Introduction
Pemberton is one of the most desirable communities in BC and home to family farms, adventurous outdoor activities and stunning vistas. With over 2400 residents and just 30 km from Whistler, Pemberton prides itself on its creative and collaborative approach with the business community, local volunteer groups, neighbouring communities and key business and tourism partners, such as Tourism Pemberton and the Pemberton & District Chamber of Commerce. Pemberton’s mild winters, warm summers and unique adventure culture provide an ideal place to enjoy arts, history, recreation, dining, shopping and comfortable lodging.

Purpose
The Village of Pemberton is seeking the services of a qualified web development firm for the design and development of a new municipal website. The proposal is expected to show a clear understanding of the final product and indicate a fixed price for project completion. It is the intent that the website be updated and maintained in-house as much as possible.

Contract Administrator
The Consultants principal contact with the Village of Pemberton will be Jill Brooksbank, Communications Coordinator or designate who will coordinate the assistance to be provided by the Village to the Consultant.

Proposal Submission
Firms wishing to submit proposals should do so no later than 4:00 pm, Monday, January 26, 2015, by submitting an electronic proposal and any accompanying documents indicating the firm’s qualifications to Jill Brooksbank, Communications Coordinator, Village of Pemberton, jbrooksbank@pemberton.ca. If the Proposal file is larger than 10 MB, please provide a hyperlink in the email to download the file from an online file host, such Dropbox, FTP, or your own system. Proposals received after the closing time will not be considered.

Website Goals:
- effective and timely communication with the community
- effective access to information for both staff and community members
- provide information for visitors and potential investors, and promote Pemberton as a place to live, play, and do business
- user friendly with intuitive flow for front and back end
- quick to load and operate
- easy for staff to add documents/edit content
Core Key Deliverables/Requirements

- Clean, intuitive design, reflective of Pemberton’s unique Culture and is consistent with the Village’s branding (use of colours/logo). Web pages must be fast loading
- At a minimum, the site must be compatible with Explorer, Mozilla, Firefox, Safari browsers
- Provide website hosting (must be within Canada)
- Provide easy to use, user interface Content Management System (CMS) and rationale for preferred CMS
- Provide a solution for functional online document management
- Deliver search engine feature allowing for ‘searchability’ of documents/PDF’s within website
- Develop a mobile view, compatible with smartphones and browser detection functionality
- Deliver the following features: an online business directory (updated in-house), community events calendar (updated by public, approval in-house) Council Calendar (updated in-house) that can be accessed from or integrated into other websites
- Re-creation of Cultural Map or hosting of the current Pemberton Cultural Map (created in Google, managed through Umbraco). See www.pemberton.ca/pemberton-maps/pemberton-valley-cultural-map/
- Provide future option/module for making payments online
- Deliver solution for creating and editing online forms in-house
- Provide solution for accessing website analytics
- Determine and implement security requirements, such as use of encryption in transmission of data
- Provide training and technical assistance for Village of Pemberton staff. Service requests must be responded to promptly (same day)
- Provide a sign up option to receive Rich Site Summary (RSS) notifications for various topics (ie. Emergency events, Be a volunteer, Public Meeting Notifications, etc.)
- Conduct testing prior to launch with staff, make changes to the site as needed
- Must be compatible and link to Vadim

Optional/Additional Deliverables

- Development of a user-friendly, efficient solution for the community to provide feedback on Village projects. Solution should include the ability to upload project photos and description, and for the community to input feedback via text, photos, and/or videos. Pricing should be separate from Core Key Deliverables

- Proponent is encouraged to include additional solutions and recommendations not stated above that enhance the website’s functionality while further establishing the Village of Pemberton as an innovative, accessible and accountable municipal government. Pricing should be separate from Core Key Deliverables
Meetings
Prior to commencing website development, proponent will meet with each Department Manager (no more than six (6) thirty minute meetings) and Contract Administrator to determine crucial elements needed for future design (what worked and didn’t work with previous website).

During the development process, the Consultant will provide bi-weekly progress reporting to the Contract Administrator and hold meetings with municipal officials, as considered necessary. The meetings will be to discuss/review work to date to ensure deliverables are consistent with Village of Pemberton RFP requirements. Meetings will be held with the Communications Coordinator, Chief Administrative Officer, Manager of Finance, IT Contractor (if applicable).

Final Submission Criteria
Proponents must provide:
- A detailed list of past experience and qualifications relevant to this project. Please include 4-5 live websites (with links) recently developed, preference would be local government websites
- Methodology to support the project initiatives
- Projected costs and timelines in detail (including billing structure and policy)
- Three (3) references from past clients
- **The Village of Pemberton expects to launch its redesigned website no later than March 13, 2015.** Proposals suggesting an alternate completion date with rationale may be considered

Proposals will be evaluated with the following criteria:
- Meeting the needs and criteria set out in the Request for Proposal
- Value for money
- Quality, detail, and clarity of proposal
- Candidate experience; prior work demonstrates artistic and innovative user friendly interfaces

Interpretation of RFP, Clarifications and Addenda
- Proponents are responsible to review this RFP to verify it is complete and should immediately notify the Contract Administrator via email if the RFP appears to be incomplete, or contains any discrepancies, inconsistencies, ambiguities, errors or omissions, or if conditions at the Municipality differ from those described in the RFP.
- Any required clarification, addition, deletion or revision to the RFP will be implemented by addenda issued by the Municipality via email to all Proponents, and no advice, information, instruction or interpretation in any form other than issued addenda will alter, affect or amend any provision of the RFP. In particular, no Proponent may rely on any oral advice, information or interpretation given by any representative of the Municipality unless such advice, information or interpretation is included in an addendum.
The Municipality will endeavour to review any inquiry submitted and where the Municipality determines an addendum is required, it will issue such addendum. However, the Municipality intends that this RFP provides necessary information and accordingly reserves the right, in its sole discretion, without giving reasons, to decline to answer an inquiry or a question, or to issue an addendum.

The Municipality may decide to provide an answer to an inquiry but reserves the right to provide such answer as reference, or additional information in addendum.

Negotiations

The Municipality reserves the right to enter into negotiations with a Proponent selected through the RFP process, prior to an award of contract, for the purpose of drafting and making amendments to contract documents to insure the contract is compatible with the Project, the Project schedule and budgeted amounts, including amendments to the scope of work involved in the contract, or the manner in which work will be undertaken.

Ownership

The selected proponent will unconditionally convey the work product and all intellectual property rights in the work product to the Village of Pemberton upon completion.

Confidentiality

The proponents, at all times, will consider all information and data received from the Village of Pemberton in connection with the Request for Proposal confidential. In addition, the proponents shall not use or disclose any information to anyone without the Village of Pemberton’s written approval, except as and only to the extent necessary for the preparation of the proposal and, if awarded to the proponent, for the performance of the work.

No Claim for Compensation

The Municipality and its representatives, agents, consultants and advisors will not be liable to any Proponent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Proponent in preparing and submitting a Proposal, or participating in negotiations for a contract, or other activity to or arising out of this RFP, including without limitation breach, including fundamental breach of any duties arising out of or related to this RFP.

No Obligation

This RFP does not commit the Municipality in any way to award a contract, and the Municipality reserves the right to, at any time, reject all Proposals and to terminate the process under the RFP.
Proponent Expenses

Proponents are solely responsible for their own expenses in preparing, and submitting Proposals, and for any meetings, negotiations or discussions with the Municipality or its representatives and consultants, relating to or arising from this RFP.

Conflict of Interest

Proponents should disclose any potential conflicts of interest and existing business relationships they may have with the Municipality. The Municipality may reject a Proposal from any Proponent that the Municipality judges would be in a conflict of interest if the Proponent is awarded a contract.

Contract Execution

If a successful Proponent is given a Notice of Award then the successful Proponent will, within fourteen days of receipt of the Notice of Award, execute the contract and provide an executed original to the Municipality.