Municipality of Powassan- RFP 2025-010

ADDENDUM #1

1. Can you share a budget or budget range for this project?

   The Municipality has allocated $30,000 in its 2025 budget towards this project.

2. I looked through the document but could not find your proposed project start and end dates. Do you have a date that you are aiming for having this project completed and live?

   RFP 2025-010 is hereby amended as follows:

   Section 4.5- Project Schedule

   Proposals shall include a detailed schedule of all activities including milestones, project meetings, and scheduled periodic project reports.

   The Municipality requires that the development work be completed by December 31, 2025, with a targeted go-live date of January 2, 2026.

3. You already have a provider for your email service and that is separate from this RFP correct?

   Yes.

4. Will the new website be required to support English-only content, or is there any interest in offering multilingual content, either through automated translation tools or manual content translation?

   The website is only required to support English content; however, bidders may advance the option of an automated translation tool as a value-added item.

5. Will the content for the new website consist solely of migrated material from the current site, or do you anticipate new content being developed and added as part of this project?

   We anticipate that the majority of the content will be migrated from the existing site. Depending on the site layout, new content may be added which, as required, will be written by Municipal staff.

6. The RFP mentions potential future implementation of online payments. Is there a preferred or existing payment processing solution that the Municipality is considering integrating with the new website (e.g., PayPal, Stripe, Moneris, etc.)?

   At this time, the Municipality does not have an existing payment processing solution. We are seeking the capacity to integrate a payment platform in the future, but do not yet have a preferred proponent.

7. For the integration of the CGIS community portal mapping application, could you confirm whether the Municipality prefers this to be embedded directly on the website or simply linked out to as a separate application?

   The CGIS portal can be linked out as a separate application.

8. Does the Municipality have any preferences or requirements for the type of CMS to be used (e.g., open-source such as WordPress, proprietary, cloud-based, etc.)?

   Our preference is for an open-source CMS.

9. Would references from similar projects completed in Atlantic Canada be acceptable in place of the Ontario references?

   The Municipality's preference is for proponents with experience working with the Ontario broader public sector, however we will consider proposals received where that experience is not available.

10. What is the Municipality's preferred method of integration for Facebook into the new website? (embedded feed, linked icons, etc.)

    We prefer an embedded feed.

11. What other social media platforms does the Municipality use?

    At this time, Facebook is our only active social media platform.

12. What content management system (CMS) does the Municipality's current website run on?

    The current website runs on a proprietary CMS.

13. Powassan.net indicates a closing date of August 23 whereas the bid opportunities site posts a closing date of August 12. Kindly confirm.

    I can confirm that the closing date of August 12 is correct.

14. How much content on the existing website will need to be migrated to the new site?

    The Municipality has not yet undergone a thorough review of the existing site content to determine what will and will not be migrated. However, I would anticipate up to 80% of the new site content will be based on existing materials.

15. How many users do you expect to be maintaining content on the site?

    There will be up to 4 users maintaining content.

16. How many fillable online webforms do you need to create and track submission for?

    For the purposes of this RFP, assume ten online forms will be used.

17. Would the Municipality be open to a milestone-based payment structure for the website design and development, where payments are made as key phases are completed, rather

than a fixed monthly schedule, or alternatively, to a three-year agreement with monthly payments and a minimal upfront deposit?

The Municipality prefers monthly billings, based on work completed in the course of that billing period.

18. Is there a target number of pages, word count per page, or specific content structure you'd like us to plan for? We currently estimate the existing site contains around 60 static pages, including integrations such as Google Calendar and Facebook feeds.

A target number of pages or word count per page has not been determined. At a high level, we are seeking a basic site map layout that aligns with other, similar municipalities.

19. Will the Municipality be coordinating the user beta testing group, or should we include facilitation and feedback collection in our scope of work?

The Municipality will coordinate the beta testing group.

20. The RFP mentions Microsoft Bookings or a similar tool, do you have a preferred platform in use, or are you open to recommendations?

At this time, the Municipality is using Microsoft Bookings.

21. Are you currently using services like Mailchimp or SurveyMonkey for email communication and surveys, or would you like us to propose new solutions?

We do not currently have any such service in place, but are seeking the capability of implementing a similar solution in future if demand arises. We are open to proposals on this matter.

22. Does the Municipality require that hosting be located within Canadian borders?

No

23. Following the 30-day warranty period, would you prefer a formal annual support contract, or an as-needed hourly model for ongoing site maintenance and updates?

Our preference is for an hourly as-needed support model.

24. What are the primary types of content the Municipality expects to update regularly (e.g., community events, council meetings, public notices)?

Council meeting information, community events, by-laws, public notices, and tenders are the most frequently updated pages of information.

25. Do you intend to host video content directly on the website, or will videos be embedded from third-party platforms such as YouTube or Vimeo?

Any videos will be embedded from third-party platforms.

26. Is there a preferred or maximum storage capacity the Municipality would like us to plan for in the proposed hosting solution?

This has not been determined.

27. Please confirm the minimum years of experience required for individual resources or the team as a whole.

    There is no minimum years of experience required. However, proposal scores will, in part, be determined based on the experience and qualifications of the project team.

28. Will the Municipality of Powassan manage the project and resources directly, or is it expected that the vendor will manage project deliverables?

    It is the responsibility of the vendor to manage project deliverables.

29. Is the entire scope of work expected to be delivered remotely, or will there be any requirement for an on-site presence?

    It is not anticipated that there will be a required on-site presence.

30. Is subcontracting allowed?

    Yes, as per Section 2.24 (a) of the RFP document.

31. Are vendors allowed to engage remote resources or subcontractors located outside of Canada to fulfill part or all of the deliverables?

    No. Vendors and any subcontractors must be located within Canada.

32. What level of security clearances are required for the individual resources? If yes, will you sponsor the clearance process?

    This is not required.

33. Do you plan to continue offering a business directory on the new site?

    Yes

34. What level of accessibility compliance needs to be achieved (ex. WCAG AA 2.1)

    WCAG 2.1 AA needs to be achieved.

35. Are you able to provide more info on the requirements surrounding the CGIS mapping application?

    The CGIS mapping portal is to be linked out as a separate application, similar to its setup on the existing website.

36. For search functionality, do you have extended site search requirements (i.e. complex filtering) -- or is a general site search tool desired?

    A general site search tool is sufficient.

37. Are there any specifics requirements for the calendar of events, or is a simple listing sufficient?

Ideally, the Municipality would like a searchable calendar of events that is viewable in either calendar or list format, and which may also appear as a feed on the home page. Microsoft Bookings does not need to integrate with the calendar itself.

38. Forms: What are the full set of forms that are required? Question forms are fairly straightforward, but when it comes to planning applications -- do you simply require the ability to upload a PDF? Are there any other types of forms you foresee needing?

We do not have a full listing available, but outside of the question form, the Municipality is seeking the capacity for residents to fill out permit applications, changes of address, enroll in e-billing, and perform other related tasks.

39. Are there any projects connected to this that are already in the works or recently completely, such as an IA initiative or new branding?

No.

40. Can the proposal have multiple options, such as non-required add-ons that the Municipality can choose to add or not?

Yes. Optional add-ons should be listed separately, with their associated costs specified.

41. Regarding the Fee Structure, will pricing by task (including an overall hours estimate) suffice, or does the Municipality require a breakdown of anticipated hours per task?

Pricing by task is sufficient.

42. Can the Municipality provide examples of comparable websites that you particularly like? This can give us an idea of the scope and style you are after.

Just for a point of reference, the Municipality likes elements from the Municipality of McDougall and City of Stratford websites.

43. Does the Municipality have an existing visual identity, branding guidelines, or logo files that the new website must align with? If not, will the successful proponent be expected to develop a refreshed visual identity as part of the project?

We do not have a branding strategy or guidelines currently in place. While the new website is expected to have a different visual feel than at present, a rebranding would not fall within the scope of this RFP.

44. How many staff members will require training on the CMS, and what level of technical proficiency do they currently have? Is in-person training preferred, or will virtual training and documentation be acceptable?

I would anticipate that four staff members will require training on the CMS. Technical expertise varies between individuals from very basic to previous website development experience. Virtual training is acceptable.

45. Can the Municipality clarify expectations regarding post-launch support, such as hours of support included, response times, update responsibilities, and whether a service level agreement is expected?

It is the aim of the Municipality that it's staff will be sufficiently trained such that post-launch ongoing support is minimal. Our preference is for an hourly as-required ongoing fee model to be proposed.

46. Could the Municipality provide further detail on how proposals will be scored or weighted across the evaluation criteria (e.g., technical approach, experience, budget, etc.)?

Breakdown is as follows:

a)   Understanding of Project- 30%
b)   Proposal and Methodology- 20%
c)   Company Background and Experience- 20%
d)   Project Price- 30%