



January 27, 2023

ADDENDUM No. 1

Request for Proposal ADM-23-01 WEBSITE DESIGN AND DEVELOPMENT

*The addendum is being issued prior to the closing of the Request for Proposal (RFP) to provide further information, make changes to, or to clarify the RFP Documents and is to be read, interpreted and coordinated with all other parts of the RFP Documents. In the case of a conflict with the balance of the documents, this Addendum shall govern. **Proponents shall attach a signed copy of this addendum to their proposal submission, failure to do so may result in a non-compliant proposal.** This addendum shall form part of the Contract Documents.*

This addendum is being provided in clarification to RFP ADM 23-01 released January 13, 2023.

QUESTION 1: Website Users/Visitors

a) What is the volume of users/visitors per week or month?

ANSWER 1 a): For the 2022 calendar year, there were a total of 82,665 users and the monthly total users were as follows:

January	6,433
February	5,723
March	7,068
April	7,881
May	9,832
June	8,055
July	8,605
August	8,297
September	8,590
October	9,810
November	5,361
December	5,306

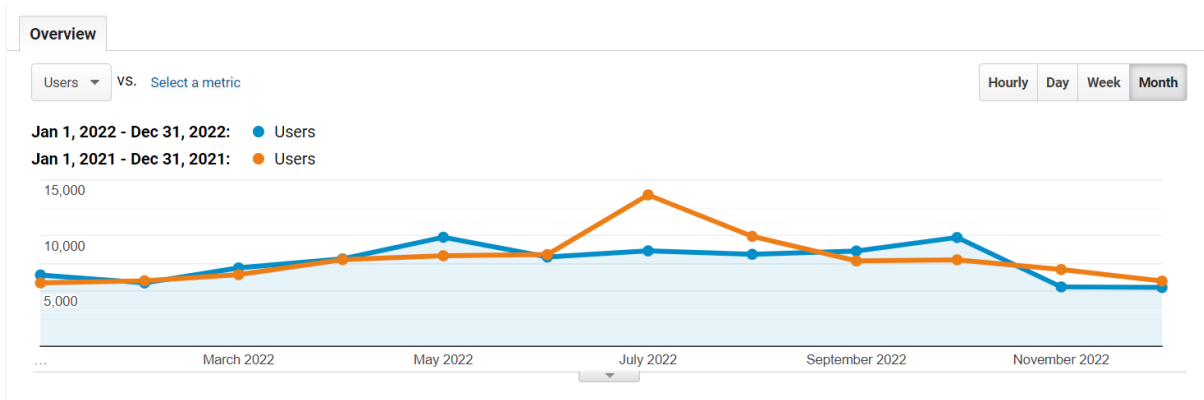
Our current website has limitations and is fairly outdated. With undertaking this website redesign we aim to better present information to our residents and hope to see a marked increased in visitation.

b) Are the users/visitors local or international?

ANSWER 1 b): Our website has a local focus, and our key users are the residents of the Regional District of Fraser-Fort George. Google Analytics shows that for the 2022 calendar year 80.5% of the users were registered as Canadian, and of those 87.6% were from BC.

c) How does your volume change over the months of the year (looking for a pattern of peaks and valleys)

ANSWER 1 c): Examining data from 2021 and 2022, the volume and pattern of usage are fairly consistent. Anomalies can be attributed to events like a landslide in July 2021 and the corresponding RDIFFG emergency communications, and the Local General Election in October 2022.



QUESTION 2: Does the Regional District of Fraser-Fort George have a preference for the type of CMS (open source, proprietary) for your new website?

ANSWER 2: The preference is for an open source CMS.

QUESTION 3: Will the Regional District of Fraser-Fort George staff be responsible for writing and revising website content? How many staff will be involved in content creation for the new website?

ANSWER 3: We have a user group comprised of a representative from each department, for a total of five to seven staff. We intend to engage a contractor independent of this RFP for to work with our user group to build content for the site.

QUESTION 4: Is there an anticipated launch date for the new website?

ANSWER 4: There is no hard date for a launch, but it is hoped that it can be by end of 2023.

QUESTION 5: Which third-party applications would the Regional District of Fraser-Fort George like to have integrated with the new website--above and beyond just linking away to the third-party?

ANSWER 5: There are currently no applications identified, but there should be the potential to do so in the future.

QUESTION 6: Can the Regional District of Fraser-Fort George provide examples of comparable websites that you particularly like? This can give us an idea of the scope and style you are after.

ANSWER 6: The Regional District of North Okanagan and the Comox Valley Regional District websites.

QUESTION 7: Does the Regional District of Fraser-Fort George have a budget for ongoing hosting, support and maintenance for the website? Or is 1 year of post-launch hosting, support and maintenance included in your overall budget?

ANSWER 7: Hosting, support, maintenance budget is estimated to be \$10,000 per year, in addition to the \$50,000 budgeted for the design and development project.



QUESTION 8: Does the Regional District of Fraser-Fort George have a budget or budget range for this project? It can be helpful to know a budget range in advance so we can try to match the scope of what we provide to your budget. To give context, sometimes we see RFPs like this that are \$5,000 and sometimes they are \$500,000.

ANSWER 8: The design and development budget is \$50,000. See “Section 10.0 Contract Price” of the RFP:

The project budget is capped at \$50,000. All prices for the work are to be Canadian dollars. Taxes are considered extra to the project budget cap and should be shown as a separate line item. Any applicable Federal or Provincial taxes, or levies, must be included in the Total Contract Price.

The proposal should include costs for ongoing licensing, hosting and maintenance costs per year in addition to the total contract price.

Proponents should summarize costs as per the table below. They should also include a detailed project budget with costs for each phase of the project.

Item	Cost
Quoted price for website design and development	
Disbursements (to be detailed in proposal)	
GST as applicable	
TOTAL PROPOSED PRICE	
Hourly rates for maintenance, support and changes	
Ongoing licensing, hosting @ maintenance costs per year	

QUESTION 9: Does the Regional District of Fraser-Fort George have a weighting/scoring matrix they can share, so that we know which parts of the proposal are most important in your review?

ANSWER 9: See “Section 8.0 Selection and Evaluation” of the RFP for full details:

ADM-23-01 – Website Design and Development	
EVALUATION CRITERIA	WEIGHT
Proposal Quality & Clarity	5
Understanding of Engagement	10
Proponent/Team Qualifications and Experience	20
Workplan Approach Methodology and Timeline / Proposed Solution	25
Experience with Local Government website design and development in a Regional District context and references	25
Proposed All-Inclusive Fees	15
Total	100

QUESTION 10: Does the Regional District of Fraser-Fort George have a preference between a templated design (used by other municipalities/organizations) versus a custom design (unique to the Regional District of Fraser-Fort George)?

ANSWER 10: There is no preference between a templated versus a custom design.



QUESTION 11: How many pages does the website have (not including PDF/document links)? Would the Regional District of Fraser-Fort George require content migration services from the supplier?

ANSWER 11: There are currently approximately 210 website pages. We do not anticipate porting over most of the existing content into new site. New content will be prepared as per QUESTION 3 above. We anticipate we will need some content migration support from the web supplier but envision being able to do much of that once staff are trained on the CMS.

QUESTION 12: Could the Regional District of Fraser-Fort George provide us with an estimate for daily/monthly website visits? This would help us decide which hosting package best meets your goals.

ANSWER 12: Please see QUESTION 1 above.

QUESTION 13: Would the Regional District of Fraser-Fort George like to engage the public in user testing?

ANSWER 13: We will use our internal user group and staff for testing.

QUESTION 14: Can the project work be carried out remotely?

ANSWER 14: It is not a requirement, but there is a preference that some of the work, particularly the CMS training, is done in person.

It also important to note here that the external hosting of the website must be on servers that are located in Canada.

QUESTION 15: For payment module development, do we have to maintain transaction receipt of every payment, whether it is successful or failed?

ANSWER 15: No, to the best of our knowledge the service provider (currently Global Payments) would track this and report to us.

QUESTION 16: The scope says to integrate a number of third-party applications. So we will have to develop this or we will be given APIs from the vendor?

ANSWER 16: APIs will be supplied from the vendor.

QUESTION 17: We need to know the expected number of users for profiling?

ANSWER 17: As a public website there is unlimited use and it is impossible to predict site visitation; however, details from 2021 and 2022 usage of our current website are outlined in QUESTION 1 above.

If this question means “users” as a term for editors of the website, we expect that this group will total between 10 to 15 staff members.

QUESTION 18: We need the expected number of MIS and other reports that need to be developed.



ANSWER 18: If this question means “Management Information Systems” reports, we will look to the Proponent to detail what information that they can provide.

QUESTION 19: Who will provide the hosting and necessary certificates cost?

ANSWER 19: Please refer to the information provided in QUESTION 8 above.

I/We hereby verify that we have considered this addendum in our proposal submission.

Proponent's Signature

Date

All inquiries relating to RFP ADM 23-01 must be emailed by January 30, 2023 to:
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