

REQUEST FOR PROPOSAL

NWRFP-25-14

**City of New Westminster
Public Website Redevelopment Project**

Closing Time:

Wednesday, August 20, 2025
3:00 PM, Local Time, Vancouver BC

Closing Location:

Complete the online submission at <https://newwestcity.bidsandtenders.ca>

CORPORATION OF THE CITY OF NEW WESTMINSTER

RFP REQUIREMENTS AND INSTRUCTIONS

1.0 GENERAL INFORMATION

- 1.1 The City of New Westminster is seeking responses from qualified, experienced website development firms to lead the redevelopment of its municipal website, newwestcity.ca. The goal of this project is to modernize the website to better serve residents, businesses, and visitors by improving usability, accessibility, navigation, and overall user experience. Refer to BUSINESS REQUIREMENTS for an in-depth scope of work.
- 1.2 The candidate will have proven experience working with municipalities and a strong understanding of the complexities and service needs of local government. The successful vendor will demonstrate a resident-first approach and a deep commitment to enhancing digital customer service to the community.
- 1.3 The redeveloped website will feature a modern, responsive design and prioritize task-based navigation, allowing users to easily find and access the information and services they need. The project will also aim to increase user engagement and promote transparency and trust in local government.
- 1.4 This project is expected to commence in Q4 of 2025 with an anticipated launch date in Q3 of 2026. The budget for the scope of work is approximately \$150,000.
- 1.5 The City reserves the right to use the qualified Respondent for a period of five (5) years for services as outlined in this RFP.
- 1.6 This RFP will follow the RFP Process and General Requirements found on this [LINK](#)
- 1.7 Various City Contracts and agreements can also be reviewed at the above link.

2.0 BACKGROUND

- 2.1 The City of New Westminster is a vibrant, diverse, and growing community located in the heart of Metro Vancouver. With a current population of approximately 92,000 residents, New Westminster is British Columbia's oldest city and continues to evolve as a forward-thinking, inclusive, and service-oriented municipality. The City is committed to enhancing the quality of life for its residents through accessible services, responsive governance, and meaningful community engagement.
- 2.2 The City's current website, newwestcity.ca, serves as the primary digital platform for delivering information and services to residents, businesses, and visitors. The site averages 300,000 page visits a month with approximately 70,000 users per month. The top viewed pages include our Parks and Recreation pages, employment opportunities, event calendar, and online services. In 2016, the site underwent a limited refresh that included an updated homepage, revised navigation, and visual improvements. While this helped modernize the look and feel of the website at the time, the underlying content management system (CMS) has since become outdated and inefficient for City staff to maintain.
- 2.3 Over the past several years, digital service expectations have evolved significantly. Municipal website best practices now emphasize user-centered design, mobile-first accessibility, integration

CORPORATION OF THE CITY OF NEW WESTMINSTER

with third-party e-government platforms, and a seamless customer experience. The City's current website does not meet many of these emerging standards, and its structure, content organization, and technology infrastructure require a comprehensive redevelopment.

- 2.4 In addition, the City has launched a new corporate logo and visual brand. The successful respondent will be required to incorporate this new branding throughout the redesigned website in a way that aligns with the City's refreshed identity and supports a cohesive and engaging user experience. More information on the City of New Westminster's new brand can be found at newwestcity.ca/our-brand.
- 2.5 This website redevelopment project is a key step in supporting the City's digital goals and improving how residents access services and information online. The project will be led by the City of New Westminster's Corporate Communication division alongside the Information Technology department.

3.0 **BUSINESS REQUIREMENTS**

- 3.1 The City is seeking a candidate with proven experience working with municipalities and a strong understanding of the complexities and service needs of local government. The successful respondent will have the capacity and expertise to lead a complex, citizen-focused website redevelopment and collaborate effectively with internal stakeholders to deliver a modern, accessible, and secure website that aligns with the City's strategic goals.

- 3.2 Key objectives include (but are not limited to):
- A user-friendly, resident-focused interface design that is mobile-responsive
 - Simplified, intuitive navigation informed by a full audit of the current site
 - Improved access to services and information through a clear, organized content structure, and improved search functionality
 - Enhanced features that support customer service, engagement, and accessibility, including an enhanced events calendar, improved search capabilities, and custom forms.
 - An open-sourced CMS (preferably Drupal or equivalent) that allows for efficient content management by City staff
 - Integration with existing third-party platforms including Grancius and Xplor.
 - A secure, external, Canadian-hosted platform with strong cybersecurity measures that meets privacy legislation in British Columbia and Canada
 - Full compliance with WCAG 2.1 AA accessibility standards
 - Improved search functionality and streamlined pathways to high-demand services

Respondents are encouraged to bring forward innovative, user-centered approaches aligned with public sector best practices.

- 3.3 Please refer to **Appendix B** for detailed Business Requirements.

4.0 **SUMMARY OF WORK**

- 4.1 The successful respondent will be responsible for delivering a comprehensive website redevelopment that meets the City of New Westminster's goals for usability, accessibility, performance, and service delivery. The scope of work includes all phases of the project, from discovery through to post-launch support, and should be carried out in close collaboration with City staff.

CORPORATION OF THE CITY OF NEW WESTMINSTER

4.2 The scope of work includes, but is not limited to, the following:

1. Project Planning and Management
 - Develop a detailed project plan, including milestones, deliverables, and timelines
 - Facilitate regular project meetings and status updates with City staff
 - Provide a clear communication and approval process throughout all project phases
2. Current Website Audit and User Analysis
 - Review and assess the current website structure, content, performance, and user analytics
 - Identify gaps, pain points, and opportunities for improvement in navigation, accessibility, and service access
3. Engagement and Consultation
 - Engage with internal staff and departments to identify needs, workflows, and technical requirements
 - Gather feedback from the public to inform user experience (UX) and content strategy (e.g., community survey, card sorting exercises, etc.)
 - Incorporate findings into the overall design and development process
4. UX and Visual Design
 - Develop wireframes, prototypes, and final visual design concepts based on user needs and City branding
 - Align the new design with the City's upcoming logo and corporate brand guidelines
 - Ensure designs meet WCAG 2.1 AA accessibility standards and work across all major devices and browsers
5. CMS Implementation
 - Implement a robust and user-friendly content management system (Drupal or equivalent)
 - Configure workflows, permissions, and templates to support efficient content updates by City staff
 - Option to support multifactor authentication (e.g. integration with Microsoft Entra ID)
6. Content Migration
 - Assist with the migration of existing content, ensuring consistency, accuracy, and accessibility
 - Recommend content improvements where needed and support content restructuring as required
7. Online Forms
 - Rebuild and/or create a range of online forms to support City services and user interaction
 - Ensure forms are secure, accessible, and easy for staff to manage and update

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8. Training and Documentation

- Provide hands-on training for City staff on CMS use, including:
 - Basic orientation and functionality
 - How to add and edit pages, images, and form elements
 - Guidelines for applying CSS classes and adhering to visual style rules
- Deliver clear and concise training materials and documentation

9. Hosting, Security and Maintenance

- Provide or coordinate reliable, externally hosted website services that meet industry standards for uptime, speed, and scalability
- Implement strong cybersecurity protections, including SSL certification, firewalls, and regular vulnerability monitoring and patching
- Ensure all hosting and data storage are based in Canada and fully compliant with the Freedom of Information and Protection of Privacy Act (FOIPPA)
- Deliver regular website maintenance, including updates to the CMS, plugins, modules, and any third-party extensions
- Perform routine and on-demand website backups, with the ability to restore content and functionality in the event of an outage, system failure, data loss, or other incidents
- Provide timely troubleshooting and resolution of technical issues as they arise
- Offer support for after-hours emergency requests to ensure service continuity and minimize downtime
- Maintain ongoing performance monitoring and system health checks to support the long-term reliability and security of the website
- Provide details on website/hosting SLA's and notifications around planned maintenance and/or any downtime

10. Testing and Quality Assurance

- Conduct usability testing, functionality testing, accessibility testing, and cross-browser/device compatibility testing
- Address all identified issues prior to launch

11. Launch and Post-Launch Support

- Assist with launch planning and execution
- Provide post-launch monitoring and support to address any immediate issues
- Deliver ongoing maintenance and support services during Pacific Standard Time business hours, including:
 - Emergency technical support
 - Routine updates and troubleshooting
 - Guidance and assistance for non-emergency issues

4.3 The successful Respondent will be required to sign an Information Sharing and Confidentiality Agreement with the City. Refer to **Appendix C** for sample agreement.

4.4 The final agreement will be more detailed with a complete Statement of Work.

CORPORATION OF THE CITY OF NEW WESTMINSTER

5.0 EVALUATION AND SELECTION PROCESS

5.1 The City will evaluate all submitted valid Responses. The City will not necessarily accept any or all Proposals. The object of the evaluation and selection process is to identify the Response that, in the City's opinion offers the best value for the services requested.

5.2 Responses will be evaluated based on the following criteria:

Evaluation Criteria	Weighting
Schedule of Prices:	
Project Fee Price	15%
Post Launch/Ongoing Support/Licensing	10%
Employee Capabilities and Experiences	15%
Organization Capabilities and Experiences	20%
Business Processes	20%
Schedule	10%
Value Add ⁽¹⁾	5%
Social and Sustainable	5%
References	Pass/Fail
Total	100

¹ Value Add will be evaluated on the basis of a qualitative description of the value that the Respondent adds as a result of the combination of project team experience and skills. Value Add in this context does not refer to 'extras' or additional scope. Additional, or out of scope, services will be not be considered.

5.3 The City advises all Respondents that the process for evaluation/interview and finalizing the lead/successful Respondent may take 2 – 3 months.

5.4 The City at its discretion, may invite some or all Respondents to participate in an interview process or provide a product demonstration and the City may consider the product demonstration and/or interview in evaluating Responses.

5.5 The City will notify each Respondent of the outcome of the evaluation process.

6.0 SUBMISSION INSTRUCTIONS

6.1 For submissions only, the use of Bid or Bidders is synonymous with Response and Respondents.

6.2 ELECTRONIC SUBMISSIONS ONLY shall be received by the eBidding System at <https://newwestcity.bidsandtenders.ca> . Hardcopy submissions are not permitted.

a) Where applicable single, or multiple, document uploads within the online submission form may be required.

6.3 Respondents are cautioned that the timing of their Response is based on when the Response is RECEIVED by the eBidding System, not when a Response is submitted, as Response transmission can be delayed due to file transfer size, transmission speed, etc.

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- 6.4** For the above reasons, the City recommends to allow sufficient time to complete your Response and to resolve any issues that may arise. The eBidding System's web clock shall determine the closing time and date.
- 6.5** Respondents 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 eBidding System will send a confirmation email to the Respondent advising that their Response was received successfully. If you do not receive a confirmation email, contact bids&tenders® support at support@bidsandtenders.ca.
- 6.6** Late Responses are not permitted by the eBidding System.
- 6.7** To ensure receipt of the latest information and updates via email regarding this bid, or if a Respondent has obtained this RFP Document from a third party, the onus is on the Respondent to create an eBidding System Vendor account and register as a Plan Taker for the opportunity.
- 6.8** Respondents may edit or withdraw their Response prior to the closing time and date. However, the Respondent is solely responsible to ensure the re-submitted Response is received by the eBidding System no later than the stated closing time and date.
- 7.0** **ADDENDA**
- 7.1** Requests for clarification or further information are to be submitted to the Purchasing representative through the eBidding System only by clicking on the "Submit a Question" button for this specific opportunity. The City intends to respond to enquiries that it, in its sole opinion, considers relevant to this RFP. The City intends to respond only to those relevant enquiries received at least seven (7) calendar days prior to the closing date.
- 7.2** Respondents shall acknowledge receipt of any addenda through the eBidding System by checking a box for each addenda and any applicable attachment.
- 7.3** It is the responsibility of the Respondent to obtain and download all Addenda issued. Respondents should check online at <https://newwestcity.bidsandtenders.ca> prior to submitting their Response and up to the closing time and date in the event additional addenda are issued.
- 7.4** If a Respondent submits their Response prior to the closing time and date and a addenda has been issued, the Bidding System shall WITHDRAW the Response submission and the Response status will change to an INCOMPLETE STATUS. The Respondent can view this status change in the "MY BIDS" section of the eBidding System.
- 7.5** The Respondent is solely responsible to:
- a) make any required adjustments to their Response; and
 - b) acknowledge the addenda; and
 - c) ensure the re-submitted Response is RECEIVED by the eBidding System no later than the stated bid closing time and date.

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APPENDIX A

DECLARATION – LIVING WAGE EMPLOYER

PREVIEW

TO DO YOU MUST BE A REGISTERED PLAN TAKER
WWW.BIDSANDTENDERS.COM – ORIGINAL DOCUMENT SOURCE

CORPORATION OF THE CITY OF NEW WESTMINSTER



DECLARATION – LIVING WAGE EMPLOYER

I, _____ as a duly authorized signing officer of

Company: _____

Address: _____

_____, confirm that all employees and sub-contractors under our contract with the City as outlined below, are paid not less than the "Living Wage" as calculated by the Living Wage for Families Campaign.

I understand that this requirement extends only to those employees and sub-contractors' employees that perform work while on City premises and property for durations in excess of one continuous hour per occasion.

I understand that the City will conduct audits if and when notification of breach of this compliance is received by the City. I understand that in the event any breach of this declaration is found to be true, the City reserves the right to cancel its contract without penalty at any time once said authentication of the breach is made.

Contract Name: _____

Authorized Signatory: _____

Dated: _____

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APPENDIX B

BUSINESS REQUIREMENTS

PREVIEW

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TO DOWNLOAD AN UNMARKED VERSION OF THIS FILE
WWW.BIDSANDTENDERS.COM – ORIGINAL DOCUMENT SOURCE

Appendix B – Business Requirements

Business Requirements

Key objectives include:

- A user-friendly, resident-focused interface design that is mobile-responsive
- Simplified, intuitive navigation informed by a full audit of the current site
- Improved access to services and information through a clear, organized content structure, and improved search functionality
- Enhanced features that support customer service, engagement, and accessibility, including an enhanced events calendar, improved search capabilities, and custom forms.
- An open-sourced CMS (preferably Drupal or equivalent) that allows for efficient content management by City staff
- Integration with existing third-party platforms including Grancius and Xplor.
- A secure, external, Canadian-hosted platform with strong cybersecurity measures that meets privacy legislation in British Columbia and Canada
- Full compliance with WCAG 2.1 AA accessibility standards
- Improved search functionality and streamlined pathways to high-demand services

Vendors are encouraged to bring forward innovative, user-centered approaches aligned with public sector best practices.

Scope of Work & Deliverables

The selected vendor will be responsible for delivering a comprehensive website redevelopment that meets the City of New Westminster's goals for usability, accessibility, performance, and service delivery. The scope of work includes all phases of the project, from discovery through to post-launch support, and should be carried out in close collaboration with City staff.

The scope of work includes, but is not limited to, the following:

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- 4. UX and Visual Design**
 - Develop wireframes, prototypes, and final visual design concepts based on user needs and City branding
 - Align the new design with the City's upcoming logo and corporate brand guidelines

- Ensure designs meet WCAG 2.1 AA accessibility standards and work across all major devices and browsers
- 5. **CMS Implementation**
 - Implement a robust and user-friendly content management system (Drupal or equivalent)
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 - Provide hands-on training for City staff on CMS use, including:
 - Basic orientation and functionality
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 - Deliver clear and concise training materials and documentation
- 9. **Hosting, Security and Maintenance**
 - Provide or coordinate reliable, externally hosted website services that meet industry standards for uptime, speed, and scalability
 - Implement strong cybersecurity protections, including SSL certification, firewalls, and regular vulnerability monitoring and patching
 - Ensure all hosting and data storage are based in Canada and fully compliant with the Freedom of Information and Protection of Privacy Act (FOIPPA)
 - Deliver regular website maintenance, including updates to the CMS, plugins, modules, and any third-party extensions
 - Perform routine and on-demand website backups, with the ability to restore content and functionality in the event of an outage, system failure, data loss, or other incidents
 - Provide timely troubleshooting and resolution of technical issues as they arise
 - Offer support for after-hours emergency requests to ensure service continuity and minimize downtime
 - Maintain ongoing performance monitoring and system health checks to support the long-term reliability and security of the website
 - Provide details on website/hosting SLA's and notifications around planned maintenance and/or any downtime
- 10. **Testing and Quality Assurance**
 - Conduct usability testing, functionality testing, accessibility testing, and cross-browser/device compatibility testing
 - Address all identified issues prior to launch
- 11. **Launch and Post-Launch Support**
 - Assist with launch planning and execution
 - Provide post-launch monitoring and support to address any immediate issues
 - Deliver ongoing maintenance and support services during Pacific Standard Time business hours, including:
 - i. Emergency technical support
 - ii. Routine updates and troubleshooting
 - iii. Guidance and assistance for non-emergency issues

WEBSITE REQUIREMENTS

The redeveloped website should include the following requirements and functionality:

Accessibility

- Compliance with WCAG 2.1 AA accessibility standards
- Ability to resize text on website pages
- Language translation option (e.g. Google translate)

Bylaw Database

- Searchable bylaw directory

Content Management System

- An open-source CMS (preferably Drupal or equivalent)
- Intuitive and easy to use backend for website administrators and can be accessed from all devices, including mobile platforms
- Ability to schedule content posting
- Multiple theme or page builder with configurable layout with a wide array of page elements (e.g. images, video, text, accordion, image gallery etc.)
- Built-in photo editing tools to quickly resize photos
- Predetermined CSS and ability to restrict design elements and (i.e. heading styles, fonts, colours) to ensure branding is applied consistently across the site
- Compatible with all common browsers
- Ability to identify broken links
- Ability to create short and redirect links
- Support multiple levels of user roles and site access.

Design

- Responsive, modern design that incorporates new corporate logo and brand standards
- Unified design system that ensures consistency across all content pages
- Intuitive, simple design with logical navigation
- Compatible with all common browsers and mobile responsive

Documents/Media Library

- Robust back-end document library that can support various format types including PDFs, images, and video
- Hierarchy of folders
- Library document/image search function with options for various search criteria (document name, date, file type, etc.)
- Secure upload and download capability
- Ability to replace files
- AI assistance for generating image alt text

Events Calendar

- Robust community events calendar that can be viewed or filtered in a monthly grid, list view or event type.
- Each event should have its own detailed page key event information (date, time, location, description, organizer, cost, url, and image)
- Ability to easily add recurring events
- Event submission form for community organizations to submit events that can then be approved and published by City staff
- Integration with social media for event promotion
- Ability to export events to common calendar applications such as MS Outlook, Google Gmail, etc.

Forms

- Staff require the ability to build and publish unlimited customizable forms
- Form build should include a variety of fields, skip logic options, and ability to upload multiple images and documents
- Workflow function that directs completed forms to staff via email or MS Planner and tracks responses in back-end
- Provide response receipt to users upon submission
- Ability to generate mailing lists from form submissions to enable timely and targeted communications. Support for Simplenews module or a comparable Drupal-native solution.
- Searchable library of all forms on the site

Home Page

- Easy to navigate home page with configurable elements
- Quick links/buttons to most commonly accessed pages (e.g. event calendar, employment opportunities, notices, online registration, online services, newsletters, etc.)
- News section with latest stories with ability to highlight key information and pull content from other sections

Inside Pages

- Clear and easy to navigate
- Variety of element templates with space for widgets, feature boxes, buttons, photo galleries, iframes etc.
- Printer-friendly page functionality
- Pre-schedule functionality for page publishing and expiry

Integration

- Integrate/link to existing applications/programs using Iframes or web links (i.e., eScribe, Taleo, CivicPlus, egov, ArcGIS, Recycle Coach, etc.)
- Xplor Online Registration System
 - Provide enhanced integration with Xplor to display elements such as drop-in schedules, program and activity search tool, printable schedules
 - Clean button navigation for browsing facilities, fields, booking type with responsive map using that integrates with GIS map platforms
 - Ability to display programs at specific locations and facilities
 - Ability to book facilities, fields and parks and display relevant site schedules, fees, photo and onsite features

Notification/Alerts

- Emergency alert bar that appears across all pages when active
- Ability to set alert level and link to URL
- Independent alert for Parks and Recreation (sauna closure, etc.)

Search Function

- Site-wide search function
- Dedicated search for key areas of the site (e.g. news items, media releases etc.)
- PDF content to be included in search results

Eligibility

The City of New Westminster is seeking a qualified and experienced website development firm with a demonstrated understanding of local government operations, service delivery, and public engagement. The successful Respondent will have the capacity and expertise to lead a complex, citizen-focused website redevelopment and collaborate effectively with internal stakeholders to deliver a modern, accessible, and secure website that aligns with the City's strategic goals.

Qualifications and expectations include:

- A well-established company with a multidisciplinary team of experts in project management, UX/UI design, content strategy, accessibility, development, testing, and support
- Proven experience delivering municipal or other public sector website projects of similar scale and complexity
- A portfolio of previous work demonstrating success in delivering websites for local governments, with references and examples that reflect priorities outlined in this RFP (e.g., user-centered design, accessibility, third-party integrations, online forms, CMS configuration)
- Ability to engage effectively with City staff and collaborate across departments to align the website with New Westminster's branding, communications strategy, and service delivery goals
- Capacity to integrate additional features and functionalities that may be identified during the project or in future phases
- Familiarity with the Freedom of Information and Protection of Privacy Act (FOIPPA) and related privacy and data security regulations
- Commitment to ensuring that all website hosting, data collection, and storage services are based in Canada and comply fully with FOIPPA requirements
- Demonstrated ability to meet timelines, provide clear communication, and deliver reliable post-launch support during Pacific Standard Time business hours

The Respondent will demonstrate an understanding of the unique challenges and opportunities that come with delivering municipal digital services and be responsive to the evolving needs of both the City and its diverse community.

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Opening Date: July 23, 2025 3:00 PM

Closing Date: August 20, 2025 3:00 PM

PREVIEW

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Prior to submitting your Response, please review The City of New Westminster's RFX Processes and General Requirements.

https://www.newwestcity.ca/database/files/library/RFX_4_RFX_Process_and_General_Requirements.pdf

Each Respondent will be required to register for a free bids&tenders account in order to respond.

How to Respond:

Responses will be submitted electronically through the City of New Westminster's e bidding system bids&tenders. Responses may be comprised of a combination of, inputs into the e bidding system and document uploads.

When to Respond:

The City will receive Responses up and to the project closing time indicated on the e bidding system, bids&tenders.

It is the Respondents responsibility to ensure the City receives the Response prior to the closing time indicated on the City's e bidding system bids&tenders. The City does not accept facsimile or hardcopy responses.

Communication and Questions for Clarification:

All Communication, requests for clarification or further information for the project **should be made through the City of New Westminster's bids&tenders online portal.**

The City may respond to enquiries that it, in its sole discretion, considers relevant to this RFX. The City intends to respond only to those relevant enquiries received seven (7) calendar days prior to the project closing time indicated on the e bidding system bids&tenders.

Schedule of Prices

The Respondent acknowledges that the City may, prior to contract award, negotiate changes to the scope of work with the selected qualified Respondent.

* 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.

Project Fee Pricing

Provide a Project Fee Price in Canadian dollars to complete the project as outlined in the RFx Business Requirements . The "Project Fee Pricing" **excludes** the Goods and Services Tax (GST).

In addition, provide a document upload OR use the required Schedule to detail the Project Fee Pricing over phases or major milestone activities. Clearly label the document upload.

The Respondent acknowledges the City may, prior to contract award, negotiate changes to the scope of work with the qualified Respondent to meet budgetary limitations without having any duty or obligation to advise any other Respondents or to allow them to vary their prices due to changes to the scope of work.

Project Fee Pricing (Numeric) *	Project Fee Pricing (Text) *

Website Support & Maintenance Pricing

Provide details of the Website Support & Maintenance Pricing.

Upload a document clearly labeled Website Support & Maintenance Pricing detailing the following, but not limited to;

Ensure to provide any and all ongoing costs related to the website, including a list of all licenses and maintenance costs. Please clearly identify fees/costs that are already included in the overall Project Fee Pricing.

Post-Launch Support: if included in the Project Fee Price please indicate.

Ongoing Support:

- Website Maintenance: including updates, security monitoring, and performance optimization.
- Technical Support: technical support to troubleshoot any issues
- Content Updates: website content updates services
- Service Level Agreements (SLAs): what are guaranteed response times and issue resolution for our ongoing support services.

Upgrades:

- Website Upgrades: ongoing upgrades to the website's functionality, design, or technology
- Feature Enhancements: new features and functionality based on evolving business needs.
- Technology Refresh: refresh website's technology to improve performance, security, and compatibility.

License Fees:

- Software License: Any applicable license fee(s), frequency
- Hosting Fees
- Domain Registration/Renewal
- Optional Premium Features

The document upload can be uploaded in the Document Uploads section of the bids&tenders online Submission.

The Respondent acknowledges the City may, prior to contract award, negotiate changes to the scope of work with the qualified Respondent to meet budgetary limitations without having any duty or obligation to advise any other Respondents or to allow them to vary their prices due to changes to the scope of work.

Disbursements Fee Estimate

Provide a Disbursement Fee Estimate in the following table.

The Response should include a total estimate of project related disbursements.

The disbursements which will be reimbursed **at cost** will include the following:

- a. Reproduction of client requested drawings and reports;
- b. Delivery of drawings, reports including courier, postage etc.;
- c. All necessary documents required to obtain all permits and approvals from the authorities having jurisdiction

If required, provide a document upload with the Disbursement Fee details. Clearly label the document Disbursement Fee Details.

All other expenses must be included in the Project Fee Pricing.

Disbursement Fee Estimate (Numeric) *	Disbursement Fee Estimate (Text) *

Hourly rates for Key Employee Roles

Provide hourly rates for key employees that would be engaged in the project.

Line Item	Title / Role *	Hourly Rate *
1		
2		

Other Project Costs

Provide any Additional Costs or Fees **NOT INCLUDED** in the **Project Fee Pricing**.

Provide an upload document in the Document Uploads section, outlining any additional costs and related fee rates required to complete the work as detailed in the RFx Business Requirements. These rates are for costs and fees **NOT included** in the Project Fee Pricing or Disbursements.

Clearly label the upload document Other Project Costs.

1.0 Company Profile

Provide an upload document with a brief (one page maximum) overview of your firm, including size, years in service, and other relevant information. Ensure the upload document is clearly labelled Company Profile with your company's name.

The document upload can be uploaded in the Document Uploads section of the bids&tenders online Submission.

2.0 Employee Capabilities and Experience

The following questions are related to the Key Employees from your organization that will be providing services as described in this RFx

Employee Name *	Current Job Title *	Years of experience directly related to this RFx *	Employee or Subcontractor *	Certificates or Designations *

2.1 Employee Bios

Please provide a brief bio of the Key Employees.

When responding to this question please provide a brief and to the point summary of their experience and capabilities. The City is **NOT** looking for a response similar to a resume.

For each question it is advised that examples or references are **clearly relevant** to the work as described in this RFP.

IF Required, resumes are to be attached as Appendices clearly labelled Resumes. They may be uploaded in the Document Section.

Only one file for all resumes.

Employee Name *	Provide a brief bio including experience of the employee (max 5 paragraphs per Employee) *

3.0 Organization Capabilities and Experience

Provide at least three (3) project examples your organization have undertaken in the past five (5) years that are similar in scope and scale to this project. One (1) project example should include at least one (1) or more Key Employees listed.

For each question it is advised that examples or references are **clearly relevant** to the work as described in this RFx.

Line Item	Question	Project 1 *	Project 2 *	Project 3 *
1	Project Title			
2	Project Location (City/Province)			
3	Project Budget			
4	Were you a direct report or a subcontractor?			
5	Key Employee(s) Involved			
6	Provide a brief overview of the project and outline your organizations role in the project. (3 paragraphs max).			
7	Reference Company Name			
8	Reference Company Contact			
9	Reference Contact Title			
10	Reference Contact phone number and email			

3.1 Additional Information

Using the project examples in Organization Capabilities and Experience, provide the following information:

For each answer indicate which project example is being referred to.

Line Item	Question	Response *
1	What were some of the key take aways and learning points experienced while working on the Project examples.	
2	What were some unique customizations developed for these projects?	
3	How did you manage scope creep?	

4.0 Business Processes

Complete the following information as related to the Business Requirements in this RFx document, and your organizations Business Processes.

In the Document Uploads section **provide an upload document with a Project Timeline Schedule** and an Overview explaining:

- proposed timelines
- major project milestones
- list of resources you will require from the City, and when
- estimated phases as appropriate

Line Item	Question	Response *
1	Provide an overview on how the project would be delivered based upon the requirements as outlined in this RFx's Business Requirements. (Maximum of 5 paragraphs). Ensure to describe what the development/discovery phase would look like with staff and/or the community.	
2	Provide 3 examples that demonstrate how you or your organization bring value.	
3	Provide 3 examples that demonstrate how you or your organization manage client expectations.	
4	What would you require from City staff to support the project success?	
5	What do you anticipate are the major risks? What strategies would be used to mitigate? Describe the how.	
6	Describe your process to ensure budget targets and cost controls are met and managed throughout project duration. This would apply to your contract and the overall project budget.	

5.0 Value Add

Describe any **unique contributions your organization brings** to the City and to this project. Tell us about what sets your response apart from others. **(Max 5 paragraphs).**

Value-added contributions must not be optional offerings that could be provided at additional cost to the basic contract.

IF required please upload an Appendix in the Documents Section. Clearly label the Appendix Value Add, and include supplemental documents that **MAY** be required

Line Item	Question	Response *
1	What sets your response, and you or your team, apart from another team that may be responding to this assignment?	
2	Describe other considerations that are not covered in this RFP, such as a particular combination of skills, knowledge, and experience and/or the particular approach that your organization is proposing.	
3	Provide one example of previously demonstrated Value Add.	

6.0 Social and Sustainable

Social and Sustainability is important to the City, for this question we are asking for your organizations position on social and sustainable initiatives.

For best results in this section, **be authentic**, do not copy and paste from your organizations marketing document. We want to clearly see **how your organization is making a difference**.

IF required please upload an Appendix in the Documents Section. Clearly label the Appendix Social and Sustainable, and include supplemental documents that MAY be required.

Line Item	Question	Response *
1	Explain how your organization addresses anti-racism, diversity, inclusion and equity.	
2	Demonstrate a clear understanding of Indigenous history and how your organization is practicing truth and reconciliation.	
3	Explain how your organization promotes sustainability (locally and in your operations), i.e. Do you have a carbon footprint reduction plan? How do you manage waste in your facility or on a job-site?	

7.0 Privacy Impact Assessment

The City and any Respondent is required to comply with the *Freedom of Information and Protection of Privacy Act (FOIPPA)*. This ensures that personal information is stored and only accessed in Canada except in limited circumstances. As a condition of contract award, the Respondent must provide evidence of their compliance.

Please complete the following information as related to privacy impact for this RFX document, and your organizations practices.

The successful respondent will be required to sign the City's Information Sharing and Confidentiality Agreement. Refer to **Appendix C** for sample agreement.

Line Item	Question	Response *
1	Where is the data stored, include the backup and/or business continuity or disaster recovery sites?	
2	Will the data be accessed outside of the country at any time without the City's authorization? This includes maintenance on the systems from a third party.	
3	Describe your processes for managing personal information; include any industry certifications, such as ISO or others that you have in place.	
4	What physical security measures do you have in place?	
5	Describe how you track and manage who has access to personal information.	
6	What process do you have in place should a privacy breach occur?	

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 Submission may be rejected.

Please provide the document uploads as required given instructions within the RFX Specifications sections.

- 1.0 Company Profile * (mandatory)
- Project Timeline Schedule and Overview - Business Processes * (mandatory)
- Website Support & Maintenance Pricing * (mandatory)
- Declaration – Living Wage Employer - Signed (optional)
- OPTIONAL - Key Employee Resumes - Employee Bios (optional)
- OPTIONAL - Value Add Supplemental - Value Add (optional)
- OPTIONAL - Social and Sustainable Supplemental - Sustainable Supplemental (optional)
- OPTIONAL - Other Document (optional)
- OPTIONAL - Disbursement Fee Details (optional)

PREVIEW

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

Addenda, Terms and Conditions

Living Wage Declaration

I confirm that all employees and sub-contractors under our contract with the City as outlined below, are paid not less than the "Living Wage" as calculated by the Living Wage for Families Campaign.

I understand that this requirement extends only to those employees and sub-contractors' employees that perform work while on City premises and property for durations in excess of one continuous hour per occasion.

I understand that the City will conduct audits if and when notification of breach of this compliance is received by the City. I understand that in the event any breach of this declaration is found to be true, the City reserves the right to cancel its contract without penalty at any time once said authentication of the breach is made.

Please read and review the City of New Westminster's **RFx Process and General Requirements**

https://www.newwestcity.ca/database/files/library/RFx_4_RFx_Process_and_General_Requirements.pdf



By my signature, it shall be understood that I have read, understood and accept the requirements outlined in the City's Request, Terms & Conditions, and Living Wage Employer Declaration; we hereby propose to supply the Services in accordance with the City's Request and as outlined in the Response instructions.

The bidder shall declare any potential or actual conflict of interest that could arise from Submitting on this Opportunity. Do you have a conflict of interest?

☒ **Yes** ☐ **No**

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Submission 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.		