponent's price x weighting = proponent's pricing points

APPENDIX D – RFP PARTICULARS

A. DELIVERABLES

Introduction

The City of Grande Prairie (the “City”) is requesting detailed submissions from qualified and experienced proponents (the “Supplier”) to provide a new independent website for the Grande Prairie Police Service (GPPS) that will enable access to public information. The GPPS is looking to attract new and existing visitors to its website by offering an easy to navigate hub for recruiting, online crime reporting, and news updates.

The website will be built with Drupal Content Management System (CMS) only and will serve as a critical communication platform between GPPS and the public, offering timely information, digital services, and engagement opportunities.

GPPS is looking for similar designs as other leading Canadian police services sites, including:

- Waterloo Regional Police Service (wrps.ca)
- Vancouver Police Department (vpd.ca)
- Edmonton Police Service (edmontonpolice.ca)

Background

Located in northwestern Alberta in the heart of the Peace Region, Grande Prairie is a vibrant regional service hub with a population of nearly 70,000 and a total trading area of nearly 300,000 people. A wealth of natural resources in the region supports agriculture, forestry, oil and gas and tourism industries and contribute to the City’s economic diversity. As a strategic regional hub for retail and industrial trade and commerce, Grande Prairie is a lucrative market for local and multi-national retailers. Retail spending in the City represents \$3.7 billion, spread over a retail inventory of 3.8 million square feet. Along with retail and trade, the region’s abundance of natural resources lends to the City’s economic prosperity.

Current Environment

In March of 2023, the Grande Prairie City Council approved the transition from the Royal Canadian Mounted Police (RCMP) to the new municipal Grande Prairie Police Service (GPPS). As part of this transition, the City requires a service provider to design, develop, and implement a website. The GPPS is seeking to attract new and existing visitors to its website by offering a variety of interactive content as well as a simple, yet visually appealing interface that engages the end user and keeps them returning.

Scope of Work

The website should be visually appealing and grab the attention of visitors. The site’s primary goal is to allow users to access the most used information (based on analytics) with the least number of clicks or through a modern search capability at the forefront of the experience. Navigation should be straightforward, directing the user where they need to go intuitively. The successful Proponent is encouraged to review current website to provide the best site structure and page layout recommendations.

Key Project Deliverables

1 Methodology and Timelines

The Supplier will provide a detailed project timeline and update it as necessary throughout the lifecycle of the build. The Supplier will clearly explain each phase of the process and provide ongoing updates to communicate progress, key milestones, and any issues or changes. Formal meetings will be scheduled as needed via Teams. For example, for project initiation, to address emergent concerns, or for significant progress reviews. Any such meetings will be documented by the supplier with clear meeting minutes and action items, identifying responsible parties and required tasks.

2 Website Development & Features

The new GPPS website should include, but not be limited to the following key pages, and features:

- Build the website in Drupal (latest stable version).
- Home Page with prominent news, alerts, and quick links.
- About Us (mission, vision, history, leadership profiles).
- News & Media Releases
- Public Alerts & Notifications
- Create secure online forms for: Live online reporting for non-emergency incidents. And Crime Mapping visual of crime incident patterns, as well as section for crime prevention & safety tips. (The online reporting tool is separate and the GPPS Website will embed a link to direct users.)
- Careers & Recruiting section.
- Contact Us
- Community Programs
- FAQs
- Multimedia Galleries (photos/videos).
- Accessibility Tools (font size, contrast, etc.)
- RSS Feeds for news updates
- Areas for users to sign up for email updates and also the city is looking for a best practice for the users to receive such requested information
- Language toggle for multilingual support.

The GPPS Website should also be able to Integrate with Social Media feeds (e.g., Twitter/X, Facebook, Instagram), News and media releases and Alert banners for non-emergency announcements.

3 Discovery and Planning

Your creative resources will work with the City's Project Team 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.

The City's website (cityofgp.com) will remain entirely independent from the Municipal Police Service website, however there should be links to connect to The City's website.

The proponent shall:

- Analyze existing GPPS brand assets and content
- Develop sitemap and content strategy.

- Ensure designs are mobile-first and accessible.

4 Accessibility and Compliance

The overall theme, design, and all dynamically generated markup of the application or website shall be fully compliant with the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. This includes, but is not limited to:

- Visual Design and Layout: All user interface elements (including text, images, colors, and layouts) must provide sufficient contrast, legible font sizes, and clear visual structure to support users with visual impairments.
- Keyboard Navigation: All functionalities must be accessible via a keyboard, ensuring that users who rely on assistive technologies or cannot use a mouse, can navigate and operate all parts of the site or application.
- Multimedia Content: If applicable, all multimedia content (e.g., videos, audio clips) must include captions, transcripts, or audio descriptions to ensure content is accessible to users with hearing or vision impairments.

5 Privacy and Security

System, solutions, technology, process (and related collection, access, security, storage, retention, and destruction settings) must meet the following criteria:

- Logging & Monitoring: Implement comprehensive logging of system activity and security events, with alerts for any suspicious behavior.
- Include the ability to set retention schedules for records/data, so that it can be retained and destroyed in accordance with GPPS retention by-laws/procedures.
- The system must have an audit feature, including full retention of audit logs, so that GPPS is able to track access, and, if necessary, detect unauthorized access, use or disclosure.
- Include a security or privacy breach incident response, management and notification process from the Bidder.
- Backup & Disaster Recovery: Maintain secure, routine backups of the site and provide a clear disaster recovery plan in the event of a breach or system failure.
- Secure login systems for administrative and staff users, with role-based access controls. (The City's policy is Multi Factor Authentication (MFA))
- The Bidder must cooperate with the *Freedom of Information Privacy Act* (FOIP), *Access to Information Act* (ATIA) and the *Protection of Privacy Act* (POPA)

6 Content Migration

The proponent is to provide a detailed plan and timeline for how the existing website would be migrated, including recommendations for content migration strategies where applicable. The Current website (www.gppolice.com) is about 25 pages with some pictures and a few backend files. Please review current site to determine level of migration required. Refresher photos will be provided by the City as needed. You are not required to migrate or otherwise develop production content as these activities will be performed by designated City staff. Professional photographs will be provided where required.

7 Customer Support and Service Levels

While support will be utilized as required, proponents must ensure their support model is scalable and responsive, with service levels appropriate to the criticality of the components involved, to minimize disruptions and maintain service consistency.

Proponents shall provide details on how support services can be accessed (e.g., helpdesk, on-site, remote), including expected response and resolution times, and any applicable service level agreements (SLAs). The proposal should clearly identify the scope of support services, including any limitations or exclusions.

Additionally, proponents should explain how support will transition from the implementation phase to steady-state operations. This explanation should include, but not be limited to, the following:

- Support availability (hours of operation, emergency/after-hours support)
- Service Level Agreements (SLAs) including response and resolution times.
- Types of support offered (technical support, user support, maintenance, updates, and bug fixes)
- Support channels (phone, email, online portal, on-site support)
- Training and documentation available post-launch.
- Duration and terms of post-launch support.

Proponents are also requested to describe any optional ongoing maintenance services available following project completion. The response should include, but not be limited to:

- Scope of maintenance services (system updates, performance optimization, preventative maintenance, security patches, and upgrades).
- Frequency and scheduling of maintenance activities.
- Availability of proactive vs. reactive maintenance options.
- Delivery methods (remote vs. on-site maintenance).
- Maintenance reporting and documentation practices.
- Any dependencies, exclusions, or limitations related to the maintenance offering.
- Resources that are required to maintain the website.

Outline any staff training requirement for basic use of the site, including changing out photos, updating new content, pulling reports or information etc.

Project Schedule

The expectation is for the transition to be completed as soon as possible. A tentative schedule for the proposal process is defined below. Proponents are required to outline in their proposal the suggested schedule and steps required to complete project implementation.

Milestone Event	Date
Project initialization meeting	Early November 2025
Mid – Point Check in Draft Build Completed	November 30 , 2025
Final Draft Build Completed	December 31, 2025
Go Live	1 st Quarter 2026.

B. MATERIAL DISCLOSURES

1. The terms and conditions as per Appendix A will govern the performance of the contract.
2. The City reserves the right to award the Contract based upon budget approval, on a split-order basis, lump sum basis, or individual-item basis or such combination as shall best serve the interests of the City.

3. The successful proponent may be required to obtain and maintain a City of Grande Prairie Business License and all permits required to carry out the obligations set forth in this RFP. Proponents are encouraged to visit [Business Licensing | City of Grande Prairie \(cityofgp.com\)](https://cityofgp.com/business-licensing) to determine if a City of Grande Prairie Business License is required.

C. MANDATORY SUBMISSION REQUIREMENTS

- **Submission Form** (Appendix B-to be completed online through bids&tenders™ bidding system)
- **Pricing** (Appendix C- to be completed online through bids&tenders™ bidding system)
- **Detailed fee Schedule** (to be uploaded online through bids&tenders™ bidding system)
- **Technical Proposal** (to be uploaded online through bids&tenders™ bidding system)

D. MANDATORY TECHNICAL REQUIREMENTS

Not applicable

E. PRE-CONDITIONS OF AWARD

- Valid and current certificate(s) of insurance evidencing that the insurance required in Appendix A “Form of Agreement” is in place and in full force and effect.
- Valid WCB Clearance Letter in the correct industry classification or valid WCB Exemption Letter.

F. RATED CRITERIA

The following is an overview of the categories and weighting for the rated criteria relevant to the evaluation of proposals under this RFP. Proponent must achieve a minimum score of 70% overall on Point-Rated Criteria in order to be evaluated on the basis of their Financial Proposal.

A breakdown of the points available is listed below the Evaluation Criteria Table.

Considerations	Points
Project Understanding and Work Plan	10
Proposed Website Design	10
Site and Technical Requirements	20
Customer Support and Service Levels	5
Previous Relevant Experience	20
Experience and Qualifications	10
Technical Score	75
Price	25
Overall Score	100

Technical Proposal

Proposals should address the Deliverables and must not include any pricing information. Should any pricing information be included in the Technical Proposal submission, the proposal will be deemed non-compliant and will no longer be considered. All pricing information is to be included in the Detailed Fee Schedule (if applicable) submission and online pricing forms only.

a) Technical Proposal Outline

Proponents shall organize the information required in response to this RFP in accordance with the format and requirements outlined in this section. Proponents shall provide technical proposal sections in the order listed, and in a clear and concise manner. Failure to address any section will be reflected in the proponent's evaluation scores.

1. Project Understanding and Work Plan
2. Proposed Website Design
3. Site and Technical Requirements
4. Customer Support and Service Levels
5. Previous Relevant Experience
6. Experience and Qualifications

b) Technical Proposal Content

The following provides a brief description of the information that the Proponent is expected to include in each section of the technical proposal.

Project Understanding and Work Plan**10 points**

- Project Understanding: Proponent to demonstrate their understanding of the scope and purpose of the project, project requirements, and deliverables. (5)
- Approach and Work Plan: Proponent to effectively identify major phases of the project, with clear explanations of steps required to achieve project deliverables. Proponent shall demonstrate in a its ability to complete the project and achieve the objectives and all deliverables in accordance with the project timeline. Provide a relevant list of tasks to implement the scope of work. This will include meeting dates, all tasks, party responsible for completing each task and milestones. (5)

Proposed Design**10 points**

- Please provide a preliminary sitemap and design approach for the proposed bid focusing on site structure, user navigation, accessibility, and design strategy. Describe each major page and outline how different users will navigate the site. Share your approach to layout, branding, user experience.

Site and Technical Requirement**20 points**

- Outline how you will approach or provide the following:
 - a. Discovery & Planning (5)
 - b. Accessibility & Compliance (5)
 - c. Privacy and Security (5)
 - d. Content Migration (5)

Customer Support and Service Levels**5**

- Provide details on your support and services level as required.

Previous Relevant Experience**20 points**

- Proponent to provide a detailed outline of two (2) recent projects its firm, has delivered which are considered relevant and comparable to this project in size and complexity. (10 each)
 - Type of entity
 - Start and completion dates

- Involvement of firm and key staff
 - What the customer was asking
 - What methodology was followed
 - What made the project successful
 - What website language / build design that was used
 - Provide link to website for review
- Please provide any brochure or product support items to support your work.

Experience and Qualifications

10 points

- Proponent will provide a brief company profile and highlight its expertise and qualifications. (5)
- Proponent will identify staff members and subcontractors to be assigned to this project and provide their individual capabilities knowledge and relevant experience with similar projects, including their respective role and responsibilities. (5)

Pricing

25 points

Pricing will be scored based on a relative pricing formula using the rates set out in the Pricing Form.

$$\text{Lowest price} \div \text{proponent's price} \times \text{weighting} = \text{proponent's pricing points}$$

Ratings:

Proposals will be evaluated and scored according to the outline below. The evaluation will be based on a 0 to 5 score scale.

Rating	Description
5	Exceeds expectations; Proponent clearly understands the requirement; comprehensive response with precision and relevance and includes improvement through innovation and added value; excellent probability of success.
4	Meets expectations; Proponent has a good understanding of the requirement, comprehensive response in terms of detail and relevance to the requirements; good probability of success.
3	Partially meets expectations; Proponent has good understanding of requirement; however, fails in some areas, acceptable level of detail and accuracy; fair probability of success.
2	Limited information provided / inadequate response / only partially demonstrates understanding of the requirements; low probability of success.
1	Inadequate detail provided / questions not answered or addressed / meets mandatory requirements only; no probability of success.
0	Lack of response or complete misunderstanding of the requirements, no probability of success.

RFP-2025-92 - Grande Prairie Police Service Website Design

Opening Date: September 23, 2026 12:00 PM

Closing Date: October 14, 2026 2:00 PM

PREVIEW

YOU MUST BE A REGISTERED PLAN TAKER
TO DOWNLOAD AN UNMARKED VERSION OF THIS FILE
WWW.BIDSANDTENDERS.COM - ORIGINAL DOCUMENT SOURCE

Schedule of Prices

The Bidder hereby Bids and offers to enter into the Contract referred to and to supply and do all or any part of the Work which is set out or called for in this Bid, at the unit prices, and/or lump sums, hereinafter stated.

* Denotes a "MANDATORY" field

Do not enter \$0.00 dollars unless you are providing the line item at zero dollars to the Owner (unless otherwise specified).

If the line item and/or table is "NON-MANDATORY" and you are not bidding on it, leave the table and/or line item blank.Do not enter a \$0.00 dollar value.

Design and Development Pricing Table

- a. Proponents should provide the pricing information requested by completing the Pricing Table.
- b. Rates must be provided in Canadian funds, inclusive of all applicable duties and taxes except for **GST**.
- c. Rates provided by the proponent must be all-inclusive, including but not limited to, all labour and material costs, disbursements and expenses, all insurance costs, as well as all other operational, administrative, and overhead costs and profit, including any fees or charges required by law.

Pricing **must** be separated from the technical submission. Any indication of price within the technical submissions will result in disqualification.

Description	Lump Sum Price *
Website Design and Development to Go Live	
Staff Training on Website Usage	
Subtotal:	

Customer Service Support

Customer Service and Support levels year one, will start after website is developed and live for user. Any costs associated with design and development or required staff training shall be including the the Design and Development pricing table.

Description	Unit	Price *
Maintenance and Support Year 1	Lump Sum	
Maintenance and Support Year 2	Lump Sum	
Maintenance and Support Year 3	Lump Sum	
Subtotal:		

Summary Table

Bid Form	Amount
Design and Development Pricing Table	
Customer Service Support	
Bid Amount:	

Appendix A - Form of Agreement

A sample Form of Agreement, which will form the basis of any negotiation for the Work, is provided in the Documents section of this bid opportunity. Proponents will clearly indicate in the response box below, any condition in the Form of Agreement that is not acceptable and provide alternate wording for the City's legal review and consideration.

If the Form of Agreement is acceptable, proponents will select the check box to opt out of completing this form.

☐ We will not be submitting for Appendix A - Form of Agreement

Line Item	Response
1	

Business License

Bidders are **NOT** required to submit proof of valid business license with their submission, this will be addressed during the award phase.

PLEASE DO NOT CONTACT THE BUSINESS LICENSE OFFICE UNLESS YOU HAVE BEEN ADVISED OF AN AWARD.

Description	Response *
<p>The City of Grande Prairie issues licences for businesses, business activities, and persons engaged in business. Business license bylaws are enacted to protect public health and safety. A business license serves as confirmation that a business complies with local laws and regulations.</p> <p>This applies to:</p> <p>Every separate business entity, trade, profession, industry, occupation employment, calling or person providing goods or services, with the intent of making a profit, operating in the City of Grande Prairie is required to hold a valid City of Grande Prairie business licence.</p> <p>Proof of a professional license will be accepted for those eligible such as APEGA.</p> <p>For more information on business license requirements and exemptions visit https://www.cityofgp.com/city-services/permits-licenses-forms/planning-and-development/business-licensing</p>	<div>Select A Value ▾</div>

WCB Declaration

Description	Response *
We the bidder confirm the following WCB status:	<div>Select A Value ▾</div>

Proponent Information

Proponent to fill out the following form, naming one person to be the contact for this RFP process and for any clarifications or communication that might be necessary.

Proponent shall also provide name and email address of its authorized signatory for contract and other contractual documents.

Proponent Information	Response *
Company's Full Legal Name	
Address for the RFP	
Contact Name	
Contact Title	
Contact Phone	
Contact Email	
Name and Email of Company's Authorized Signatory	

Sub-Contractors

The Bidder shall state all Subcontractor(s) and type of Work proposed to be used for this project. Bidders shall not indicate "TBD" (To Be Determined) or "TBA" (To Be Announced) or similar wording and shall not indicate multiple choices of Subcontractor names for any Subcontractor category in their list of Subcontractors.

The Bidder shall state only one (1) subcontractor for each type of work.

Subconsultant

The following work will be performed (or provided) by Subconsultants and coordinated by us. No other Subconsultants will be employed without the written approval of the City, to a request made in writing by the Consultant.

☐ By clicking here I confirm that there are no Subcontractor(s) and the Bidder shall perform the project with their "OWN FORCES".

Subconsultant Name	Portion of the Work

Documents

It is your responsibility to make sure the uploaded file(s) is/are not defective or corrupted and are able to be opened and viewed by the Owner. If the attached file(s) cannot be opened or viewed, your Bid Call Document may be rejected.

- Technical Proposal * (mandatory)
- Detailed Fee Schedule * (mandatory)

Addenda, Terms and Conditions

1. Acknowledgment of Non-binding Procurement Process

The proponent acknowledges that the RFP process will be governed by the terms and conditions of the RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal, legally binding bidding process (and for greater certainty, does not give rise to a Contract A bidding process contract), and that no legal relationship or obligation regarding the procurement of any good or service will be created between the City and the proponent unless and until the City and the proponent execute a written agreement for the Deliverables.

2. Ability to Provide Deliverables

The proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required. The proponent represents and warrants its ability to provide the Deliverables in accordance with the requirements of the RFP.

3. Non-binding Price Estimates

The proponent has submitted its rates in accordance with the instructions in this RFP. The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its quotation or its eligibility for future work.

4. Addenda

The proponent is deemed to have read and taken into account all addenda issued by the City prior to the Deadline for Issuing Addenda.

5. No Prohibited Conduct

The proponent declares that it has not engaged in any conduct prohibited by this RFP.

6. Disclosure of Information

The proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by the City to the advisers retained by the City to advise or assist with the RFP process, including with respect to the evaluation this proposal.

☐ I have the authority to bind the organization.

You must declare all potential Conflicts of Interest, as defined in the Conflict of Interest terms in the solicitation document. This includes disclosing the names and all pertinent details of all individuals (employees, advisors, or individuals acting in any other capacity) who (a) participated in the preparation of the proposal; **AND** (b) were employees of the City of Grande Prairie within twelve (12) months prior to the Submission Deadline.

By selecting "no" in the box below, you will be deemed to declare that (a) there was no Conflict of Interest in preparing your submission and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the solicitation document.

Otherwise, if the statement below applies, check the "yes" button.

- You declare that there is an actual or potential Conflict of Interest relating to the preparation of your submission, and/or you foresee an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the solicitation document.

☐ Yes ☐ No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document

Please check the box in the column "**I have reviewed this addendum**" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
There have not been any addenda issued for this bid.		

PREVIEW

YOU MUST BE A REGISTERED PLAN TAKER
TO DOWNLOAD AN UNMARKED VERSION OF THIS FILE
WWW.BIDSANDTENDERS.COM – ORIGINAL DOCUMENT SOURCE