



**Request for Proposals
for
COM-2025-01 Website Redesign**

Request for Proposals No.: **RFP-COM-2025-01 Website Redesign**

Issued: **Thursday October 30th, 2025**

Submission Deadline: **Thursday November 20th, 2025 2:00pm local time**

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PREVIEW

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PART 1 – INVITATION AND SUBMISSION INSTRUCTIONS

1.1 Invitation to Proponents

1.1.1 Invitation

This Request for Proposals (the “RFP”) is an invitation by the Corporation of the Municipality of Meaford (“the Municipality”) to prospective proponents to submit proposals for **RFP-COM-2025-01 Website Redesign**, as further described in Section A of the RFP Particulars (Appendix B) (the “Deliverables”).

The Municipality of Meaford is a lower-tier municipality located in Grey County, along the southern shores of Georgian Bay. With a population of nearly 12,000, Meaford is a growing community that attracts both long-term residents and new families seeking a balance of rural charm and modern amenities.

The municipality encompasses approximately 588 square kilometres and maintains more than 400 kilometres of roadway infrastructure. Meaford’s natural setting, active harbour, and small-town character are complemented by key cultural and community assets, including Meaford Hall Arts & Cultural Centre, the Meaford Public Library, and the Meaford Museum.

Together, these facilities reflect the municipality’s commitment to preserving its heritage, supporting lifelong learning, and enhancing quality of life for residents and visitors.

The Municipality of Meaford is seeking a new website which promotes and serves as hub for information regarding its services, events and resources.

1.1.2 Proponent Must Be Single Entity

The proponent must be a single legal entity that, if selected, intends to negotiate and enter into the contract with the Municipality. If the proposal is being submitted jointly by two (2) or more separate entities, the proposal must identify only one (1) of those entities as the “proponent”. The proponent will be responsible for the performance of the Deliverables.

1.1.3 Bidding System Registration

All proponents must have a vendor account with the Municipality’s electronic bidding system at: <https://meaford.bidsandtenders.ca/Module/Tenders/en> and must be registered as a plan taker for this opportunity. This will enable the proponent to download the solicitation document, to ask questions, to receive addenda email notifications, download addenda, and submit their proposal electronically through the bidding system.

1.2 RFP Contact

To contact the Municipality in relation to this RFP, proponents must initiate the communication electronically through the bidding system. The Municipality will not accept any proponent’s communications by any other means, except as specifically stated in this RFP.

For the purposes of this procurement process, the “RFP Contact” will be:

Purchasing Agent

purchasing@meaford.ca

Proponents should only contact the RFP Contact where specifically instructed to in this RFP. All other communication in relation to this RFP, up to and including the submission of the proposal, must be through the bidding system, as described above.

Proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials, or other representatives of the Municipality, other than the RFP Contact, 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 proposal.

1.3 Contract for Deliverables

1.3.1 Type of Contract

The selected proponent will be requested to enter into direct contract negotiations to finalize an agreement with the Municipality for the provision of the Deliverables. The terms and conditions found in the Form of Agreement (Appendix A) are to form the basis for commencing negotiations between the Municipality and the selected proponent.

1.3.2 Term of Contract

The term of the agreement is to be for a period of five (5) years, with an option in favour of the Municipality to extend the agreement on the same terms and conditions annually.

1.4 RFP Timetable

1.4.1 Key Dates

Issue Date of RFP	October 30, 2025
Deadline for Questions	November 6, 2025
Deadline for Issuing Addenda	November 13, 2025
Submission Deadline	November 20, 2025
Rectification Period	90 business days
Anticipated Ranking of Proponents	November 28, 2025
Contract Negotiation Period	10 calendar days
Anticipated Execution of Agreement	December 16, 2025

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

1.5 Submission Instructions

1.5.1 Submission of Proposals

Proposals must be submitted electronically through the bidding system at:

<https://meaford.bidsandtenders.ca/Module/Tenders/en>

Submissions by other methods will not be accepted.

In the event of any technical issues, proponents should contact the bidding system's technical support.

1.5.2 Proposals to Be Submitted on Time

Proposals must be finalized and fully uploaded in the bidding system on or before the Submission Deadline. The time of receipt of proposals shall be determined by the bidding system web clock. Late submissions will not be accepted by the bidding system and will be disqualified as late.

Proponents are cautioned that the timing of submission is based on when the proposal is received by the bidding system, not when a proposal is submitted by a proponent. As transmission can be delayed due to file transfer size, transmission speed, or other technical factors, proponents should plan to submit proposals well in advance of the Submission Deadline to avoid submitting late due to technical issues. Proponents submitting near the Submission Deadline do so at their own risk.

The bidding system will send a confirmation email to the proponent advising when the proposal was submitted successfully. If you do not receive a confirmation email, contact the bidding system's technical support immediately.

1.5.3 Proposals to Be Submitted in Prescribed Format

Proposal materials should be prepared and submitted in accordance with the instructions in the bidding system, including any maximum upload file size.

Documents should not be embedded within uploaded files, as the embedded files may not be accessible or evaluated.

1.5.4 Amendment of Proposals

Proponents may amend their proposals prior to the Submission Deadline. However, the proponent is solely responsible for ensuring that the amended proposal is received by the bidding system by the Submission Deadline.

1.5.5 Withdrawal of Proposals

At any time throughout the RFP process until the execution of a written agreement for provision of the Deliverables, a proponent may withdraw a submitted proposal. Prior to the Submission Deadline, proponents may withdraw a submitted proposal through the bidding system. To withdraw a proposal after the Submission Deadline, a notice of withdrawal must be sent to the RFP Contact and must be signed by an authorized representative of the proponent.

[End of Part 1]

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PART 2 – EVALUATION, NEGOTIATION AND AWARD

2.1 Stages of Evaluation and Negotiation

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

2.2 Stage I – Mandatory Submission Requirements

Stage I 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 Municipality will 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 will be rejected. The Rectification Period will begin to run from the date and time that the Municipality issues a rectification notice to the proponent. The mandatory submission requirements are set out in Section C of the RFP Particulars (Appendix B).

2.3 Stage II – Evaluation

Stage II will consist of the following two (2) sub-stages:

2.3.1 Mandatory Technical Requirements

The Municipality will review the proposals to determine whether the mandatory technical requirements as set out in Section D of the RFP Particulars (Appendix B) have been met. If a proposal fails to satisfy all of the mandatory technical requirements, the Municipality will issue the proponent a rectification notice identifying the deficiencies and providing the proponent an opportunity to rectify the deficiencies. The rectification process for these requirements may occur after any rectification process for mandatory submission requirements. Proposals that do not satisfy the mandatory technical requirements within the Rectification Period will be rejected.

2.3.2 Non-Price Rated Criteria

The Municipality will evaluate each qualified proposal on the basis of the non-price rated criteria as set out under Evaluation Criteria in Section F of the RFP Particulars (Appendix B).

2.4 Stage III – Pricing

Stage III will consist of a scoring of the submitted pricing of each qualified proposal in accordance with the price evaluation method set out in Section G of the RFP Particulars (Appendix B). The evaluation of price will be undertaken after the evaluation of mandatory requirements and rated criteria has been completed.

In the event that a proponent's pricing appears to be abnormally low in relation to the Deliverables, the Municipality may require the proponent to provide a detailed explanation of the pricing information to account for the low level of price and confirm that all requirements in respect of the Deliverables have been taken into account. If the proponent is unable to satisfactorily account for the abnormally low pricing, the Municipality may reject the proposal. The Municipality may also reject any proposal that contains unbalanced pricing. Pricing may be considered unbalanced where nominal or significantly understated prices are proposed for some elements of the Deliverables and inflated prices are proposed for other elements of the Deliverables. Unbalanced

pricing includes, but is not limited to, “front-loaded” pricing which contains inflated pricing for Deliverables to be provided or completed at the beginning of the contract, offset by understated pricing for Deliverables to be provided or completed later in the contract.

2.5 Stage IV – Ranking and Contract Negotiations

2.5.1 Ranking of Proponents

After the completion of Stage III, all scores from Stage II and Stage III will be added together and the proponents will be ranked based on their total scores. The top-ranked proponent will receive a written invitation to enter into direct contract negotiations to finalize the agreement with the Municipality. In the event of a tie, the selected proponent will be the proponent with the highest score on the non-price rated criteria.

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 Municipality 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 Municipality and the selected proponent. Negotiations may include requests by the Municipality 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 Municipality for improved pricing or performance terms from the proponent.

2.5.3 Time Period for Negotiations

The Municipality intends to conclude negotiations and finalize the agreement with the top-ranked proponent during the Contract Negotiation Period, commencing from the date the Municipality invites the top-ranked proponent to enter negotiations. A proponent invited to enter into direct contract negotiations should therefore be prepared to satisfy the pre-conditions of award listed in Section E of the RFP Particulars (Appendix B), provide requested information in a timely fashion, and conduct its negotiations expeditiously.

2.5.4 Failure to Enter into Agreement

If the pre-conditions of award listed in Section E of the RFP Particulars (Appendix B) are not satisfied or if the parties cannot conclude negotiations and finalize the agreement for the Deliverables within the Contract Negotiation Period, the Municipality 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 Municipality 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]

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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.

A proponent who submits conditions, options, variations, or contingent statements, either as part of its proposal or after receiving notice of selection, may be disqualified.

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 format, and 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 Past Performance

In the evaluation process, the Municipality may consider the proponent's past performance or conduct on previous contracts with the Municipality or other institutions.

3.1.5 Information in RFP Only an Estimate

The Municipality 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 Municipality

The Municipality 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 Municipality makes no guarantee of the value or volume of work to be assigned to the selected proponent. The agreement to be negotiated with the selected proponent will not be an

exclusive contract for the provision of the described Deliverables. The Municipality may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

3.2 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 in writing through the bidding system on or before the Deadline for Questions. No such communications are to be sent or initiated through any other means. The Municipality is under no obligation to provide additional information, and the Municipality is not responsible for any information provided by or obtained from any source other than the RFP Contact or the bidding system. It is the responsibility of the proponent to seek clarification on any matter it considers to be unclear. The Municipality 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 Municipality, 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. 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 Municipality.

3.2.3 Post-Deadline Addenda and Extension of Submission Deadline

If the Municipality determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, the Municipality may extend the Submission Deadline for a reasonable period of time.

3.2.4 Verify, Clarify, and Supplement

When evaluating proposals, the Municipality 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. The Municipality 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 Municipality and a proponent, the other proponents may be notified directly in writing and will be notified by public posting of the outcome of the procurement process.

3.3.2 Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the RFP Contact and must be made within

thirty (30) days of such notification. The RFP Contact will contact the proponent's representative to schedule the debriefing. Debriefings may occur in person at the Municipality's location or by way of conference call or other remote meeting format as prescribed by the Municipality.

3.3.3 Procurement Protest Procedure

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

If, after attending a debriefing, the proponent wishes to challenge the RFP process, it should provide written notice to the RFP Contact in accordance with applicable procurement protest procedures. The written notice must contain:

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

The Municipality will send an initial response to acknowledge receipt of the proponent's notice and indicate the date by which the Municipality will provide the proponent with a formal response.

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 Municipality in the preparation of its proposal that is not available to other proponents;
 - (ii) having been involved in the development of the RFP, including having provided advice or assistance in the development of the RFP;
 - (iii) receiving advice or assistance in the preparation of its response from any individual or entity that was involved in the development of the RFP;
 - (iv) 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
 - (v) 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.

3.4.2 Disqualification for Conflict of Interest

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

An existing supplier of the Municipality may be precluded from participating in the RFP process in instances where the Municipality has determined that the supplier has a competitive advantage that cannot be adequately addressed to mitigate against unfair advantage. This may include, without limitation, situations in which an existing supplier is in a position to create unnecessary barriers to competition through the manner in which it performs its existing contracts, or situations where the incumbent fails to provide the information within its control or otherwise engages in conduct obstructive to a fair competitive process.

3.4.3 Disqualification for Prohibited Conduct

The Municipality may disqualify a proponent, rescind an invitation to negotiate, or terminate a contract subsequently entered into if the Municipality 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 C).

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 Contact.

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 selected 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 Municipality; 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 Supplier Suspension

The Municipality may suspend a supplier from participating in its procurement processes for prescribed time periods based on past performance or based on inappropriate conduct, including, but not limited to, the following:

- (a) illegal or unethical conduct as described above;
- (b) the refusal of the supplier to honour its submitted pricing or other commitments;
- (c) engaging in litigious conduct, bringing frivolous or vexatious claims in connection with the Municipality's procurement processes or contracts, or engaging in conduct obstructive to a fair competitive process; or
- (d) any conduct, situation, or circumstance determined by the Municipality, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

In advance of a decision to suspend a supplier, the Municipality will notify the supplier of the grounds for the suspension and the supplier will have an opportunity to respond within a timeframe stated in the notice. Any response received from the supplier within that timeframe will be considered by the Municipality in making its final decision.

3.5 Confidential Information

3.5.1 Confidential Information of the Municipality

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

- (a) is the sole property of the Municipality 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 Municipality; and
- (d) must be returned by the proponent to the Municipality immediately upon the request of the Municipality.

Breach/Incident Notification

In the event of a Technology or Security Incident, the Vendor will as more particularly described in and required under the Agreement:

- a) Notify the Municipality immediately (and in any event, within 24 hours);
- b) Cooperate and assist the Municipality in the management of any consequences arising from it;
- c) Take any reasonable steps necessary to mitigate any harm resulting from it;
- d) Take appropriate steps to prevent its recurrence and notify the Municipality of those steps;

- e) Not make any public statement or media release regarding the Municipality ; and
- f) Promptly provide regular updates and information as it becomes available concerning the incident, including such updates and information as are reasonably required to satisfy regulatory requirements;

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 Municipality. The confidentiality of such information will be maintained by the Municipality, 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 Municipality 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 Contact.

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 Municipality 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 suppliers 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 Municipality 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 Non-Binding Price Estimates

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 Municipality to enter into an agreement for the Deliverables.

3.6.4 Cancellation

The Municipality 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 Ontario and the federal laws of Canada applicable therein.

[End of Part 3]

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APPENDIX A – FORM OF AGREEMENT

AGREEMENT FOR THE PROVISION OF SERVICES FOR THE MUNICIPALITY'S WEBSITE REDESIGN

THIS AGREEMENT made in duplicate this DATE

BETWEEN

THE CORPORATION OF THE MUNICIPALITY OF MEAFORD

21 Trowbridge Street West
Meaford, Ontario N4L 1A1

Hereinafter called the "Municipality"

AND

VENDOR NAME HERE

ADDRESS ADDRESS ADDRESS

ADDRESS ADDRESS ADDRESS

Hereinafter called the "Contractor"

WHEREAS the Municipality wishes to enter into an agreement with the Contractor for the services, as more particularly described in the Proposal and the Bid, attached hereto as Schedule "A", and forming part of this Agreement (the "Services");

NOW THEREFORE THIS AGREEMENT WITNESSETH that the following documents shall be deemed to form and be read and construed as part of this Agreement, including but not limited to:

GENERAL CONDITIONS

1.1 Retainer

The Municipality hereby retains the services of the Contractor in connection with the Project and the Contractor agrees to provide the services described herein under the general direction and control of the Municipality. In this Agreement the word Contractor shall mean professionals and other specialists engaged by the Municipality directly and whose names are party to this Agreement.

1.2 Services

The services to be provided by the Contractor and by the Municipality for the Project are set forth in Schedule B and such services as changed, altered, or added to under Section 1.9 are hereinafter called the 'Services'.

1.3 Term

This Agreement will commence on the date first written above and will continue until project completion, unless sooner terminated. The term of this Agreement may be extended only by mutual written agreement of the parties.

1.4 Compensation

The Municipality shall pay the Contractor in accordance with the provisions set forth in Schedule B.

1.5 Staff and Methods

The Contractor shall perform the services under this agreement with that degree of care, skill and diligence normally provided in the performance of such services as contemplated by the agreement at the time such services are rendered. The Contractor shall employ only competent staff who will be under the supervision of a senior member of the Contractor's staff.

1.6 Drawings and Documents

Subject to Section 3, drawings and documents or copies thereof required for the Project shall be exchanged between the parties on a reciprocal basis. Documents prepared by the Contractor for the Municipality, including record drawings, may be used by the Municipality, for the Project herein described.

1.7 Intellectual Property

All concepts, products or processes produced by or resulting from the Services rendered by the Contractor in connection with the Project, or which are otherwise developed or first reduced to practice by the Contractor in the performance of his Services, and which are patentable, capable of trademark or otherwise, shall be considered as Intellectual Property and remain the property of the Municipality.

The Municipality shall have permanent non-exclusive royalty-free license to use any concept, product, or process, which is patentable, capable of trademark or otherwise produced by or resulting from the Services rendered by the Contractor in connection with the Project.

1.8 Records and Audit

- a. In order to provide data for the calculation of fees on a time basis, the Contractor shall keep a detailed record of the hours worked by staff employed for the Project.
- b. The Municipality may inspect timesheets and record of expenses and disbursements of the Contractor during regular office hours with respect to any item, which the Municipality is required to pay on a time scale or disbursement basis because of this Agreement.
- c. The Contractor, when requested by the Municipality, shall provide copies of receipts with respect to any disbursement for which the Contractor claims payment under this Agreement.

1.9 Changes and Alterations and Additional Services

With the consent of the Contractor the Municipality may in writing at any time after the execution of the Agreement or the commencement of the Services delete, extend, increase, vary or otherwise alter the Services forming the subject of the Agreement, and if such action by the Municipality necessitates additional staff or services, the Contractor shall be paid in accordance with Schedule B for such additional staff employed directly thereon, together with such expenses and disbursements as allowed under Schedule B.

1.10 Suspension or Termination

The Municipality may at any time by notice in writing to the Contractor, suspend or terminate the Services or any portion thereof at any stage of the Project. Upon receipt of such written notice, the Contractor shall perform no further Services other than those reasonably necessary to close out his Services. In such an event, the Contractor shall be entitled to payment in accordance with Schedule B for any of the Contractor's staff employed directly thereon together with such expenses and disbursements allowed under Schedule B.

1.11 Indemnification

The Contractor shall indemnify and hold harmless the Municipality, its officers and employees from and against any and all liabilities, claims, demands, loss, cost, damages, actions, suits or other proceedings by whomsoever made, directly or indirectly arising out of the project attributable to bodily injury, sickness, disease or death or to damage to or destruction of tangible property caused by any acts or omissions of the Contractor, its officers, agents, servants, employees, customers, invitees or licensees, or occurring in or on the premises or any part thereof and, as a result of activities under this Agreement.

1.12 Insurance

The Municipality will accept the insurance coverage amount specified in this section 1.12 as the aggregate limit of liability of the Contractor and its employees for the Municipality's damages. The Contractor shall maintain throughout the term of this Agreement the following liability insurance, all from an insurer licensed in the Province of Ontario:

a. Comprehensive General Liability

General Liability Insurance from an insurer licensed in the province of Ontario, for Two Million Dollars (\$2,000,000.00), per occurrence to the Corporation of the Municipality of Meaford, Ontario against any liability for property damage or personal injury, negligence including death, which may arise from the Contractor's operations under this Contract.

In addition, the Commercial General Liability shall contain Cross Liability and Severability Clauses, Products & Completed Operations and Standard non-owned automobile coverage including a standard contractual liability endorsement.

The Corporation must be included as an "Additional Insured" on the successful Bidder/Proponent relevant documents and must submit copy of same prior to commencement of work.

b. Automobile Insurance

Ontario Standard Vehicle Liability Insurance from an insurer licensed in the province of Ontario, (for all licensed vehicles & equipment) for Two Million Dollars (\$2,000,000.00), per occurrence for and against claims for bodily injury and/or property damage in respect of motor vehicles both owned or leased vehicles.

c. Change of Coverage

If the Municipality requests to have the amount of coverage increased or to obtain other special insurance for this Project, then the Contractor shall endeavour forthwith to obtain such increased or special insurance at the Municipality's expense as a disbursement allowed under Section 3.2.

It is understood and agreed that the coverage provided by these policies will not be changed or amended in any way nor cancelled by the Contractor until thirty (30) days after written notice of such change or cancellations has been personally delivered to the Municipality. All insurance certificates must include an endorsement that the Municipality will be notified 30 days prior to the expiry or cancellation of insurance.

1.13 Assignment

The Contractor shall not assign transfer, convey, sublet, or otherwise dispose of this contract or his/her right, title or interest therein, or his power to execute such contract, to any other person, company, or Municipality, without the previous consent, in writing, of the Municipality's officials, which consent shall not be unreasonably withheld.

1.14 Previous Agreements

This Agreement supersedes all previous agreements, arrangements, or understandings between the parties whether written or oral in connection with or incidental to the Project.

1.15 Approval by Other Authorities

Unless otherwise provided in this Agreement, where the work of the Contractor is subject to the approval or review of an authority, department of government, or agency other than the Municipality, such applications for approval or review shall be the responsibility of the Contractor, but shall be submitted through the offices of the Municipality and unless authorized by the Municipality in writing, such applications for approval or review shall not be obtained by direct contact by the Contractor with such other authority, department of government or agency.

1.16 Sub-Contractors

The employees and/or sub-Contractors who will be providing the Services are listed in Schedule A. These employees and/or sub-Contractors shall not be changed without the Municipality's prior approval.

1.17 Inspection

The Municipality, or persons authorized by the Municipality, shall have the right, at all reasonable times, to inspect or otherwise review the Services performed, or being performed, under the Project and the premises where they are being performed.

1.18 Publication

The Contractor agrees to obtain the consent in writing of the Municipality before publishing or issuing any information regarding the Project.

1.19 Confidential Data

The Contractor shall not divulge any information identified as confidential, communicated to, or acquired by him, or disclosed by the Municipality in the course of carrying out the Services provided for herein. These obligations of confidentiality shall not apply to information, which is in the public domain, which is provided to the Contractor by a third party without obligation of confidentiality, which is independently developed by the Contractor without access to the Municipality's information, or which is required to be disclosed by law or by court order. No such information shall be used by the Contractor on any other project without the approval in writing of the Municipality.

1.20 Dispute Resolution

- a. If requested in writing by either the Municipality or the Contractor, the Municipality and the Contractor shall attempt to resolve any dispute between them arising out of or in connection with this Agreement by entering into structured non-binding negotiations with the assistance of a mediator on a without prejudice basis. The mediator shall be appointed by agreement of the parties. If a dispute cannot be settled within a period of ninety (90) calendar days with the mediator, the dispute shall be referred to and finally resolved by

arbitration under the rules of the province having jurisdiction or by an arbitrator appointed by the agreement of the parties.

- b. No person shall be appointed to act as mediator or arbitrator who is in any way interested, financially or otherwise, in the conduct of the work on the Project or in the business or other affairs of either the Municipality or the Contractor.
- c. The award of the arbitrator, including an award for costs if applicable, shall be final and binding upon the parties.
- d. The provisions of the Arbitrations Act, 1991, S.O., 1991, c. 17, as amended, shall apply.

1.21 Time

The Contractor shall perform the Services expeditiously to meet the requirements of the Municipality and shall complete any portion or portions of the Services in such order as the Municipality may require.

The Municipality shall give due consideration to all designs, drawings, plans, specifications, reports, tenders, proposals, and other information submitted by the Contractor, and shall make any decisions which it is required to make in connection therewith within a reasonable time so as not to delay the work of the Contractor.

1.22 Estimates, Schedules and Staff List

a. Preparation of Estimate of Fees, Schedule of Progress and Staff List

When requested by the Municipality, the Contractor shall provide, for approval by the Municipality.

- i. An estimate of the total fees to be paid for the Services.
- ii. A schedule showing an estimate of the portion of the Services to be completed in each month and an estimate of the portion of the fee which will be payable for each such month.
- iii. A Staff list showing the number, classifications, and hourly rate ranges for employees, for which the Contractor will seek payment on a time basis. The Contractor shall relate such information to the particular type of work that such employees are to perform, while employed on the Project. Such list shall designate an employee who is to be the liaison person between the Contractor and the Municipality.

b. Subsequent Changes in the Estimate of Fees, Schedule of Progress and Staff List

The Contractor will require prior written approval, from the Municipality for any of the following changes:

- i. Any increase in the estimated fees beyond those approved under Subsection 1.23.1 (a)(i).
- ii. Any change in the schedule of progress which results in a longer period than provided in Subsection 1.23.1 (a)(ii).
- iii. Any change in the number, classification and hourly rate ranges of the employees provided under Subsection 1.23.1 (a)(iii).

c. Monthly Reporting of Progress

The Contractor shall provide the Municipality with a written report showing the portion of the Services completed in the preceding month.

1.23 Waiver

Failure by either party to insist upon the strict performance of any of the provisions of this Agreement or to exercise any right or remedy will not be construed as a waiver or relinquishment of such provision but the same will continue in full force. No waiver will be deemed to have been made unless expressed in writing.

1.24 Severability

If for any reason any term or condition of this Agreement or the application thereof to any party or circumstance is to any extent invalid or unenforceable, all other terms and conditions of this Agreement and/or the application of such terms and conditions to parties or circumstances will not be affected thereby and will be separately valid and enforceable to the fullest extent permitted by law. The unenforceable provision(s) will be deemed to be amended to the extent needed to render them enforceable, so as best to reflect the intentions of the parties.

1.25 Counterparts

This Agreement may be signed in counterparts, each of which when signed and delivered will be deemed an original, but all such counterparts will together constitute one and the same instrument.

APPENDIX B – RFP PARTICULARS

A. THE DELIVERABLES

1 BACKGROUND INFORMATION

The Municipality of Meaford is a growing and vibrant community located along the southern shores of Georgian Bay in Grey County. As the Municipality continues to evolve, so too does the need for a modern, user-friendly, and accessible website that provides improved access to information, enhances communication, and supports the delivery of high-quality municipal services.

The municipal website serves as a central hub for residents, businesses, and visitors—connecting the community to a wide range of information and services, including roads, water, waste management, parks, recreation, culture, and tourism. To continue meeting these needs effectively, the Municipality requires a refreshed and adaptable online platform that reflects both the expectations of its users and the community's growing reliance on digital engagement.

The current website, meaford.ca, was launched in 2018. However, the platform on which it operates is reaching its end of life on June 30, 2026, with only limited support and maintenance available through December 2025. This timeline necessitates efficient and coordinated planning, design, and implementation by an experienced project team to ensure a smooth transition to a new, reliable, and future-ready system.

The Municipality is therefore soliciting bids for the redesign and ongoing support of the municipal website. The redesign must prioritize the user experience—organizing content and navigation around how residents and visitors access services, rather than mirroring the internal structure of the organization. The goal is to deliver an advanced and scalable system built on current website design and user experience best practices, ensuring flexibility as the Municipality continues to grow and evolve.

Currently, the municipal website also supports several microsites for the Meaford Public Library, Meaford Hall, Meaford Museum, economic development, and tourism. In the new design, the Municipality intends to maintain three (3) dedicated microsites for:

1. Meaford Hall
2. Meaford Museum
3. Meaford Public Library

2 WEBSITE TRAFFIC – 2024

The municipal website, meaford.ca, continues to serve as a primary source of information and digital engagement for residents, businesses, and visitors. In 2024, website analytics demonstrate consistent and high levels of use across a wide range of municipal services and community programs.

Data collected through **Google Analytics** indicates that the website remains a critical communication tool for the Municipality, providing residents with convenient access to essential information such as road closures, water service notices, recreation registration, facility bookings, waste collection schedules, and cultural programming.

Summary of 2024 Website Activity:

- **Total Visits:** 695,988
- **Active Users:** 160,723
- **Top Pages Visited**

	Views	Active users	Views per active user	Event count
Total	695,988 100% of total	160,723 100% of total	4.33 Avg 0%	1,400,117 100% of total
Memorial Park - Municipality of Meaford	53,888 (7.74%)	16,934 (10.54%)	3.18	131,789 (9.41%)
Municipality of Meaford	50,013 (7.19%)	24,810 (15.44%)	2.02	109,420 (7.82%)
Meaford Hall - Municipality of Meaford	45,887 (6.59%)	26,706 (16.62%)	1.72	110,888 (7.92%)
Calendar - Municipality of Meaford	45,459 (6.53%)	22,429 (13.96%)	2.03	56,745 (4.05%)
Jobs - Municipality of Meaford	41,734 (6%)	10,044 (6.25%)	4.16	98,196 (7.01%)
Garbage and Recycling - Municipality of Meaford	18,539 (2.66%)	6,483 (4.03%)	2.86	37,563 (2.68%)
Canada Day - Municipality of Meaford	18,478 (2.65%)	3,219 (2%)	5.74	37,789 (2.7%)
Library - Municipality of Meaford	16,033 (2.3%)	6,802 (4.23%)	2.36	34,963 (2.5%)

- **Devices Used:**

- Mobile – 60%
- Desktop – 34.2%
- Tablet – 5.8%

These results highlight the increasing reliance on digital services as a primary method of engagement with the Municipality. A modernized, mobile-first, and accessible website will ensure residents continue to receive timely, accurate, and relevant information while supporting the Municipality's commitment to transparency, accessibility, and service excellence.

3 PROJECT SCHEDULE

The project schedule is as follows:

Direction from Council	December 15, 2025
Anticipated Execution of Agreement	December 16, 2025
Project Kick off	Week of January 5, 2026
Design and Layout	January 2026
Design Concepts Completed	Mid-February 2026
Site Build and Content	Mid – February – April 2026
Testing	May 2026
Website Goes Live	Early – Mid June 2026

The schedule timetable is tentative only. For greater clarity, business days means all days that the Municipality is open for business.

4 PROJECT OBJECTIVES

The Municipality of Meaford is seeking a new website which promotes and serves as hub for information regarding its services, events and resources.

5 KEY FEATURES AND REQUIREMENTS

5.1 Design and Layout

- 5.1.1 **Responsive Design:** Ensure the new site is mobile-friendly and accessible on all devices and technologies.
- 5.1.2 **Visual Presentation and Brand Compliance:** All visual concepts must align with the Municipality's branding guidelines and prioritize strong visual design through the use of images, icons, and video to create an engaging user experience.

5.2 Functionality

The website must include a robust and user-focused set of features designed to enhance navigation, accessibility, and overall community engagement.

- 5.2.1 **Updated Site Map:** A reorganized and intuitive site structure that prioritizes key resident information and provides clear pathways to municipal services and resources.
- 5.2.2 **Content Management System (CMS):** A flexible and easy-to-use system and non-proprietary that allows staff to efficiently create, update, and manage website content.
- 5.2.3 **Search Functionality:** An advanced, AI-driven search system that indexes the entire site—including dynamic pages, documents, by-laws, and forms—and provides predictive, accurate, and relevant search results.
- 5.2.4 **Document Management System Integration:** A system connected to the search function that allows users to review by-law contents and other public documents through general website searches.
- 5.2.5 **Responsive and Mobile-Friendly Design:** The website must be designed with mobile-first principles to ensure an optimized user experience across all devices and screen sizes.
- 5.2.6 **Visual Design:** The website should reflect the Municipality's branding and prioritize clear visual presentation through the use of images, icons, and video to create an engaging user experience.
- 5.2.7 **Navigation and Accessibility:** Incorporate breadcrumb navigation, clear menus, and other tools that make the site intuitive, accessible, and compliant with AODA and WCAG 2.2 Level AA standards.
- 5.2.8 **News and Notices Hub:** A centralized area for posting municipal news, updates, and service notices, ensuring residents receive timely and relevant information.
- 5.2.9 **Community Calendar:** A searchable and filterable calendar displaying public meetings, municipal events, and community activities, editable through the CMS.
- 5.2.10 **Business Directory:** A searchable directory of local businesses to promote economic development and community engagement.
- 5.2.11 **Staff Directory:** An organized listing of departments and staff contacts to support internal and external communication.
- 5.2.12 **Online Forms:** Capability to complete and submit forms online, including file uploads and customizable settings.
- 5.2.13 **Online Payment Options:** Integration of online payment systems for specific services (e.g., parking ticket payments or dog license).

- 5.2.14 **Interactive Map Widget:** An embedded mapping tool that displays facility locations, capital projects, or service information in an interactive format.
- 5.2.15 **Social Media Integration:** Embedded social media feeds and video content to enhance communication and community reach.
- 5.2.16 **Emergency Announcements:** Ability to display urgent messages or emergency notices prominently on the homepage, with optional email or text alerts.
- 5.2.17 **Microsites:** The solution must include the development of three (3) microsites and the ability to create additional microsites in the future.
- Deliverables include a polished website for the Municipality as well as three (3) microsites for:
 1. Meaford Hall
 2. Meaford Museum
 3. Meaford Public Library
- 5.2.18 **Website Maintenance:** A recommended approach and tools for ongoing maintenance, updates, and technical support to ensure continued stability and performance.
- 5.2.19 **Training:**
- Development of comprehensive training documentation to support staff onboarding and ongoing website management.
 - Delivery of training sessions to ensure staff are confident in maintaining and updating website content.
- 5.3 AI and Communication Tools
- 5.3.1 **Chatbot Integration:** The solution must include the ability to integrate a chatbot that can assist visitors with inquiries and reduce the volume of calls and emails received by municipal staff. The chatbot should be configurable to draw on publicly available municipal policies and procedures.
- 5.3.2 **Email/Text Notifications:** Allow residents to subscribe to updates on designated topics, services, or events (optionally linked to emergency announcements).
- 5.4 Accessibility Standards
- 5.4.1 The website must conform to WCAG 2.2 Level AA.
- 5.4.2 The site must comply with the Accessibility for Ontarians with Disabilities Act (AODA) 2005 and the Integrated Accessibility Standards Regulation – Part 2, Section 14 on accessible websites and web content.

6 TECHNICAL REQUIREMENTS

6.1 Website Hosting

The hosting solution must include:

1. A minimum uptime guarantee of three-nines (99.9%).
2. Hosting in multiple data centres operating in a fault-tolerant configuration to allow for automatic recovery and continued operation in the event of a system failure.

6.2 Data Location

All infrastructure (including data) supporting the solution must be located within the territorial borders of Canada and be geographically separated. The location of the website infrastructure and data (including hosting) must be in Canada.

6.3 Data Encryption

The Vendor will be responsible for implementing security measures and for the prevention of Security Breaches relating to the systems used to provide the website and Municipality confidential information (including all Municipal data).

All communications between the Municipality and the hosting vendor must be encrypted using industry-standard strong encryption protocols. The Vendor will be responsible for providing their security certification of applicants and which governance they adhere to e.g. NIST Cyber Security Framework.

6.4 Data Privacy

Under no circumstances shall municipal data or usage telemetry be shared with any third party without express written permission.

6.5 Data Ownership and Retention

If the relationship is terminated or the hosting service discontinued, the vendor must:

1. Relinquish all files and data to the Municipality.
2. Permanently delete all municipal data and telemetry related to operations once all contractual obligations have been fulfilled.

6.6 Privacy and Security Protocols

The proponent must demonstrate compliance with the following:

1. Compliance with statutory obligations under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).
2. Control panel access secured with multi-factor authentication (MFA) (e.g., Microsoft Authenticator or equivalent).
3. Administrator and user capability to change and/or reset passwords.

4. Documented methods to protect the solution and municipal data from malicious activity, including:
 - Detection and prevention of malicious activity (e.g., antivirus, intrusion detection/prevention).
 - Defined response actions in the event of a security compromise.
 - Network intrusion detection systems.
 - Regular updates to anti-virus protection.
 - Managed services for all security devices and appliances, including firewalls and proxy servers.

6.7 Compatibility

1. The website must be browser-agnostic and compatible with current versions of Microsoft Edge, Google Chrome, Safari, and other mainstream browsers.
2. The solution must integrate with other municipal systems and applications, including but not limited to:
 - GIS applications, with the ability for the public to view multiple map layers.
 - Financial applications, with future capability for online payment processing.

6.8 Analytics and Reporting

The solution must provide the ability for authorized municipal staff to:

1. Generate detailed analytics reports using established templates in Google Analytics (monthly and quarterly).
2. Identify and manage stale webpage content, PDF documents, and other assets.
3. Access insights on site usage, including email alert subscriptions, forms, and calendar events.

7 FUTURE WEBSITE SERVICES

The municipality may engage the successful proponent on work to update the website after the conclusion of the five year contract to provide quotation on website updates as to remain updated and avoid a comprehensive development of a new website.

B. MATERIAL DISCLOSURES

N/A

C. MANDATORY SUBMISSION REQUIREMENTS

1. Submission Form (Appendix C)

Proponents should refer to the instructions attached to the solicitation for the Appendix C – Submission Form requirements and provide all required information in accordance with the instructions provided in the bidding system.

2. Pricing

Each proposal must include pricing information that complies with the instructions set out below in Section G of this Appendix B.

3. Other Mandatory Submission Requirements

- Must meet accessibility standards WCAG 2.2 Level AA

B. MANDATORY TECHNICAL REQUIREMENTS

1. Integration with Google Analytics:

- (a) The website must integrate with Google Analytics to support data-driven decision-making, providing detailed reports on website usage, visitor trends, and engagement.

2. Integration with Online Payment System:

- (a) The solution must support secure integration with the Municipality's payment processing system, enabling online transactions for services such as facility bookings, permits, and ticket payments.

3. Integration with Ticketing Software (Spectrix) (Meaford Hall):

- (a) The website must seamlessly integrate with Meaford Hall's ticketing software, allowing users to view events, access show information, and purchase tickets directly through the municipal website or microsite.

4. Integration with Interactive Mapping Tools:

- (a) The solution must integrate with mapping systems, such as Google Maps, GIS or equivalent, to display locations of facilities, projects, and points of interest through an embedded interactive map widget.

5. Integration with AI Chatbot:

- (a) The system must include the ability to integrate an AI chatbot, providing automated assistance to users by referencing municipal data, policies, and services.

6. Integration of the Recycle Coach Tool:

- (a) The website must include integration of the Recycle Coach or equivalent application to provide residents with an easy way to search for proper waste and recycling information.

E. PRE-CONDITIONS OF AWARD

N/A

F. EVALUATION CRITERIA

The following sets out the categories, weightings, and descriptions of the rated criteria of the RFP. Proponents who do not meet a minimum threshold score for a category will not proceed to the next stage of the evaluation process.

Proponents should structure the information in their Technical Proposals as outlined in the sections below.

An evaluation team comprised of the Municipality staff will evaluate all proposals received using a consensus approach. The following evaluation criteria outline the areas of importance that will be considered in project award. Proposal submissions should satisfy all criteria points wherever possible.

Any submissions which contain pricing information in the Technical Proposal will be rendered informal and will be disqualified.

Non-Price Rated Criteria Category	Weighting (Points)
Experience and Qualifications	30
Understanding the Deliverables	45
i. Methodology	15
ii. Workplan	15
iii. Timeline	15
Quality of Proposal	10
Pricing (see Section G below)	15
Total Points	100

Submissions that do not meet the mandatory minimum threshold score of the Technical Proposal will not proceed to the next stage. The minimum threshold for Technical Proposal is **51/85 Points (60%) of the non price rated criteria.**

Suggested Proposal Content for Non-Price Criteria

i. Experience and Qualifications

Each proponent should provide the following in its proposal:

- (a) a brief description of the proponent;
- (b) a description of its knowledge, skills, and experience relevant to the Deliverables; and
- (c) the roles and responsibilities of the proponent and any of its agents, employees, and sub-contractors who will be involved in providing the Deliverables, together with the identity of those who will be performing those roles and their relevant respective expertise.
- (d) A minimum of three (3) reference projects completed in the past three (3) years that demonstrate knowledge and understanding of municipal website redesign projects of similar scope and complexity.

iii. Understanding The Deliverables

The respondent shall demonstrate a comprehensive understanding of the Municipality's needs, objectives, and requirements related to the redevelopment of meaford.ca and its associated microsites. The proposal must outline a clear approach that ensures a modern, accessible, and user-focused website aligned with best practices in municipal communication and digital service delivery.

The Municipality will assign a Project Manager to serve as the primary point of contact and key liaison throughout the project. The Project Manager will facilitate communication, coordinate internal reviews, and ensure that municipal staff provide timely feedback and approvals. Respondents must consider this structure within their proposed methodology, work plan, and communication schedule.

i. Methodology

- (a) The proposal should address the role of Municipal staff required on the project team. At minimum an outline of roles and time commitments anticipated by role and a summary of responsibilities.
- (b) Identify the role of municipal staff within the project team, including anticipated roles, estimated time commitments, and a summary of responsibilities. The proposal should clearly define how the proponent will coordinate with the Municipal Project Manager to maintain efficient communication and project oversight.
- (c) Provide a detailed estimate of the work the Municipality will be required to perform to support the contractor's work, including project coordination, review cycles, feedback sessions, and participation in content development or transition activities.
- (d) Include a comprehensive content review and development plan that details how the proponent will collaborate with municipal staff to:
 - a. Review and assess all existing website content;
 - b. Identify outdated, inaccurate, or missing information based on page edit histories, last review dates, and current relevance;
 - c. Determine content gaps requiring development or rewriting; and
 - d. Plan the transition and quality assurance process for current and newly developed pages to ensure accuracy and consistency.
- (e) The methodology should demonstrate a clear understanding of project dependencies, risk mitigation strategies, and quality control processes to ensure the successful and timely delivery of a fully functional, accessible, and user-friendly website.

ii. Work Plans

- (a) Provide a detailed work plan for the execution of the project deliverables that demonstrates an understand of the project and The Municipalities needs. The work plan

should identify and explain the key components. The plan should identify key components, including research, design, content review, development, testing, training, and launch.

- (b) The work plan should identify necessary resources and subtasks and would enable The Municipality to understand the magnitude in costs and efforts of the work to be performed. At a minimum, the plan should include (a) milestone checks, (b) client sign-offs, (c) product delivery dates, (d) functional communication dates and agendas, (e) weekly status reports, and (f) weekly problem resolution reports. The plan must clearly demonstrate how the Municipal Project Manager will be integrated into the workflow as the key liaison and decision-making conduit.

iii. Timeline

- (a) Provide a project timeline indicating hours by team member. Timetable should also identify key milestone dates such as start date, completion, and presentation of interim/draft report, and completion of final report. Include a summary of hours by team member. The Municipality desires that the implementation and testing to be done by May 2026.

iv. Quality Of Proposal

- a. Demonstrates a clear understanding of the project requirements.
- b. Presents all relevant information in a concise, well-organized, and professional manner.
- c. Free of spelling, grammatical, or formatting errors.
- d. Identifies opportunities to improve efficiency, reduce costs, and enhance user experience for residents and staff.

G. PRICE EVALUATION METHOD

Pricing is worth 15 points of the total score

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:

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

Instructions on How to Provide Pricing

- (a) Proponents should submit their pricing information electronically within the bidding system.
- (b) Rates must be provided in Canadian funds, inclusive of all applicable duties and taxes except for HST, which should be itemized separately.
- (c) Unless otherwise indicated in the requested pricing information, rates quoted by the proponent must be all-inclusive and must include all labour and material costs, all travel and carriage costs, all insurance costs, 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.

Required Pricing Information

There shall be no mention of Fees or Expenses included with the Technical Proposal. Technical Proposal submissions which contain fees or expenses will be rendered informal and will be disqualified.

The Financial Proposal shall be submitted as a separate document from the Technical Proposal Submission. Prices shall **not include** contingencies and HST.

PREVIEW

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APPENDIX C – SUBMISSION FORM

Proponents should refer to the instructions attached to the solicitation for the Appendix C – Submission Form requirements and provide all required information in accordance with the instructions provided in the bidding system.

1. Proponent Information

Please fill out the following form, naming one (1) person to be the proponent's contact for the RFP process and for any clarifications or communication that might be necessary.	
Full Legal Name of Proponent:	
Any Other Relevant Name under which Proponent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Company Website (if any):	
Proponent Name and Title:	Contact
Proponent Contact Phone:	
Proponent Contact Email:	

2. 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 Municipality and the proponent unless and until the Municipality and the proponent execute a written agreement for the Deliverables.

3. 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 for the rates set out in its proposal.

4. Non-Binding Pricing

The proponent has submitted its pricing in accordance with the instructions in the 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 proposal or its eligibility for future work.

5. Addenda

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

6. Communication with Competitors

For the purposes of this RFP, the word "competitor" includes any individual or organization, other than the proponent, whether or not related to or affiliated with the proponent, who could potentially submit a response to this RFP.

Unless specifically disclosed below under Disclosure of Communications with Competitors, the proponent declares that:

- (a) it has prepared its proposal independently from, and without consultation, communication, agreement, or arrangement with any competitor, including, but not limited to, consultation, communication, agreement, or arrangement regarding:
 - (i) prices;
 - (ii) methods, factors, or formulas used to calculate prices;
 - (iii) the quality, quantity, specifications, or delivery particulars of the Deliverables;
 - (iv) the intention or decision to submit, or not to submit, a proposal; or
 - (v) the submission of a proposal which does not meet the mandatory technical requirements or specifications of the RFP; and
- (b) it has not disclosed details of its proposal to any competitor, and it will not disclose details of its proposal to any competitor prior to the notification of the outcome of the procurement process.

Disclosure of Communications with Competitors

If the proponent has communicated or intends to communicate with one (1) or more competitors about this RFP or its proposal, the proponent discloses below the names of those competitors and the nature of, and reasons for, such communications:

7. No Prohibited Conduct

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

8. Conflict of Interest

The proponent must declare all potential Conflicts of Interest, as defined in Section 3.4.1 of the RFP. This includes disclosing the names and all pertinent details of all individuals (employees, advisers, or individuals acting in any other capacity) who (a) participated in the preparation of the proposal; **AND** (b) were employees of the Municipality within twelve (12) months prior to the Submission Deadline.

If the box below is left blank, the proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

- ☐ The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the proponent declares an actual or potential Conflict of Interest by marking the box above, the proponent must set out below details of the actual or potential Conflict of Interest:

9. 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 Municipality to the advisers retained by the Municipality to advise or assist with the RFP process, including with respect to the evaluation of this proposal.

Signature of Proponent Representative

Name of Proponent Representative

Title of Proponent Representative

Date

I have the authority to bind the proponent.

RFP-COM-2025-01 - Website Redesign

Opening Date: October 30, 2025 2:00 PM

Closing Date: November 20, 2025 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. HST is additional.

* Denotes a "MANDATORY" field

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

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.

Website Redesign, Maintenance, Support & Hosting

	Quantity	Unit	Unit Price *	Total
Website Redesign	1	LS		
Maintenance and Support Year 2	1	LS		
Maintenance and Support Year 3	1	LS		
Maintenance and Support Year 4	1	LS		
Maintenance and Support Year 5	1	LS		
Website Hosting Year 2	1	LS		
Website Hosting Year 3	1	LS		
Website Hosting Year 4	1	LS		
Website Hosting Year 5	1	LS		
Subtotal:				

Summary Table

Bid Form	Amount
Website Redesign, Maintenance, Support & Hosting	
HST (13%)	\$ 0.00
Total Contract Amount:	

All references stated shall be for the same or similar scope as the one described in this Bid.

For newly formed business entity including, corporations, partnerships and sole proprietors or a Contractor teaming arrangement you shall state below in the Client Column that you were not the "Contractor" for the named project and should state whose past experience on the named project is relevant to that reference.

Bidder's Experience in Similar Work

Please fill in past experience in similar **Municipal** work.

Reference	Information	Fill In Below *
1	For Whom the Work was Completed	
	Size of Organization	
	Website Link	
	Timeline of Project	
	Integrations with Other Applications and Services	
	Date of Implementation	
	Detailed description of the project, including any specific challenges and how they were assessed	
	How experience on the representative project may be applied on the proposed project	
	Project Contact Information (name, phone, email)	
2	For Whom the Work was Completed	
	Size of Organization	
	Website Link	
	Timeline of Project	
	Integrations with Other Applications and Services	
	Date of Implementation	
	Detailed description of the project, including any specific challenges and how they were assessed	
	How experience on the representative project may be applied on the proposed project	
	Project Contact Information (name, phone, email)	
3	For Whom the Work was Completed	
	Size of Organization	
	Website Link	
	Timeline of Project	
	Integrations with Other Applications and Services	
	Date of Implementation	
	Detailed description of the project, including any specific challenges and how they were assessed	
	How experience on the representative project may be applied on the proposed project	
	Project Contact Information (name, phone, email)	
4	For Whom the Work was Completed	
	Size of Organization	
	Website Link	
	Timeline of Project	
	Integrations with Other Applications and Services	
	Date of Implementation	
	Detailed description of the project, including any specific challenges and how they were assessed	
	How experience on the representative project may be applied on the proposed project	
	Project Contact Information (name, phone, email)	

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

Bidder(s) shall upon request by the Owner produce a list of references for all or any proposed Subcontractors within three (3) business days.

List of Proposed Subcontractors

Line Item	Subcontractor Name and Address *	Subcontractor Representative *	Type of Work Sublet: *	Value of Work *
1				
2				
3				
4				

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.

Proponents must upload both a technical proposal as well as a financial proposal as a mandatory upload. Technical proposal as per tender documents must not include any financial information as it is an automatic disqualification of bid.

- Detailed Proposal Response * (mandatory)
- Detailed Financial Proposal * (mandatory)
- Additional Document (optional)

Addenda, Terms and Conditions

1. Offer

The proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required under the RFP. By submitting a proposal, the proponent agrees and consents to the terms, conditions, and provisions of the RFP, including the Form of Agreement, and offers to provide the Deliverables in accordance therewith at the rates set out in its proposal.

2. Rates

The proponent has submitted its rates in accordance with the instructions in the RFP. The proponent confirms that it has factored all of the provisions of Appendix A, including insurance and indemnity requirements, into its pricing assumptions and calculations.

3. Addenda

The proponent is deemed to have read and accepted all addenda issued by the Municipality prior to the Deadline for Issuing Addenda. The onus is on proponents to make any necessary amendments to their proposals based on the addenda.

4. Communication with Competitors

For the purposes of this RFP, the word "competitor" includes any individual or organization, other than the proponent, whether or not related to or affiliated with the proponent, who could potentially submit a response to this RFP.

Unless specifically disclosed below under Disclosure of Communications with Competitors, the proponent declares that:

- a. it has prepared its proposal independently from, and without consultation, communication, agreement, or arrangement with any competitor, including, but not limited to, consultation, communication, agreement, or arrangement regarding:
- b. prices;
- c. methods, factors, or formulas used to calculate prices;
- d. the quality, quantity, specifications, or delivery particulars of the Deliverables;
- e. the intention or decision to submit, or not to submit, a proposal; or
- f. the submission of a proposal which does not meet the mandatory technical requirements or specifications of the RFP; and
- g. it has not disclosed details of its proposal to any competitor and it will not disclose details of its proposal to any competitor prior to the notification of the outcome of the procurement process.

Disclosure of Communications with Competitors

If the proponent has communicated or intends to communicate with one (1) or more competitors about this RFP or its proposal, the proponent discloses below the names of those competitors and the nature of, and reasons for, such communications:

5. No Prohibited Conduct

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

6. Conflict of Interest

The proponent must declare all potential Conflicts of Interest, as defined in Section 3.4.1 of the RFP. This includes disclosing the names and all pertinent details of all individuals (employees, advisers, or individuals acting in any other capacity) who (a) participated in the preparation of the proposal; **AND** (b) were employees of the Municipality within twelve (12) months prior to the Submission Deadline.

If the box below is left blank, the proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

- The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations

contemplated in the RFP.

If the proponent declares an actual or potential Conflict of Interest by marking the box above, the proponent must set out below details of the actual or potential Conflict of Interest:

7. 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 Municipality to the advisers retained by the Municipality to advise or assist with the RFP process, including with respect to the evaluation this proposal.

8. Proposal Irrevocable

The proponent agrees that its proposal shall be irrevocable for the Irrevocability Period specified in the RFP, running from the moment the Submission Deadline has passed.

9. Execution of Agreement

The proponent agrees that in the event its proposal is selected by the Municipality, in whole or in part, it will finalize and execute the Agreement in the form set out in Appendix A to this RFP in accordance with the terms of this RFP.

☐ I/WE agree to be bound by the terms and conditions and have authority to bind the Corporation and submit this Bid on behalf of the Bidder.
The bidder shall declare any potential conflict of interest that could arise from bidding on this bid. Do you have a potential conflict of interest? ☐ 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.		