



REQUEST FOR PROPOSAL

NWRFP-20-12

Online Community Engagement Platform

Closing Time:

Tuesday, July 14, 2020
3:00 PM, Local Time, Vancouver BC

Closing Location:

<https://fileshare.newwestcity.ca/filedrop/~sS3M7G>

Further requests for information :

Purchasing: Gilbert Matembe, SCMP
Intermediate Buyer

Email: nwpurchasing@newwestcity.ca

PROPONENT NAME		
Street Address:		
City Province Postal Code		
Contact Name:		
Telephone number:		Fax:
Email		Date:
Signature: by authorized signatory		

By my signature above, it shall be understood that I have read, understood and accept the requirements outlined in the Request for Proposal; we hereby propose to supply the Services in accordance with the Request for Proposal and as outlined in this Form of Proposal.

CORPORATION OF THE CITY OF NEW WESTMINSTER

PART 1

RFP PROCESS & GENERAL REQUIREMENTS

1.0 GENERAL INFORMATION

- 1.1** The City of New Westminster is seeking a qualified service provider to establish, host and support an online engagement platform with a wide range of functionality to be used for a variety of projects and purposes across City departments. Refer to Part 2 – BUSINESS REQUIREMENTS for an in-depth scope of work.
- 1.2** The City of New Westminster is the first city in Western Canada and is located at the centre of Metro Vancouver. Just 20 km from downtown Vancouver, the City has both major transportation routes and railways running through its boundaries.
- 1.3** This is a request for proposals, and not a call for tenders or request for offers and no contractual obligations shall arise between the City and a Proponent upon the Proponent's submission of a Proposal to the City.
- 1.4** The city, at its discretion, reserves the right to;
- a) select a Proposal that deviates from the requirements of this RFP;
 - b) modify this RFP at any time.
- 1.5** Proponents will be solely responsible for their own expenses incurred in connection with this RFP, including in preparing and submitting a Proposal and in any subsequent negotiations with the City.
- 1.6** This RFP shall be governed by and construed in accordance with the laws of the Province of British Columbia.
- 1.7** The City reserves the right to negotiate with the lead Proponent deemed to provide the best overall value and such negotiations may include, but are not limited to:
- a) Changes to the requirements or Scope of Work proposed by the Proponent;
 - b) Price; and
 - c) Specific contract details as deemed reasonable for negotiations by the City.

2.0 PROPOSAL INSTRUCTIONS

- 2.1** The City shall receive electronic Proposals at the location indicated on the first page of this RFP **prior to** the stated Closing Time. The City may not accept nor consider late submissions.
- 2.2** It is the Proponent's responsibility to ensure that the City receives its Proposal prior to the stated closing time.
- 2.3** The submission subject line shall be clearly marked as follows:
PROPOSAL – NWRFP-20-12 Community Engagement Platform
- 2.4** It is the Proponent's responsibility to ensure that the City receives its Proposal prior to the stated closing time. The City does not accept facsimile or physical submissions.
- 2.5** Requests for clarification or further information must be made in writing only to the individual identified on the first page of this RFP. The City intends to respond to enquiries that it, in its sole

CORPORATION OF THE CITY OF NEW WESTMINSTER

discretion, considers relevant to this RFP. The City intends to respond only to those relevant written enquiries received at least ninety-six (96) hours prior to the closing time. The City will record enquiries and post written responses on its website at <https://www.newwestcity.ca/business-and-economy/doing-business-with-the-city/request-for-bids-and-proposals-open>

3.0 CONTRACT REQUIREMENTS

- 3.1** The City anticipates that any contract arising from this RFP will be based on the City's Consulting Services Agreement and Statement of Work provided by the consultant.

4.0 OWNERSHIP OF PROPOSALS AND FREEDOM OF INFORMATION

- 4.1** All documents submitted with your Proposal will become the property of the City, and as such shall be subject to the disclosure provisions of the *BC Freedom of Information and Protection of Privacy Act (FOIPPA)* and *Community Charter*. A Proponent may stipulate in their Proposal that a portion(s) of their Proposal that contains confidential information and is supplied to the City in confidence. However, under FOIPPA, the City may nevertheless be obligated to disclose all or part of a Proposal in response to a request made under the Act, even if the Proponent has stipulated that part of their Proposal is supplied in confidence. The Proponent should review Section 21 and other provisions of FOIPPA in order to gain a better understanding of the City's disclosure responsibilities under the Act.

5.0 INSURANCE, PERMITS AND LICENSES

- 5.1** The successful Proponent will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Contract term, the following insurance with insurers licensed in British Columbia in forms acceptable to the City:
- a) Commercial General Liability Insurance protecting the City, for an amount of five million dollars (\$5,000,000) naming the City as additional insured;
 - b) Professional Liability Insurance of one million dollars (\$1,000,000)
- 5.2** The successful Proponent may be required to obtain a City of New Westminster or MetroWest Inter-Municipal Business license prior to commencement of work.

6.0 LIVING WAGE EMPLOYER

- 6.1** Effective January 1, 2011, the City of New Westminster became a "Living Wage Employer". As such, the City has established a [Living Wage Policy](#) that requires all firms that are contracted by the City to provide services on City premises, to pay their employees, who perform said service on City property, a Living Wage as calculated by the Living Wage for Families Campaign. The current living wage rate for Metro Vancouver is \$19.50 per hour, assuming the employer provides no benefits.
- 6.2** In order to determine an employee's hourly rate with benefits the Living Wage for Families has created a Living Wage Calculator to assist with this determination. Please access the following website to determine your compatibility.
http://www.livingwageforfamilies.ca/living_wage_calculator
- 6.3** The City includes in all its competitive bid documents a Declaration referencing the City's expectations with regards to compliance of the Policy (attached as Appendix A). **Completion and submission of the Declaration is required prior to Contract award.**

CORPORATION OF THE CITY OF NEW WESTMINSTER

6.4 In evaluating submissions, the City intends to rely on the Declaration provided by a Respondent and shall have no obligation or duty to investigate the truthfulness of the Declaration. Please review the City's [Living Wage Page](#) for further information.

7.0 EVALUATION AND SELECTION PROCESS

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

7.2 The City will evaluate the requirements and only those deemed by the City to have the right experience/capabilities/methodology etc. will have their price evaluated.

7.3 Proposals will be evaluated based on the following criteria:

Evaluation Criteria	Weighting
Company Profile & Background	5
Understanding of Assignment & Approach	5
Product Specifications	50
Implementation Schedule	10
Project Team Experience/Expertise	10
Value Add	5
Cost	15
Total	100

7.4 The City, at its discretion, may request any or all of the Proponents to present their proposals and/or interview with the Selection Committee. Note that any information provided by Proponents in their proposals or discussed in presentations/interviews may be incorporated into any Contract with the Proponent.

7.5 In evaluating a Proposal, the City may contact references and may choose not to select a Proponent where the references are not satisfactory to the City in its sole discretion. The City reserves the right to seek a reference from sources other than those provided by the Proponent.

7.6 The City advises all Proponents that the process for evaluation/interview and finalizing the lead/winning proponent may take 2 – 3 months.

8.0 NEGOTIATIONS

8.1 The award of a contract may be subject to negotiations with the lead Proponent that is deemed to provide the best value to the City. Such negotiations include, but not limited to, the following:

- a) Changes to the requirements or Scope of Work proposed by the Proponent
- b) Price; and
- c) Specific contract details as deemed reasonable for negotiations by the City

8.2 If a written contract cannot be negotiated within fourteen (14) days of notification with the lead Proponent, the City may, at its discretion at any time thereafter, terminate negotiations with the lead Proponent and either enter into negotiations with the next qualified Proponent or cancel the RFP or negotiate with another supplier.



Corporation of the City of
NEW WESTMINSTER

NWRFP-20-12

PART 2

BUSINESS REQUIREMENTS AND SCOPE OF WORK

CORPORATION OF THE CITY OF NEW WESTMINSTER

1.0 **BACKGROUND**

- 1.1 Community engagement is a high priority for City Council, and a Mayor's Task Force on engagement resulted in the adoption of the City's Public Engagement Strategy in late 2016.
- 1.2 One of the recommendations included in the strategy is to pilot a standardized online engagement platform for the City, which will be centrally supported by Public Engagement and available for use by all City departments.
- 1.3 The objective of establishing an online engagement platform is to increase the breadth and depth of public involvement.
- 1.4 This initiative is also connected to the Intelligent City Strategy. Refer to the Public Engagement Strategy:
https://www.newwestcity.ca/database/files/library/CivicEngage_CNW_DraftEngagementStrategy_20161118_final.pdf

2.0 **BUSINESS REQUIREMENTS**

- 2.1 The City of New Westminster is looking for a qualified Service Provider to establish, host and support a community online engagement platform with a wide range of functionality to be used for a variety of projects and purposes across City departments.
- 2.2 Goals and objectives of this initiative include:
- a) to provide increased opportunities for community members to connect and provide input on local government decisions
 - b) to increase the breadth and depth of public involvement in City processes
 - c) to provide convenient, easy and fun ways for the public to contribute input and feedback on City initiatives, plans and issues
 - d) to increase participation rates in City public engagement processes, and increase diversity of those who typically participate (i.e. hear from those who have not traditionally participated)
 - e) to offer a variety of features and ways for community members to participate – i.e. discussion boards, surveys, polling with real-time results, opportunities for collaboration and interaction between users, information sharing – i.e. videos, infographics, feedback loops / reporting back, interactive maps, capabilities for multiple languages, ability to host live events such as virtual focus groups, etc.
- 2.3 The City would like to establish and launch the platform in 2020.
- 2.4 The platform must comply with Provincial privacy and data collection regulations in B.C., such as the Province's FOIPPA and PIPPA legislation. For example, the platform must provide data storage on servers located in Canada.
- 2.5 Proponents should provide a fixed fee that will include platform set-up, staff training and the first year's subscription / platform hosting along with tech support. Proponents should also provide an annual hosting / tech support fee for Year 2 and beyond, indicating how many years the quoted annual subscription price remains valid.

CORPORATION OF THE CITY OF NEW WESTMINSTER

3.0 PROPONENT QUALIFICATIONS

3.1 Proponent shall have experience in providing online engagement platforms to local governments in Canada

- a) Provide examples of existing/current/active local government engagement websites / platforms. Include in your examples platform capabilities for a range of local government project types – E.g. those related to development processes, parks and recreation, social development such as affordable housing and childcare, engineering projects such as utilities, water, waste, etc.

4.0 SCOPE OF WORK

4.1 The primary deliverable is a fully functional online engagement platform for the City of New Westminster, customized with the City's branding / look and feel, and including a range of functionality available depending on the features that best suit the project on which we are gathering public input.

4.2 Proponents will provide the online engagement platform software, customized for the City of New Westminster, as well as staff training on the full functionality of the platform's back end.

4.3 Following initial development, set-up and training, the supplier will provide an ongoing subscription / hosting of the platform, and technical support as required.

5.0 OUT OF SCOPE

5.1 City staff will provide content for the platform – i.e. communications content, survey questions, etc.

5.2 City staff will provide ongoing, day-to-day management of the platform after initial platform set-up and training.

6.0 SUBMISSION REQUIREMENTS

6.1 Proposals should **not exceed** twenty (20) pages in length excluding attached appendices. Proposals should be provided double-sided on 8 ½" white paper, in a font colour of black and not less than 11 point. All proposals must include and clearly identify:

- a) **Cover Page:** Front page of this RFP with the required Proponent information filled out and signed.

- b) **Executive Summary:** (1 page) including a brief history of the firm, overview of overall ability and expertise, and experience and competencies in providing deliverables similar in nature to those identified for this project

- 1) Include size of the firm, location(s), and years of business

- c) **Understanding of assignment and Approach:** A brief outline of the Proponent's understanding of the project and a detailed work program and methodology to successfully achieve the objectives

- 1) Provide links to demo of your platform, as well as active local government sites that are using your platform

- 2) Provide links and / or images of platform back-end to demonstrate staff user interface

CORPORATION OF THE CITY OF NEW WESTMINSTER

- d) **Product Specifications:**
- 1) Provide a description of available features and functionality of your platform
 - 2) Describe the adaptability of your platform to different types of projects – i.e. development projects, parks master planning, policy development, strategic planning, etc.
 - 3) How can your platform increase diversity of our public engagement participants?
 - 4) Describe the user registration process for your platform, and options for how demographic information can be collected.
 - 5) How does your platform go beyond individual response types like online surveys to online deliberation, dialogue and collaboration with other stakeholders / members of the public?
 - 6) How can your platform help the City of New Westminster reach those who do not traditionally participate in public engagement processes / City decision-making?
- e) **Cost:**
- 1) Provide a fixed fee that will include platform set-up, staff training and the first year's subscription / platform hosting along with tech support.
 - 2) Provide an annual hosting / tech support fee for Year 2 and beyond, indicating how many years the quoted annual subscription price remains valid.
- f) **Schedule:**
- 1) Provide a Gantt chart schedule describing your implementation process from contract award
- g) **Project Team/Experience:** The proposed project team complete with brief resumes, describing each person's role in this project and their qualifications and experience to take on successfully the role. Use the following format.
- 1) A summary org chart (illustration) of the key project team members that may be involved in project;
 - 2) Brief bios of the individuals listed, (pictures are not necessary). We request that the bio (2 – 3 paragraphs) only highlight experience and qualifications pertaining to the project, i.e.
 - 6.1.a.g.2.0. Years of experience
 - 6.1.a.g.2.1. How long with current company
 - 6.1.a.g.2.2. Related Projects / Municipal Work
- h) **Value Add:** Describe any other service(s) you are willing to offer to the City of New Westminster beyond the core service described in the scope of work.
- 1) How do these services set your firm and proposed team apart from other organizations with respect to this project?
- i) **Living Wage Declaration:** As per Part 1, section 6.
- j) **References:** Complete the attached table of references below

CORPORATION OF THE CITY OF NEW WESTMINSTER

REFERENCES

Please provide three (3) references for companies in Canada for whom your organization has completed work of a similar magnitude and nature in the past five (5) years. The City of New Westminster may be used as a reference, if work of a similar nature has been provided to the City.

Reference 1	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

Reference 2	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

Reference 3	
Company Name and Address	
Contact Name	
Telephone Number	
Email address	
Brief Description of services provided	

- 1.1** The City reserves the right to contact the references to confirm the nature and performance of the work provided by the Proponent.



Corporation of the City of
NEW WESTMINSTER

NWRFP-20-12

APPENDIX A

DECLARATION – LIVING WAGE EMPLOYER

CORPORATION OF THE CITY OF NEW WESTMINSTER



DECLARATION – LIVING WAGE EMPLOYER

I, _____ as a duly authorized signing officer of

Company: _____

Address: _____

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

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

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

Contract Name: _____

Authorized Signatory:

Dated:
