Website Redevelopment
for **Strathcona Regional District**

As requested by
Rivers Mitchell

Provided by
Upanup

View the Proposal by PDF or Interactively Online

If the SRD would like to adjust the total cost by adding/removing the "additional items for consideration", we recommend using the online interactive proposal link here: Interactive Proposal. Then the SRD can re-PDF directly from that link easily anytime to have an updated version of the SRD's preferences and total cost.

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This proposal has been reviewed and approved by Charlotte O'Reilly, Marketing Director & Signatory, Upanup.
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Proposal Form and Addenda

F. PROPOSAL FORM

RFP-06-24

CLOSING DATE AND TIME
12:00 NOON MONDAY JANUARY 20, 2025

This form must be completed, signed and included with the submission.

The undersigned confirms that its submission is in response to the above noted RFP.

The proponent acknowledges receipt of Addenda # 1 through Addenda # 7.

Proponent: Upanup Studios Inc.

Address: Suite 600, 844 Courtney Street, Victoria BC V8W 1C4

Contact Name: Charlotte O'Reilly

Phone: 250-884-3366 **Fax:** N/A

Email: contact@upanup.com

Completed Price	$ 62,500
Taxes	$ 3,125.00
Total Completed Price	$ 65,625.00

Proponents should ensure that all requirements of the RFP are dealt with in their proposal submission and that all materials and products proposed comply with the specifications therein.

Authorized Signature

Charlotte O'Reilly
Name and Title

January 31, 2025
Date

Addenda

Below Upanup has attached signed versions of the SRD's addenda.

Addendum_1__RFP-06-24-Website_Redesign-signed.pdf

Addendum_2_RFP-06-24-Website-Redesign-signed.pdf

Addendum_3_-RFP-06-24-Website-Redesign-signed.pdf

Addendum_4__RFP-06-24-Website_Redesign-signed.pdf

Addendum_5__RFP-06-24-Website_Redesign-signed.pdf

Addendum_6__RFP-06-24-Website_Redesign-signed.pdf

Addendum_7__RFP-06-24-Website_Redesign-signed.pdf

Methodology and Approach

Approach Overview

Focus on User Experience

- **Easy Staff Editing** - We give you the 'keys' of your website and curate the editing experience so that it's optimized for your staff's permission, workflows, and point-and-click easy editing.
- **User-Focused Design** - The new website will be custom-designed using a user experience lens so that it meets your users' exact needs and the SRD's goals.

Leader in Accessibility

- **Accessible for All** - As a leader in accessibility and user experience, we take a user-focused approach to create solutions that are accessible to all and support to our clients in creating compliant content for their audiences.
- **Highest Standards** - Upanup is currently building sites to WCAG 2.2 level AA guidelines, which complies with (and exceeds) all local requirements.

Mobile Optimized & Scalable

- **Mobile Scalability -** The website will be built to beautifully adapt and scale to many screen sizes, from small smartphones to large desktop displays.
- **Open-Source CMS** - Your project will benefit from the globally-trusted Drupal 10 platform, a free, open-source platform trusted by high-profile organizations worldwide that offers excellent long-term benefits and wide-ranging support. Given it's accessibility-first and API-first principles, it's perfectly suited to expand and adapt with the SRD's needs over time.

User experience

Accessibility

Mobile

Guidance from Experienced Consultants

Upanup's team of experienced website specialists will guide the project every step of the way. Below is the team overview of the project team, from **project management** to **art direction**, **information architects**, and **trainers**.

See the Project Team section of this proposal for more details.

Understanding of Services to Be Performed

Upanup understands the SRD and Strathcona Gardens websites will be combined into one website with a cohesive design and templates offering a seamless, easy, intuitive experience for our community to find information.

Upanup understands that the websites are an important gateway for information and for engagement with the SRD's audiences. Therefore, the new website is a key communications tool and should be user-friendly.

Based on communications with the SRD to date, and the RFP, Upanup understands the SRD's current website is on a proprietary CMS. The SRD is interested in proposals for website design and development services, including the creation, deployment, and ongoing maintenance of a new website. The SRD is seeking to adopt industry best practices and accessibility standards to provide an accessible, user-friendly virtual front desk with improved website performance and availability.

Upanup understands that the website is the shared responsibility of SRD's Communications, Strathcona Gardens Recreation Marketing, and Information Technology teams. The successful proponent will work directly with this small project team.

Upanup understands the following are some of the issues identified with the current websites (SRD and Strathcona Gardens):

- Both the SRD corporate website and the Strathcona Gardens sites were developed separately and do not have cohesive branding
- The current core software plug-in is outdated and requires replacement.
- Not all pages or aspects of the site are mobile-compatible
- Search functionality needs to be improved
- Home page design does not prioritize what users are looking for
- CMS templates designed are too rigid to make the desired content and design edits needed
- Site features are not up to current accessibility standards
- Formatting is rigid and creates challenges, editing images and other assets is cumbersome
- The migration of content and duplication of files are manual

Key Objectives

Upanup understands the below project objectives as identified in the RFP.

- Improve user experience: Update and improve the design, layout, and navigation to better serve residents, businesses, and visitors within the region.
- Increase accessibility: Address current accessibility issues making SRD's website compliant with Web Content Accessibility Guidelines (WCAG) 2.1 AA compliance.
- Improve backend functionality: Make it easier for website administrators to update content effectively, prevent duplication of old files, and efficiently design pages with flexibility.
- Enhance subscription communications: Develop regional-wide and specific geographical area information updates (such as news, notices, and events) that can be easily emailed to subscribers.
- Update content and information: Review and update content to ensure the latest news, events, regulations, and services are accurately reflected.

- Improve information architecture: Update the website's structure and information architecture to make it easier for users to locate relevant content based on topic, location, or task. This will be done by reorganization and categorization of information in a consistent, logical, and intuitive way to support the improved user experience.
- Enhance search functionality: Improve the internal and external search functionality of the website to deliver more accurate and relevant search results. This includes following best practices for search engine optimization (SEO), plus enabling internal advanced search capabilities such as filters, autosuggestions, and AI technology to help users find information quickly and efficiently.
- Optimize mobile responsiveness: Design and develop a mobile-responsive website that provides an optimal user experience across various devices, including smartphones and tablets, so users can access information and services seamlessly and quickly on any device.
- Promote SRD transparency: Include sections for news, announcements, policies, and initiatives, to ensure citizens stay informed about SRD's activities.
- Strengthen security and privacy: Implement robust security measures to protect users' personal information and ensure the confidentiality and integrity of SRD data, by adhering to industry best practices and relevant privacy regulations to build trust among users and demonstrate SRD's commitment to data protection.
- Enhance online services through new technology integration: Use website integration features like fillable forms, interactive maps, surveys, documents submissions and the option of chatbots to improve communication, streamline service delivery, and enable online payments. The website structure should be ready for new emerging technology.
- Optimize multimedia: The website should support video uploads, enable easy resizing and placement of images within content, and ensure that all content automatically adjusts for responsiveness.
- Improve analytics: The development process should include an analytic tool for downloading visitor statistics like sessions, users, page views, bounce rate, location, and referrals over different time periods.
- Ensure website is fast and responsive: Site content should be optimized for quick loading times, providing users with a seamless, lag-free experience.

Capability to Fulfil Responsibilities

Below Upanup has listed and addressed each of the required functionalities identified in the RFP section "Website Desired Functionality".

Requirements	Addressed?	Upanup’s Response
Accessibility		
Compliance with WCAG 2.1 Level AA.	Yes	Upanup confirms the website will be designed and implemented to comply with WCAG 2.2 Level AA, exceeding the requirements of this RFP and providing a strong foundation for the SRD to maintain accessibility going forward. The website will include a built-in accessibility checker tool to scan website content and flag any accessibility issues, including recommended fixes.
Ability to resize text on website pages.	Yes	All Upanup's websites are designed to comply with accessibility standards including the ability to change the point size of text using the native capabilities of their browsers. Therefore, your website users will be able to leverage browser-based zoom functionality to resize text (for example, Chrome and Firefox offer a percentage range from 25-30% to 500% for zooming in and out). The website design will fluidly scale to fit

		(including font size and page layout) when the users zoom in and out. Furthermore, if the SRD would like a text size tool, this is an option; Upanup's designers will provide more details about examples and pros/cons within the project. **Live examples:** See Clearview.ca's accessibility widget, or PortCoquitlam's A+/A- text resizing.
Language translation options.	Yes	Upanup will connect the website with the Gtranslate tool for automatic translation of website content. **Live examples:** See Colwood.ca or PortCoquitlam.
Bids and tenders		
Ability to post new bidding opportunities with supporting documents.	Yes	Within scope, Upanup will create a Bis and Tenders content type including fields for uploading supporting documents. We can also link away to the SRD's preferred bids and tenders platform if desired. **Live examples:** See Oliver's Bids & Tenders page, Coldstream's Bid Opportunities page, or the Regional District of Fraser-Fort George's Bids & Tenders page.
Bylaw Directory/Database		
The SRD is currently uploading bylaws to its website, totaling approximately 1,000 bylaws. a database has been created. A database has been created. Search functionality and categorization of these bylaws must be maintained.	Yes	Upanup will create a Bylaws content type on the new website. Bylaws will be searchable and filterable. **Live examples:** See the Regional District of North Okanagan's bylaws page.
Branding		
Aligned to SRD visual identity guidelines, with a cleaner and more modern appearance.	Yes	Upanup will provide two custom design options that incorporate the SRD's branding, including logos, colours, and font, with a modern, clean, and accessible design. The SRD's chosen option will be refined with up to two rounds of feedback and revisions from the SRD.
Proponent's branding or logo will not be displayed on the revised website.	Yes	Upanup confirms our company branding/logo will not be displayed on the new website.
Contacts Directory - Department and Board of Directors		

Department directory with generic email and phone number for each department.	Yes	The new website will include a department directory content type, including fields for email and phone numbers for each department. **Live example:** See Regional District of North Okanagan's Department Directory.
Board of Directors directory with photos, email, and phone numbers.	Yes	The new website will include a Board of Directors directory content type including fields for photos, emails, and phone numbers. **Live example:** See Squamish-Lillooet Regional District's Board of Directors.
Forms to submit a website question, issue/feedback, or accessibility concern.	Yes	The following webforms will be provided on the new site. • Contact Us • Bylaw Complaint • Job Application • Request a Service • Report an Issue **Live example:** See the Squamish-Lillooet Regional Disctrict's website feedback form.
## Content Management Software (CMS)		
Developed using open source CMS, proposal to identify and provide rationale for the selected CMS and its benefits.	Yes	Upanup will develop the new website on the Drupal CMS, which is an open-source CMS. One of Drupal's biggest strengths is in its scalability and extensibility. As an application, the CMS serves the simple and the complex, without performance hits. As a framework, it is a streamlined modular system where focused configurations reduce unnecessary components and prevent bloat while providing for advanced functionality. Our custom Drupal solution will also give you the freedom and flexibility to incorporate new features, functionality and services at a future date without requiring a complete site overhaul. The strong foundation we establish for your new site will provide full support for extensions and integrations as your needs evolve—without any disruption to your users. Design Customization: The design of your new website will be maintained through Drupal's robust theming system where site templates govern layout and style formats. This theming system allows our team to develop a completely customized interface using HTML5, CSS3 and JavaScript to efficiently execute a sophisticated, yet simple, user interface with impressive front-

		end functionality. It is also a safe updating environment, so your web editors can be sure page layouts will not break with content updates. Site Ownership: After your new site goes live, you will have complete ownership. Drupal is a free, open-source content management framework that offers excellent long-term benefits and wide-ranging support. Since we use this platform for the foundation of our websites, there are no associated license fees. Our team works hard to ensure our service and solutions are top-notch so that we keep our clients based on merit, not based on ownership or licensing. Drupal is excessively diligent about security. Its capabilities are immense, and its security is as good or better than any other open-source or proprietary system. Here's why: • Over 30,000 contributed projects are scrutinized for any potential issues • Quick security updates from Drupal's dedicated security team for any potential security risks • No incentive to hide security vulnerabilities—or even possible vulnerabilities—as can be the case with proprietary CMS platforms • Core updates are released on an ongoing basis in response to any possible vulnerability that is detected by or reported to the security team Upanup's expert team of developers are extremely proficient with Drupal and have been working with the platform collectively for over 20 years. They are familiar with both D7 and D8 versions of the platform and are continuously expanding their knowledge and exploring new trends of the CMS. They have extensive experience customizing and working with the right Drupal modules to achieve site-specific functionality and can leverage the strengths of Drupal in a variety of ways to create and implement solutions that best service client needs and provide the best experience for users.
Must use fully responsive design and adjust smoothly to various screen sizes and mobile platforms.	Yes	Upanup will design and implement the new website with Responsive Web Design (RWD) principles, ensuring the site will seamlessly scale to fit any screen size and provide a consistent user experience regardless of device.
Ability to schedule future content postings.	Yes	Within Drupal, staff can schedule content types (e.g., alerts, news) to be automatically published or unpublished by setting specific publish and expiry dates.

		Staff will also have the ability of setting recurring items (e.g., events that happen every Sunday).
Include full-width elements (wall-to-wall, 100% browser width within any part of the website).	Yes	Staff can add image banners to any page, which will have three different image size options (full-width, sidebar, content, or feature cards).
Theme or Page. builder with configurable grid layout and a wide array of drag-and-drop elements (image, video, text, accordion, etc.) per page.	Yes	With the "Content Rows" feature, staff will be able to easily build pages with various elements like embedded images or videos, accordions, or tiles, stacked in whatever order you like—like building a sandwich, where you get to decide the layers and order you want). We would be happy to demonstrate this in a presentation if desired.
More design options for elements (font sizes, colours, underline, drop-down, and creation of buttons). Rich text editor should apply to all elements across the website.	Yes	On a per-page basis, staff will have access to 'what-you-see-is-what-you-get' (WYSIWYG) content editing interface that functions in a similar manner to Microsoft Word, including options for font styles (e.g. headings, body text) and formatting (e.g. underline, bold, italicize). Regarding buttons, Upanup will design and develop button styles that meet your visions and complement the City's brand identity. These can also be added to any page. With the "Content Rows" feature, staff will be able to easily build and edit pages with various elements like embedded images or videos, accordions, or tiles, stacked in whatever order you like—like building a sandwich, where you get to decide the layers and order you want). We would be happy to demonstrate this in a presentation if desired.
Compatible with all common browsers, including Chrome, Firefox, Explorer, Edge, and Safari.	Yes	Your website will be compatible with Chrome, Safari, Firefox, Opera, Microsoft Edge, Samsung Internet. Please also note that Internet Explorer (IE) has been retired as of June 2022. Therefore, IE is no longer supported, and we will not be testing or committing to having Drupal's CMS support the latest IE Browser. Drupal is browser-agnostic and works on all recent versions of modern browsers (up to the two latest versions), so the SRD can be confident that all features and functionality will work for users regardless of their browser or device.
Easily identify broken links.	Yes	Within Drupal back end, staff can use search functionality and filters to search for internal pages and any external links that are included in your content. As part of the optional post-launch support services, we will check the site every two months for broken links.

		If desired, we can also install a Link Checker module into the back end of the CMS to assist with providing periodic broken link reports to the SRD as desired.
Documents/Media Library		
A library for SRD documents, including bylaws, that can also be used to house documents available elsewhere on the website.	Yes	The new website will include a media library where staff can upload assets, including documents (e.g. bylaws), images, etc. Assets are searchable and filterable.
Hierarchy of parent documents and sub-documents.	Yes	For this, we recommend categorizing documents instead of a parent-child relationship, since it will allow for more flexibility and scalability in the future.
Library search function should work site-wide and also have a specialized option for particular sections or features and for published and unpublished documents.	Yes	The media library is node-based, meaning if an asset is updated in one location, all other instances of that asset will also be updated. Assets can be filtered by unpublished or published.
Categories (fully editable), viewable by category.	Yes	The media library includes categories and tags. Assets can be sorted and viewed by category/tag, such as file type, date, etc.
Easy to add new documents.	Yes	Staff can upload new documents and other assets easily, with a drag-and-drop media upload tool or by choosing the location of the file to upload. Assets can be uploaded to the media library or within the content editor (which will automatically save it to the media library).
Secure upload and download capability.	Yes	Drupal's application configurations prevent executable file uploads and other malicious script runs, while its flexibility and commitment to security ensures it is able to function alongside a host of system software including standard antivirus software. There are no scanning exclusions required. From addendum 5, Upanup understands "The SRD may publish drafts privately for staff review and approval through password protected access before making them publicly available. We would like to include the enhancement of having password-protected files or requiring user login to access certain content." To fulfil this requirement, Upanup has included a password-protected section for the new website in the proposed scope of work.

Ability to replace media and document files.	Yes	Media and document files can be replace or removed by staff with appropriate permissions. Because the media library is node-based, if an asset is updated somewhere on the site, all other locations where that asset is in use will also be updated.
Create short-links to documents in media library.	Yes	Staff will be able to create a custom URL that is short, SEO-friendly and memorable to users. Your team of website editors (depending on permissions you choose) will be able to create URL redirects to the appropriate pages as needed. To track vanity and redirect URLs for a published page, we configure an area of a page's content editing screen that will list URL redirects, including any short vanity URLs. This allows for editors to easily track which pages have what vanity URLs and manage them directly in the system.
Event Calendar		
For all SRD or partner events - meetings, public hearings, consultations and more.	Yes	The new website will include an event calendar content type. In Phase 1, Upanup will discuss with the SRD how you would like your events content type to be configured (e.g., any specific required fields you would like to include). We will then build out the events content type that will include the fields and features that you desire. **Live example:** See the Regional District of North Okanagan's events calendar.
Viewable in a monthly grid or a list version, by category or location.	Yes	The event calendar can display as a monthly grid or list (toggleable), and will include filters and categories as discussed with the SRD in Phase 1 - Planning. **Live example:** See the District of Lake Country's events calendar that can be filtered by type or category.
Each event with a "detail" page with easily editable content.	Yes	Each event will have its own node (i.e. "detail" page) for users to click and see full details. Staff will be able to add an event with categories and tags, as well as the ability to edit and remove events. **Live example:** See the District of Lake Country's events detailed view page.
Ability to add photo galleries, embedded videos, other rich	Yes	If desired, the events content type can include fields for photos and/or videos. Generally

content to the detail page.		speaking, events content types that we build for municipalities can include start date, end date, location, custom fields, thumbnail image, publication date, sort order, filters, mapping, and event sharing (add to calendar, download). **Live example:** See the District of Lake Country's events detailed view page.
Can be used throughout the website.	Yes	The events content type can be displayed throughout the site. For example, we can include a view of the events calendar on the homepage.
Process for publishing events should be streamlined for staff.	Yes	Staff will be able to add events using the Events content type, which will include pre-defined fields (both required and optional) for an intuitive, streamlined process. **Live example:** See LakeCountry.BC.ca.
Integration with social media (Facebook, Instagram, X) events for social promotion.	Yes	Social media can be featured on your website pages in several ways, such as links (e.g., from logos), social media feeds, share buttons, or dissemination directly from content types (e.g., create a news item, and tap a checkbox to post to Facebook).
Ability to export calendar events to iOS, Google, and Android common calendar applications such as MS Outlook or Google Gmail.	Yes	Users will have the ability to download/export selected calendar events into iCal, Outlook, etc. **Live example:** See the City of Prince George's Civic Centre website events (which include an Add to Calendar button).
Ability to add different types/categories of entries to the calendar (schedule changes, holiday hours, closures, etc.).	Yes	Staff will have the ability to add categories for events, and users can filter events by these categories. During Phase 1 - Planning, we will discuss the SRD's requirements for event categories and tags to allow the development team to plan and implement these during site development. **Live example:** See the District of Lake Country's events calendar that can be filtered by type or category.
## Feedback		
Featured on each page for continuous feedback and ongoing measurement.	Yes	Gathering feedback from your website's users will be critical for future planning and edits. Therefore, we will build these tools into your website—be it simple links to social media or more complex on-page feedback tools like forms. **Live example**: For a great example of this engagement focus, see the "Was this page helpful?" feature at the bottom of the City of Pitt

		Meadows' webpages—a proactive idea from Upanup's strategy team. See the bottom of the City of Pitt Meadows' webpages.
Form/Survey Builder		
Staff requires the ability to build and publish a variety of forms/surveys on the website.	Yes	The powerful built-in Drupal webform module will allow staff to build unlimited customizable forms that meet best practices, security, and privacy requirements. A wide variety of field formats are readily available (e.g., file uploads to attach images and documents, text, date, numeric, single select, multi-select, Boolean, email, phone number, radio buttons, checkboxes, etc.).
Proponents should recommend a suitable plugin or third-party tool.	Yes	The Drupal webform module comes built-in to Upanup's Drupal CMS, and addressed the SRD's webform requirements outlined in this RFP. If additional requirements come up that require a third-party tool, Upanup can provide a separate quote or revised proposal with recommendations.
Unlimited customizable forms, track and export results, including the ability for the user to attach images, videos and documents.	Yes	Staff can build unlimited custom forms with a wide variety of field options. Staff can export form data in standard formats (e.g. CSV, HTML Table, JSON documents, YAML documents). Forms can include a field for file upload (e.g. for users to attach and submit images. documents).
Home page		
Comprised of configurable widget-builder elements.	Yes	The homepage will include various configurable views and blocks (i.e. "widget-builder elements") according to the SRD's needs. • Views: Drupal's Views module allows users to create custom content displays that can be reused throughout the site. Views can be configured to display any type of content or data and can be reused across multiple pages and sections of the site. • Blocks: Drupal's Block system allows users to create and manage reusable site elements that can be placed in various regions of a page layout. Blocks can be used to display anything from menus and navigation links to custom content displays and calls to action.
Calendar of events (in grid or list format) that is searchable, filterable, and sortable.	Yes	The homepage will include a view of the Events calendar that is searchable, filterable, and sortable according to the categories and tags of the Events content type.

		Note that typically Upanup's clients prefer a homepage view of events that show upcoming events, and sometimes a featured event. Regardless, having additional customization options on the homepage for the events view (such as searches and filters) is possible and will be discussed in the planning and design phases at the beginning of the project.
News section with latest stories. Create custom post types to improve content organization if necessary.	Yes	The homepage will include a view of the News content type, automatically displaying the latest News updates. The News content type can include different subtypes (e.g. News, Press Releases, etc.). **Live example**: See the Regional District of Okanagan's homepage for the latest region updates organized into three categories: news, water notices, and public notices.
Public notices section for updates on closures, legislative notices, bids and tenders, and any other non-emergency notifications.	Yes	The News content type can include a subtype for notices (i.e. non-emergency notifications). **Live example**: See the Regional District of Okanagan's news & notices page for the filterable list of news by type (e.g. 'media releases' could be 'legislative notices' instead).
Ability to use specialized content areas "I Want To".	Yes	The homepage design will include featured content areas, such as quicklinks to prominently display important and commonly accessed information and resources. The featured content can be edited by staff. **Live example**: See the Town of Lincoln which has an "I Want to" menu on their homepage.
Ability to easily edit all home-page elements.	Yes	Authorized users (e.g., administrators) would have control over the websites and be able to review and customize all parts, elements. However, please note that while various important configurations can be done via the administrative user interface (e.g., add new modules / content types, manage people, add new workflows, etc.), there are elements that would require appropriately trained and knowledgeable developers to access the git code repository (e.g., to update templates and other codebase files). If this is the case, we would recommend that the organization should own the code repository location and grant Upanup developers access for the initial build. We can discuss this at the project outset. Regarding editing text, authorized staff (e.g. administrators) will be able to edit site navigation

		(i.e., sitemap and menu links), as well as text included in the footer. Regarding editing the look-and-feel of individual elements of the templates, Upanup can provide support as part of our website support services or as a standalone project depending on the exact requirement. It is also possible for authorized staff (e.g., system administrator) to edit those; however, please note that depending on the level of customization required, editing individual elements of a website template might require some technical knowledge, such as HTML, CSS, and possibly some PHP.
Ability to use automatically advancing or visitor-controlled pause, stop, or hide capability for rotating banners, photos, and slideshows.	Yes	In Phase 1, Upanup will discuss the SRD's vision and requirements for the homepage banner (e.g. video/photo banner with autoplay). If the SRD desires a homepage banner that automatically advances, Upanup will include a pause button to ensure accessibility compliance. **Live example**: See the Township of Tiny's homepage banner which rotates after 5 seconds, with the ability to pause or advance to the other banners.
Ability to spotlight content/pages on the homepage.	Yes	This can be provided in various ways, including views (e.g. Events, News) and quicklinks on the homepage. The custom design will include a homepage with various content spotlight areas.
## HTML and JavaScript (JQuery) snippets		
Ability to embed on any page or website template directly from the chosen open-source interface.	Yes	HTML and JavaScript (JQuery) snippets on any page or website template: directly from the chosen open-source interface.
## Inside pages		
Clear and easy navigation.	Yes	With the new user-focused and service-oriented sitemap, along with other navigation elements (e.g. search bar, quicklinks), your public users will be able to find content more efficiently. Side navigation will be present on all inside pages to provide users with easy, accessible, and quick access to various website sections/pages.
Related Links and Contact Information — widget-builder element.	Yes	You will have the ability to add a Related Links section (content row) to any page that automatically populates based on page tags,. Regarding Contact Information, this is often displayed in the sidebar navigation. We will

		discuss the SRD's needs for displaying Contact Information and reflect the decisions in the custom design. **Live example**: See the Regional District of Okanagan's 'related links' below the section menu.
Variety of element templates for common pages with widget areas, feature boxes, easily editable content, and content areas.	Yes	Upanup will design layouts of webpages and content types. These layouts provide not only consistency across the website design, but also flexibility with 'content rows' on inside pages. Staff will be able to easily build pages with pre-styled 'content rows' (e.g., body text, embedded video, accordions, tiles, image galleries) stacked in whatever order you like. Page layouts will not break, and the look-and-feel stays consistent while giving you flexibility in how page content appears.
Large selection of elements that can be dropped in.	Yes	With the content rows feature, the new site will offer a wide variety of elements that can be added to any page, including images, tiles/cards, buttons, accordions, emphasis blocks, etc.
Printer-friendly page functionality to enable web pages to be printed.	Yes	The site will incorporate print-friendly content. A dedicated CSS stylesheet will be implemented to format print layouts of pages. Depending on the approved design, and if desired, a Print button can be included in the page design. **Live example**: See the District of West Vancouver's website, where a print button is incorporated in the top right corner of each page.
Pre-schedule functionality for page publishing and expiring.	Yes	Within the Drupal back end, staff can schedule content types like news, alerts to be automatically published or unpublished by setting specific publish and expiry dates.
Integration		
Integrate existing applications/programs and other Iframes or similar web/HTML elements • Perfect Mind Registration Software • Facility bookings page • E-subscription - Campaign Monitor E-Newsletter • Contact Forms & Surveys - Gravity Forms • Mapping – ArcGIS Online • Agendas/Minutes Software – currently custom design,	Yes	Within the current scope, Upanup will provide iframe/embed/linkaway connection with the SRD's existing applications. Regarding PerfectMind, if the SRD would like a custom (API) integration, this is available at additional cost.

moving to agenda.net (cloud solution) in near future • PSD CityWide – Planning/Building Software • Alertable – emergency notification (iFrame) • Google Maps • Third-party widgets		
I Want To		
Collapsible section provides additional “real estate” in main navigation bar for frequently accessed functions or content.	Yes	Upanup will discuss the desired menu design with the SRD in Phase 1. Generally, instead of an "I Want To" menu section, Upanup recommends using quicklinks on the homepage to feature key content. **Live example**: See the Town of Smithers' "popular links" section for I want to… news & notices, contact us, etc.
Job postings		
Ability for staff to easily post job applications with supporting job descriptions and other materials.	Yes	The new site will include a Job Postings content type, including fields for file uploads. **Live example**: See the Town of Lincoln's Careers & Volunteering page with easy Online Application Form.
Option for applicants to apply online, including providing supporting documents (resume and cover letter).	Yes	The new website will include a Job Application webform, with fields for applicants to upload supporting documentation (resume and cover letter). **Live example**: See the Town of Lincoln's Online Application Form with fields for uploading cover letter and/or resume.
Levels of access		
The website should support multiple levels of customizable roles and access, including, but not limited to: • Administrators – ability to perform all website administration functions – add/edit/delete content, assets, users, plugins • Editors – ability to add/edit/delete content and assets on designated pages, with all changes	Yes	One of Drupal’s biggest strengths is its ability to customize granular user permissions. Upanup will guide this process with specific recommendations based on the organization’s internal workflow. Many municipalities opt for three tiers of permissions: (1) editors who can only draft webpage updates—the publishers/administrators are notified to review and approve for publishing; (2) publishers who can create, edit, and publish/unpublish content; and, (3) administrators who can add users and make more advanced changes (e.g., we

submitted to an administrator for approval to publish		recommend only certain staff have access to edit the main menu).
SRD staff will have the autonomy to make changes to the site without the need for vendor support, but the vendor will also be available to make changes if requested.	Yes	Authorized users (e.g., administrators) would have control over the websites and be able to review and customize all parts, elements. However, please note that while various important configurations can be done via the administrative user interface (e.g., add new modules / content types, manage people, add new workflows, etc.), there are elements that would require appropriately trained and knowledgeable developers to access the git code repository (e.g., to update templates and other codebase files). If this is the case, we would recommend that the organization should own the code repository location and grant Upanup developers access for the initial build. We can discuss this at the project outset. Upanup will also be available to make changes, either as part of the ongoing support and maintenance services or as separate projects.
Navigation Structure		
Main top-level navigation	Yes	During the project, Upanup will create a new recommended sitemap for the SRD's approval., including top-level navigation This will be implemented during development.
Ability to hover or click on top navigation items and the next menu appears - sub-menus.	Yes	The menu will include sub-menus that can be accessed by hovering or clicking on top-level navigation items.
Quick links for frequently-accessed pages/functions – widget-builder element, not hard coded.	Yes	The new site will include quicklinks which can be adjusted by staff.
Preferred automatically generated quick links based on popularity and site analytics.	Yes	Upanup can set up a Quick Links section that could automatically update most frequently accessed pages; however, we typically do not recommend this approach due to the following reasons: • The most accessed pages are not necessarily the most read pages—as in some cases, the most accessed pages might involve bots and not by humans. • Users would expect a consistent navigation and consistent user experience every time they browse through a website. Constantly changing navigation might break the consistency/predictability of the website navigation, and thus is not recommended based on accessibility standards.

		Upanup recommends including a quicklinks section on the homepage with clickable buttons/icons that link to commonly used pages (e.g., manually adjusted based on statistics from Google Analytics) to help reduce the amount of time users are looking for content. **Live example**: See the City of Delta's homepage, with a Popular Links section for three different user groups including Residents, Business, Visitors (each user group would have different clickable icons for different links, creating a personalized experience).
"Mega-footer" at bottom of page (address, home, contact, First Nations territorial acknowledgement, Privacy Policy & Terms of Use, social media links). Footer should also be configurable through CMS admin interface and not hardcoded.	Yes	The custom design can include a mega-footer (with address, home, contact, First Nations territorial acknowledgement, Privacy Policy & Terms of Use, and social media links). Upanup will discuss the SRD's vision and requirements for this and other aspects of the site design in Phase 1 of the project. **Live example**: See the Town of Lincoln's footer with custom map, contact info, etc.
No content areas should be hard-coded.	Partial	Certain areas, such as the header, will be hard-coded. The website will be built with flexibility and scalability so future desired features and functionality can be added/updated when desired—either by the SRD's developers/system administrators with adequate website development knowledge, or by Upanup or other vendors specializing in Drupal if desired (i.e., no company lock-in). Please also note that while various important configurations can be done via the administrative user interface (e.g., add new modules / content types, manage people, add new workflows, etc.), there are elements that would require appropriately trained and knowledgable developers to access the git code repository (e.g., to update templates and other codebase files). At the same time, the SRD staff will also have the autonomy to manage content effectively, including adding/editing/archiving/ removing content as needed.
## News/Notices		
Enhanced section to collect and display news releases and public notices from the SRD.	Yes	The new site will include a News content type. **Live example**: See the Regional District of Okanagan's news & notices page for the filterable list of news by type (e.g. 'media releases' could be 'legislative notices' instead).

Archive items according to year.	Yes	Upanup can set up automatic archiving of older content, such as news items after a specified amount of time. These archived items can still be accessed and viewed (Upanup typically recommends this approach as opposed to deleting content permanently).
Displays most recent news/notices on home page	Yes	The homepage will include a News view, which will automatically display the latest published News content (e.g. news releases and public notices). **Live example**: See the Regional District of Okanagan's home page for the list of news by type.
Categorized by electoral area or regional wide, can be posted dynamically to relevant pages based on category.	Yes	Staff will be able to manage tagged content types (e.g., News) so that the content can be automatically populated elsewhere on the website. Upanup will discuss options with the SRD and provide recommendations for tagged content types. **Live example**: Upanup helped the Regional District of North Okanagan to develop a "Your Neighborhood" section that utilizes tagged content types to populate internal pages (e.g., the Parks & Facilities, and News accordions draw from content types that are tagged based on the neighbourhood that they're related to).
## Newsletter Subscription		
Centralized newsletter email subscription service allowing users to opt in or out of various lists based on their interests, geographic areas and preferences.	Yes	Upanup will integrate the website with our recommended email subscription service, Cyberimpact, including 3 HTML email templates for 3 basic content types (Alerts, News, Events). ***Please note**: Cyberimpact integration will require a paid "Plus" account ($36.75 CDN /month—to be paid by the client on an ongoing basis) to get access to the API for email notification triggering within Drupal. Note: The email notification will be created to work on the most recent email clients. Old email clients are not supported, including Outlook 2019 or earlier (Desktop and Mobile) and Apple Mail 2019 or earlier. Similar to using an outdated web browser, users who use old email clients may experience display anomalies. **Live example**: See the Regional District of Okanagan's subscribe page for the list of newsletters/updates the citizens can sign for on the website.

Allows visitors to sign up for email notifications of specific website content	Yes	Users will be able to sign up for email notifications to specific content types (e.g. News, Events, Alerts).
Integration with third-party programs for e-newsletters, including reporting features.	Yes	Upanup has recommended and included in scope integration with Cyberimpact, a third-party program.
Notifications/Alerts		
Alerts bar to be used for emergencies. • When active, appears at the top of website (every webpage) • Ability to change background colour and have multiple alert bars appear • Ability to link the alert bar to a specific page on the website or external URL.	Yes	The new site will include an Alerts content type. • Alerts will display as a banner at the top of each page when activated. • Multiple, concurrent alerts can be added. Upanup will include multiple options for background colours. • Alerts can link to a specific page on the website or an external URL.
Notifications to be used for non-emergencies or general announcements. • When active, pops up on specific pages of choice • Ability to customize text and background colour of alert • Ability to link the alert to a specific page on the website or external URL	Yes	Regarding page-specific notifications, Upanup recommends using the Notices or Emphasis content row. • Can be added to any page. • Includes pre-defined text and background styles, ensuring the notification is distinct from other page content. • Text can be edited as needed including linking to other website pages, or other external URLs.
Ongoing Services and Support		
Technical support services - emergency and non-emergency availability.	Yes	Upanup offers technical support services in a variety of packages. Please see the Scope of Work section for our recommended package, and to see other options. Support services include 24/7 emergency support and non-emergency availability.
Ongoing support and maintenance will be required, at minimum aligned with business hours during Pacific Standard Time.	Yes	Support and maintenance services include availability aligned with, and exceeding, Pacific Standard Time business hours (from 5:00 am to 5:00 pm PST).
Automated software updates and security patches.	Yes	Drupal's Update Manager monitors and alerts for security updates to cores and modules. We implement open release, with prioritization based

		on Drupal security team recommendations. The Drupal security team has chosen every Wednesday to deploy any corrections, updates, or core patches, if any, to give other site maintainers time to apply the updates to their site within the same week. When a notification has been received, Upanup will test the security patch in a stage environment prior to implementing live. Typically, we end up implementing Drupal security updates six to eight times per year. We don't want to wait to implement any critical updates, so this is not completed on a regular schedule, but as-and-when required based on Drupal security advisories. This also applies to any contributed modules.
Complex password requirements and self-service password reset for CMS accounts.	Yes	User authentication will be a secure process. Only correctly authenticated users will gain access to website management tools. User account policies will include the enforcement of password policies such as; minimum character length, capital letter, character & number use. Users with existing accounts will be able to reset their passwords (i.e. through email).
## Photo/Video Gallery		
Ability to allow editors to easily add one or more photo gallery elements, graphics or icons to the website, and gives visitors a smooth viewing experience.	Yes	Staff will be able to easily add photos and photo galleries into any page using the appropriate content row.
Plugin for media gallery to reduce file sizes for web and optimize storage space.	Yes	The new site will include a built-in Media Library. Regarding file sizes, size limits can be set. There is technically no hard limit, but best practices are such that a limit should be placed to prevent abuse that could jeopardize site stability. Upanup can accommodate this limit based on the City's needs. For efficiency, during Phase 3 - Development, we will help the SRD define lists of file types/size to be uploaded for fields based on your requirements.
Photo editing tools, including the automatic resizing of photos.	Yes	There are two main places where images can be added to the CMS: (1) into pre-defined fields (e.g., a page banner) or (2) within the WYSIWYG. (1) The back-end system will automatically size images that have a size constraint (for example, a normal page banner—which will have three different image size options such as full-width, sidebar, content, or feature cards).

		(2) When adding images to the WYSIWYG, there is a simple process for sizing photos with a click of button. This is very basic in options (small, medium, and large) and we use best practices and design consideration for setting up those size parameters.
File formats such as .jpg, .png, .gif and other standard multimedia file formats are supported.	Yes	Drupal supports multimedia formats, including .jpg, .png, .gif, and other standard formats.
Video content should be integrated into the site through YouTube and should have live video streaming ability.	Yes	Content authors will have the ability to embed responsive videos from YouTube or Vimeo.
## Search		
Powerful site-wide search function.	Yes	A sophisticated, easy-to-use Drupal search functionality will be incorporated into the website to help users navigate efficiently and easily pull up files and information across the website. Search results can display for pages and documents (e.g., PDF files) separately. Standard search features include hierarchical & keyword-based search, full website indexing including dynamic pages, PDF indexing, and various search filters.
Dedicated search for key areas of the site.	Yes	Certain content types (e.g. News, Events) have a dedicated search functionality (aka exposed filtering) built-in. Upanup will discuss which other key areas of the site need dedicated searches, and these can be added to content types as needed.
Full text search and auto-complete functionality	Yes, if the SRD has the appropriate hosting setup; *see the Hosting Options section of this proposal for more details*	Search includes full site indexing and "as-you-type" suggestion functionality. **Live example**: See the City of Pitt Meadows' search (e.g. type "byl" to see a "bylaw" option appear).
PDF content to be included in search results.	Yes, if the SRD has the appropriate hosting setup; *see the Hosting Options section of this proposal for more details*	Search includes PDF indexing. **Live example**: See the City of Pitt Meadows' search results page for the website pages vs files toggle.
Ensure appropriate SEO function included with mechanism to properly function as site grows.	Yes	During the implementation of the new website, Upanup's strategists and developers will consider on-page SEO—utilizing content and website best practices to improve rankings for priority keywords. For example, using a one-to-

		one ratio for keyword-to-webpage focus; using white hat techniques; avoiding keyword stuffing; and ensuring your highest priority keywords get the most attention. We will advise on back-end tools such as meta descriptions, code adjustments, and specific page structure as well as front-end content such as images alt tags, videos transcripts, and title/body guidelines. Authorized users (depending on permissions) will have access to the meta tags settings on a per-page basis, including basic tags (e.g., page title, summary, keyword) to advanced tags (e.g., geographical region, content language code, Open Graph, etc.). As default, critical SEO elements such as page title and description are automatically generated based on content in the page, but they can also be overridden if desired. Additional fields like abstract and keywords can also be edited as desired.
Predictive search feature that corrects spelling, includes variations of terms (stemming), and uses synonyms.	Yes, if the SRD has the appropriate hosting setup; *see the Hosting Options section of this proposal for more details*	Upanup understands the SRD plans to host the new website with your current third-party hosting provider. However, if SRD instead opts for Upanup's managed hosting services (**highly recommended**), this added search functionality is included.
Advanced search options such as keyword matching, file type, date range, geographic filtering, and subject filters.	Yes, if the SRD has the appropriate hosting setup; *see the Hosting Options section of this proposal for more details*	Search functionality includes keyword search and various filters, including file type/date range. Regarding geographic filtering, this will be provided using the "Your Neighbourhood" content type (i.e. content tagged by a certain area will appear on that area's page).
Results prioritize pages first and then documents from the website, not from the Internet.	Yes, if the SRD has the appropriate hosting setup; *see the Hosting Options section of this proposal for more details*	Upanup will discuss/confirm the SRD's desired search priorities, which will be implemented within development. Website pages, followed by documents, will be prioritized. Search will not show results from outside the website.
Searching content of pdfs.	Yes, if the SRD has the appropriate hosting setup; *see the Hosting Options section of this proposal for more details*	With the built-in Drupal search, and by implementing Apache's Tika library, the search function will be capable of searching not only through titles but also through the content within PDFs, Microsoft Word, Excel, and PowerPoint documents, in addition to standard text-based database fields. Upanup can set filters to get results from either content types or files.(Apache

		Tika's supported format: https://tika.apache.org/0.5/formats.html)
Ability to remove pages or documents from being crawled by the search engine.	Yes	On a per-page basis, there will be an option/checkbox to prevent a specific web page from being indexed.
Integration of AI search.	Yes, if the SRD has the appropriate hosting setup; *see the Hosting Options section of this proposal for more details*	If Upanup is hosting the website, while AI search is possible, it comes with caveats and warnings such as the following. 1. It is in an experimental state, the module (which is like a widget or plugin) that connects AI search to the website is not yet fully stable. Upanup to continues to test and monitor this and will be implementing it with interested clients once we can confirm it's stability for a consistent and quality user experience. 2. This services requires a Pinecone vector database core, which has applicable service costs associated (i.e. there are *potentially* ongoing third-party costs associated with AI tools).
Shortened URL's / Redirection		
Ability to use redirection/shortened URLs where SRD has full control over generating and managing URL's.	Yes	On a per-page basis, staff can create short, SEO-friendly and memorable URLs without the need to make changes at web server level. The SRD's website editors (depending on permissions you choose) will be able to create URL redirects to the appropriate pages as needed.
Social Media		
Option to automatically post news/notices to social media from website.	Yes	One-click "post to social media" functionality can be configured on suitable content types like News, Events and Alerts (e.g., create a news item, and tap a checkbox to post to Facebook). Upanup will implement this the One-click "post to social media" functionality and we will discuss with the SRD in Phase 1 - Strategy regarding which content types need this functionality to allow the development team to plan and implement content types during the development of the site. **Live example**: See the District of West Vancouver website ("Share" button in to post content to social media on the top-right page corner).
Option to share website content on social media platforms.	Yes	Upanup will connect the website with ShareThis, providing the ability to post content to social media from the website.

Staff Training		
SRD requires comprehensive user guides for updating, maintaining, and administering sites as well as guidelines for writing content, photo sizes, headline uses, and overall style.	Yes	Upanup will provide an online website guide, accessible via a link in the CMS, that includes instructions for editing in Drupal, as well as best practices for user experience, accessibility, etc. Note: If the SRD would like a Style Guide (i.e. including style guidelines specific to the SRD), this is available at additional cost.
Online training, recordings and manuals are preferred to on-board new employees as needed.	Yes	Upanup will provide three live training sessions for SRD staff to attend. The session will be recorded for staff to access any time. Additional training sessions are available at additional cost, if desired.
Plugins and code customizations		
Any custom routines provided by the Proponent must be transferable and functional on a similar open-source system without incurring additional costs to the SRD.	Yes	Upanup will provide systems configuration documentation identifying any custom routines used.
Strathcona Gardens Recreation Facility – Specific Needs		
Develop "what's on today" custom mobile-friendly drop-in schedule for home page that pulls from schedule information, including an "on now" block highlighting the current drop-in programs in the arenas, pool, and fitness.	Yes	The homepage of the website can include a view of the Events calendar that is filtered by events tagged as Strathcona Gardens.
Custom drop-in schedule pages for Arenas, Fitness & Pools with schedule change information.	Yes	During the Design phase, Upanup will create two custom design options for the SRD to choose from. The chosen design will be refined through feedback, and Upanup will create additional views including a mockup of one of the drop-in schedule pages (i.e. Arenas or Fitness and Pools).
Separate template/menu structure to appear only on Strathcona Gardens pages.	Add-on	If SRD would like to have a Strathcona Gardens section of the website with its own design and navigation, this can be provided at additional cost. In the current scope, the Strathcona gardens section will share the design and navigation of the rest of the site.
Social media feed on homepage from Facebook.	Yes	Feeds can be embedded within your webpages to display social media content. Of note, Upanup typically does not recommend this because it relies on the third-party (e.g., Facebook)

		connection, and these platforms are well-known for updating regularly, without warning—which can then make the feed look broken on your website.
Custom page template for large events like the North Island Outdoor Adventure Show.	Yes	The new website will include a content type for events that can include various "content rows" to allow to extra long/complex events.
## Optional Add-ons		
Accept online payments: Add the ability to accept secure online payments and allow for other future integrations.	Yes	In current project scope, Upanup will provide linkaway integration with the SRD's chosen payment platform. If the SRD desires more custom integration, this is available at additional cost. Please see the "Additional Items for Consideration" section in the Scope of Work.
AI Capability • Possibility of a chat feature/virtual assistant that integrates into reception desk computer • AI search options	Yes	Drupal supports integration with AI tools, including chatbots. Please see the "Additional Items for Consideration" section in the Scope of Work.
Integrated Engagement Platform	Yes	Upanup offers an Engagement Platform that can be integrated into the main website. Please see the "Additional Items for Consideration" section in the Scope of Work.
Password-protected Staff Login Page: Provide a secure login area for staff and elected officials on the public website, granting access to various resources such as Outlook email, the intranet, OneDrive, and more.	Yes	This is available as an optional add-on. Please see the "Additional Items for Consideration" section in the Scope of Work.

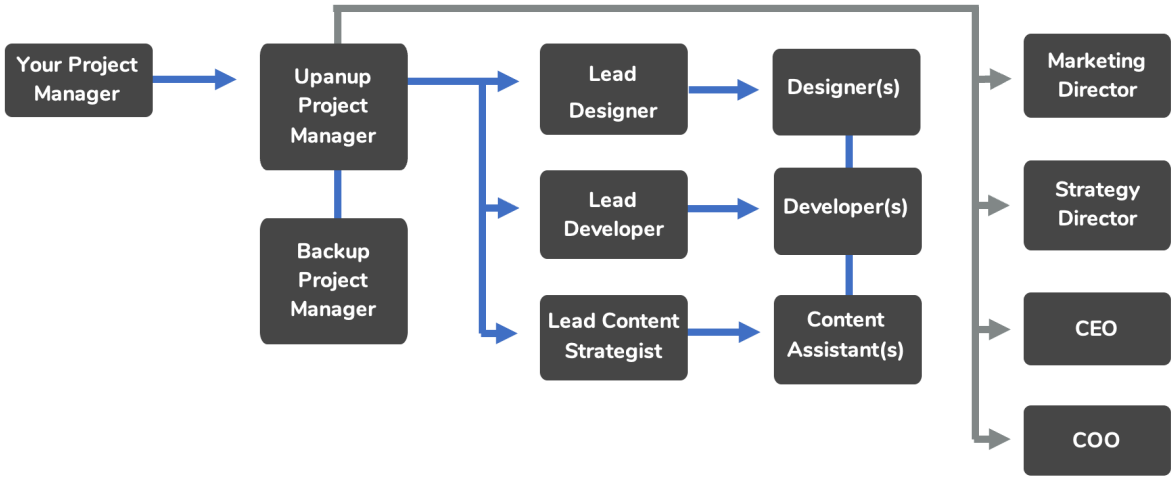
Project Team and Relevant Experience

Project Team

The SRD's main contact (e.g. project manager) will work directly with Upanup's project manager. They may also be a backup project manager on the email Cc if needed.

Upanup's project manager then coordinates with the lead designer, lead developer, and lead content strategists--who also connect with support staff as needed.

The leadership team is also available for escalation or high-level strategy at any time as well: Strategy Director, CEO, and other team leads.



Proposed Project Team

Team Member & Title	Relevant Qualifications
Gretchen Tardif*, Senior Strategist	• **Years of Experience:** Gretchen has 11 years of experience in project management, combined with her diverse education and skillset. She ensures the success of projects she manages while adhering to timeline and budget. • **Roles and Responsibilities:** Gretchen will lead your project to a successful launch. She will coordinate with the project teams for timely, transparent communications and ensure everyone is on the same page throughout each phase. She will be available to respond to your questions and provide friendly, effective project management throughout. • **Previous projects:** Gretchen has led website projects for clients such as the City of Victoria (BC), the City of Delta (BC), the Squamish-Lillooet Regional District (BC), and others.
Myles Sauer, Content Strategist	• **Years of Experience:** Myles leverages nine years of writing and communication expertise to devise effective content strategies. He helps plan, review and create

Lead	content, drawing on his client-oriented background to understand and meet user needs. • **Roles and Responsibilities:** Myles will be the main content strategist for your project. He will be responsible for reviewing and assessing your website's content and navigation, and providing recommendations for an improved information architecture and content strategy. • **Previous projects:** Myles has worked on projects for the City of Richmond (BC), City of Fredericton (NB), and others.
Elaine Horon*, Senior Designer	• **Years of Experience:** Elaine has 10 years of graphic and web design experience. She delivers impressive, appealing, and accessible work, including user-friendly websites, apps, graphics, and stunning brand collateral. • **Roles and Responsibilities:** Elaine will bring your vision to life and create an exceptional, visually appealing, and intuitive website design for the Township, ensuring an optimal and accessible user experience. • **Previous projects:** Elaine has worked on projects for the Township of King Library (ON), Meningitis Foundation Canada (ON), Wellington County (ON), and others.
Richard Hammond, COO	• **Years of Experience:** Richard brings approximately 20 years of web development experience and Drupal expertise to Upanup projects. He is the central figure of Upanup's development team and oversees all technical planning, development and implementation. • **Roles and Responsibilities:** Richard will oversee the technical planning, security, site development, configuration management, testing, launch activities, and hosting setup for the Township's website project. He will ensure your web solution is secure, performant, accessible, and seamlessly deployed and maintained across all environments. • **Previous projects:** Richard has led many web development projects, such as for the Town of The Blue Mountains (ON), the City of Winnipeg (MN), and others.
Esrah Boulton, User Experience (UX) Director	• **Years of Experience:** With 11 years of web development experience, Esrah leverages the Drupal platform's powerful tools and user-friendly interfaces to build out quality web solutions. • **Roles and Responsibilities:** Esrah heads our UX team and will direct them in producing a highly functional, responsive, and accessible website interface based on Township's approved website design. He also leads our web accessibility initiatives and ensures optimal mobile responsive performance. • **Previous projects:** Esrah has worked on projects for the Town of The Blue Mountains (ON), the Counties of Stormont, Dundas, and Glengarry (ON), the Municipal Insurance Association of British Columbia (BC), and others.
Austin Smith*, Developer	• **Years of Experience:** Austin has five years of practical development experience and training, bringing valuable learnings from previous qualitative research

	projects to his current work. • **Roles and Responsibilities:** As part of our UX team, Austin assists in building out the front end of your website. He ensures a site's theme is developed in a way that reflects your identity and helps to improve the site users' online experience. • **Previous projects:** Austin has worked on projects for the District of West Vancouver (BC), the Town of Niagara-on-the-Lake (ON), the Town of Smithers (BC), the Town of Lincoln (ON), and many others.
Marco Maranao, DevOps & Programming Director	• **Years of Experience:** Marco has 20 years of experience working in software design, programming, and development. He has built many award-winning websites, intranets, and mobile apps for clients, ensuring the solutions perform as intended. • **Roles and Responsibilities:** Marco leads our DevOps and Programming team and will be responsible for strategizing and implementing custom integrations and modules. • **Previous projects:** Marco has developed many successful websites, intranets, and integrations, including for Foothills County (AB), the Township of King (ON), and the Union of British Columbia Municipalities (BC), and others.

*If these individuals do not have availability upon approval to proceed, another senior member of each respective team will be assigned. The alternate project team leads would be as follows:

- Alternative project manager: Helen Trang or Nicole Kuyten
- Alternative designer: Joyce Chan
- Alternative developer: Andy Aylward or Luke Johnson

Relevant Experience

With over 12 years of experience in user-focused solutions, Upanup has collaborated with various local governments, municipalities, large public sector organizations and a diverse range of audiences. Upanup continuously refines our projects by adapting to evolving digital trends and incorporating user feedback. The team is dedicated to serving as a long-term, strategic partner, providing guidance and feedback to implement effective, user-centric design solutions to clients.

Overview

Client Examples

Here are a few of the government websites Upanup has designed and developed in recent years in or near British Columbia, using the design templates, with some extra customizations:

- Squamish-Lillooet Regional District
- Fraser-Fort George Regional District
- Regional District of North Okanagan
- Central Coast Regional District
- North Coast Regional District
- Columbia Shuswap Regional District
- + 100s more for other first- and second-tier local governments

Scope of Work / Value

Note

Upanup has provided this proposal in PDF form as per the SRD's RFP instructions. An interactive version of this proposal (i.e. where the SRD can check off optional items to add/remove from project scope) is also available here: Interactive Proposal

Project Management

Upanup will provide a dedicated project manager to guide the below process. Included are also progress updates such as weekly meetings or written summaries, as needed.

Project management fees have been incorporated into the below scope of work.

SRD's role:

- **What**: Receive regular project updates and provide feedback as needed.
- **Who**: Project manager.
- **How long**: 15 minutes – 2 hours per week.

Phase 1 - Planning (Weeks 1-4) CA$6,625

Project Kick-off meeting

Video call with the SRD via the SRD's preferred platform, such as Zoom or Teams (to be confirmed with the SRD).

Establish primary contacts and introduce the teams from both Upanup and the SRD. Establish a common understanding for the SRD's communication preferences and next steps.

SRD's role:

- **What**: Participate in the kick-off call.
- **Who**: SRD's main contacts such as project manager and/or the project leadership team (typically 2-4 people).
- **How long**: 30–45 minutes.

Project Timeline

Upanup will prepare and deliver the project timeline.

SRD's role:

- **What**: Review project timeline, provide feedback, and approve timeline.
- **Who**: SRD's main contacts such as project manager and/or the project leadership team (typically 2-4 people).
- **How long**: 30–45 minutes.

Background Research

Review of current website, analytics, past feedback. Including Upanup's project manager's time to get up to speed with the RFP response / proposal documents, and setting up of the new project with our team (e.g., internal kick-off meeting if needed), and in our internal project management software, ClickUp.

SRD's role:

- **What:** Provide website assets, access (e.g., logo, files, data analytics, branding standards, images, videos, necessary access to the SRD's current website/system as needed).
- **Who:** SRD's website owners/contributors.
- **How long:** 1 – 10 hours depending on the number of website assets.

Strategy Meeting

Facilitate a video conference call with the SRD's project team and key decision-makers to clarify the direction, goals, and objectives for the new website.

In this meeting, we will discuss high-level goals, specifics, and detailed requirements.

We will discuss goals for the website redesign, including the SRD's vision and requirements, as well as any pain points of the current site and areas for improvement we gather based on our initial research.

Note: This is a very important meeting since it sets the foundational decisions for the whole project; therefore, we will recommend who from the SRD's group should join.

Upanup can send the Strategy Meeting agenda in advance so that the SRD knows who to invite to the meeting, what will be discussed, and can prepare answers in advance if desired.

SRD's role:

- **What**: Participate in the strategy meeting.
- **Who**: Anyone who will have veto power or input into the website at any phase of the project—typically 3–10 people, such as:
  - Project manager.
  - Key decision makers.
- **How long**: 1-2 hours.

Project brief

Compile findings from our research and the decisions made in the strategy meeting into a clear, easy-to-read project brief (1-3 documents including the necessary technical, design details).

SRD's Role:

- **What**: Review and provide feedback, approve project brief.
- **Who**: Anyone who will have veto power or input into the website at any phase of the project—typically 3–10 people, such as:
  - Project manager.
  - Key decision makers.
- **How long**: 1-5 hours.

Modifications

☐ Additional round(s) of revisions × 1

Sitemap inventory, audit, and recommendations

- Conduct a review of the current information architecture of the SRD's websites (srd.ca and strathconagardens.ca).
- Identify any gaps (e.g., where new content is needed) and challenges (e.g., barriers that might prevent website visitors from completing key tasks).
- Including guidance and recommendations for the SRD to review, edit, and delete content before migrating current content to the new website.

Based on findings from the content audit, create a new recommended sitemap combining content from srd.ca and strathconagardens.ca, using SlickPlan. Facilitate a sitemap presentation to present a new recommended sitemap.

- Recommendations based on sitemap audit, analytics, and UX learnings from the card sorting exercise.
- Includes up to one round of consolidated feedback and revisions from the Town's project team and key interested parties.

Note: All websites and all municipalities have unique content, so we typically recommend a bottom-up approach to help define main-level navigation and subsections, starting with an exhaustive review of the site to ensure that all content is represented in the navigation.

SRD's role:

- **What**:
  - Participate in sitemap presentation. Review sitemap and provide one round of consolidated feedback, then approve the sitemap.
  - SRD staff will be responsible for cleaning up content based on the provided recommendations.
- **Who**: Anyone who will have veto power or input into the website at any phase of the project—typically 3–10 people, such as:
  - Project manager.
  - Key decision makers.
- **How long**:
  - 1 hour (site map presentation).
  - 2-10 hours (review/feedback).

Modifications

☐ Additional round(s) of revisions × 1

Phase 2 - Design (Weeks 5-12) CA$16,000

Custom Website Design

Upanup will create two custom mockup designs, which includes three views each.

These views are shown to the SRD on desktop first (since that is the most complex view), then once a design is chosen, mobile views will also be shown to confirm the decisions and design direction.

All websites include the following features (these are default built-in to Upanup's website offering):

- **Mobile** optimized design.
- **Editable** homepage and flexible inside pages.

- **News/Announcements/Notices and News Releases, Alerts, Events Calendar, and Meeting** content types.
- **Directories** for contacts, and businesses.
- **Webform** functionality included (the SRD can create as many online forms as desired).
  - Turnstile online form challenges, to help reduce spam submissions.
  - Also see the Content Migration scope item, for which webforms come included in the build.
- **Website search** that searches the whole website (note: if separate sites need to be searched as well, please inquire about options).
- **Media** library with optional categories and tags. Media can include documents, audio files, images, and videos.
- **Optional 'dark site'** functionality for emergencies.
- **Easy-to-use** content management system (Drupal 10), with control over page layout and content (e.g. add quick links or accordions on any page).
- **Advanced content management** such as URL redirects.
- **Menu** structure management. Can be restricted to certain users.
- **Staff workflow** and user roles with different levels of site access.
- **Web accessible:** designed and built to WCAG 2.2 Level AA, with built-in accessibility checker and reading-level rating to help with ongoing compliance.
- **Stale Content report** to help keep the site up-to-date.
- **Schedule transitions**, such as pre-setting a news item to publish at a certain date/time.
- **Safety features**, such as a 'trash' which puts deleted items into a holding place for a month before removing.
- **Performance**: memcache, minification, and critical CSS configurations for optimal page loading speeds.
- **Security**: password strength and login policies to reduce authentication vulnerabilities and prevent login form abuse.
- **Translation** (optional): multilingual/translator using Gtranslate.

SRD's role:

- **What**:
  - Review the options (example: Option A and Option B, with desktop views).
  - Choose one to proceed with (example: Option A).
  - Request up to 2 rounds of revisions on the chosen design, if needed (example: please adjust the footer colour).
  - Review revised design (example: Option A, with desktop and mobile views), and approve.
- **Who**: Anyone who will have veto power or input into the website at any phase of the project—typically 3–10 people, such as:
  - Project manager.
  - Key decision makers.
- **How long**: 1 – 10 hours depending on the number of people involved.

Modifications

- [ ] Additional Design Option × 1
  Each additional design option includes 3 views -- for example, (1) homepage on desktop, (2) section landing page on desktop, (3) inside page on desktop).

Content model

Model content types based on needs identified in strategy meeting and findings from the content audit for logical content grouping (internal task).

SRD's role (optional)

- **What**: Review the content model, provide feedback/approval.
- **Who**: Project manager or content manager.
- **How long**: 1 hour.

Content migration plan

Based on approved sitemap, deliver the migration plan. Discuss with the SRD to determine out-of-date content, which will not be migrated.

Revise content migration plan based on feedback.

SRD's role:

- **What**: Provide input regarding what content is consider out-of-date (e.g., news and events beyond 6 months, etc.). Review and approve content migration plan.
- **Who**: Department Representatives, Web Content Managers/ Contributors/Editors.
- **How long**: 2-5 hours.

Phase 4 - Implementation (Weeks 13-20) CA$23,500

Development of the Site

- Implement the Drupal 10 CMS (includes features such as the webform tool, and user types to manage permissions).
- Theme development (turning the design mock up into functional pages. Robust internal global search function, with results by page and/or document.)
- Publish/expiry, menus, workflows (scheduling functionality, menus, and staff workflows).
- Accessibility setup and testing (technical CMS web accessibility to meet WCAG 2.2 AA.)
- In-line CMS help linking (ensure staff can get easy access to contextual help).
- Integrate modules/connections such as Drupal core modules and social media links. Connect with ShareThis and OpenGraph for social sharing, linkaway or iframe connection to the SRD's third-party tools such as Perfect Mind, Facility booking page, Gravity Forms, agenda.net, PSD CityWide, Alertable, Google Maps.
- Connect Apache's Tika library to provide search of PDF contents.
- Create content types (includes Basic Page, Emergency Alert, Bylaw, Contact Directory, Events Calendar with auto archive functionality, Homepage, Meetings, News/Announcements--as detailed in the Content Model).
- Quality Control:
  - Internal testing by peer reviews (development, design, project manager).
  - Run acceptance tests (e.g., browsers, devices, modules/core, heuristics, internal user testing).

SRD's role:

- **What:** Receive technical questions related to the website (if any), and answer questions as needed; receive updates from Upanup.
- **Who:** SRD's IT Division for technical questions, the SRD's project manager for updates.
- **How long:** 15 minutes – 1 hour per week.

Email subscription

Set up of email subscription service (using Upanup's recommended tool, Cyberimpact) for users to sign up for updates on news, events, and alerts. Includes integration with 3 basic content types (e.g. News, Events, Alerts).

Modifications

- [ ] Additional Content Type Integration × 3

Examples include Job Postings, or Council Agendas.

Content Migration

Upanup will migrate indexed public pages and files from srd.ca and strathconagardens.com.

Depending on the migration needed, this could include up to the last 2 years of date-related items (news, events, and meetings).

Migration includes:

- Crawling and exporting importable structured content from existing site's publicly accessible ("findable") pages.
  - Internal-facing, unlinked, gated pages, or pages that block content crawlers, are not included in this service.
- Exporting crawl results and other compiled content data into tab-delimited importable data sheets.
- Cleaning HTML to remove inline-style overrides and other unnecessary HTML elements.
- Configuring Feed Types for page and media importing, including basic settings, field mappings and tamper plugins as needed.
- Processing Feed import data sheets (and/or XMLs if the original site is Drupal) into Drupal field content tables, running integrity checks to verify import accuracy.
- Coordinating a manual migration process when existing site content structure is not compatible with extraction and import procedures.
- Importing and migrating existing site media (files and images) for page and other node attachments.
  - NOTE: Images of poor quality and/or that do not meet quality standards *may not* be migrated to the new website.
- The following 5 webforms are included from Upanup's base configurations. If further forms are needed, this proposal can be revised as needed.
  - Contact Us
  - Bylaw Complaint
  - Job Application
  - Request a Service
  - Report an Issue

*Please note that ecommerce integration (e.g. paying through an online form), content editing (e.g., adding/removing/adjusting the text for grammar, spelling, punctuation, and consistency in tone and formatting), and content styling (e.g., reordering content, putting into content rows, styling buttons) are not included unless explicitly stated elsewhere in this scope of work.

Modifications

☐ Additional webform created by Upanup × 1

Note that any number of webforms can be created by the website users. This modification is for Upanup to build the webforms during the redesign process.

One webform is equivalent to a small-medium or moderately complex webform.

If the webform is large or very complex, it counts as two webforms. Examples of larger size/complexity are as follows:

- *multi-row calculations in a table,*
- *multiple 'office use only' conditions resulting in custom workflows,*
- *large adjustments to accommodate for improved online user experience and/or web accessibility and/or security (e.g. requests for multiple signatures or attaching a void cheque/check).*

Phase 5 - Preview (Week 21) CA$5,250

Training session

Key meetings (on critical path); recorded.

Provide one online training session regarding editing pages, uploading files, managing images and video, and full website administration for successful ongoing management.

The session can be tailored based on the SRD's needs, such as a focus on accessibility, creating webforms, or styling content.

Regardless, the session will be recorded and shared for future use.

SRD's role:

- What: Participate in the training session.
- Who: srd.ca and strathconagardens.com's website editors.
  a) Note: If any staff is not available to attend, they can watch recordings at their convenience, or we are happy to provide additional training sessions as optional add-ons if desired.
- How long: 1–2 hours/session.

Modifications

- [x] Additional training session × 2

Base Cost: **CA$625**

Preview site delivery - meeting

Facilitate meeting to walk the SRD through the current state of the site (prototype/preview version). Clarify any assumptions and gain the SRD's feedback where needed.

SRD's role:

- **What**: Attend meeting and provide feedback on the prototype/preview version, watch training session and ask questions as needed.
- **Who**: Anyone who will have veto power or input into the website at any phase of the project, such as:
  a) Project manager.
  b) Key decision makers.
  c) Other management group if applicable.
- **How long**: 1-2 hours.

Deliver: Website content guide

Connected via an easy-access link in the CMS (Help > Website Guide). The Guide includes the following sections.

Basic Drupal Editing – including menus, webforms, content rows, taxonomy terms, URL aliases, URL redirects, WYSIWYG (what you see is what you get, basic Editor—similar to Word editing), and adding users.

Best Practices – including user experience (UX), accessibility, image design choices, quick link icons, videos, writing and styling content, and alerts.

What's New – including on-demand resources such as industry webinars, white papers, and articles; and latest tools and features such as community engagement platform, live meeting pop-up, tax calculator, and more.

Phase 6 - Testing (Weeks 22-26) CA$1,125

Testing & revisions (quality control)

Provide the SRD a system to gather consolidated technical issues: Feedbucket, an online platform (Upanup will train on how to use Feedbucket).

The scope of this item is for 2 weeks of feedback/fixes.

SRD's role:

- **What**: Test the website, continue with content revisions as needed. Track technical issues in Feedbucket.
- **Who**: Content Managers/ Contributors/Editors; anyone from the SRD's team who can dedicate time to internal testing.
- **How long**: 10-50 hours.

Modifications

- [ ] Additional 2-weeks × 1
  If additional time is requested, the following format is recommended:
  - 1 week for collection/sending feedback
  - 1 week for Upanup's replies and fixes

Connect analytics (Google Analytics 4)

Ensure the new website is tracking web analytics for easy-to-access analytical information about website visitors, length of their visit, number of pages visited, etc.

Phase 7 - Launch (Week 27) CA$10,000

Launch schedule

Confirm launch schedule.

Final acceptance (launch approval)

SRD's role:

- **What**: Review and approve launch schedule and provide any required access to enable site's launch.
- **Who**: Anyone with veto power over go live.
- **How long**: 2 – 5 hours.

Prep for launch

IT coordination, launch checklist, components, licenses.

SRD's role:

- **What**: Receive questions related to website launch (if any) and answer questions as needed. Connect IT lead with Upanup's IT lead.
- **Who**: 1 round's IT Division.
- **How long**: 1 – 3 hours.

Launch (hosting start date)

SRD's role:

- **What**: Publicize new website how the SRD desires.
- **Who**: Anyone with veto power over go live.
- **How long**: 30 minutes – 30 hours (depending on how the SRD would like to publicize and promote the new website like via social media, etc.)

System Configurations Documentation

Closeout call

Key milestone (project completion).

Introduce the SRD to the website support team if continuing with Upanup's support services.

SRD role:

- **What:** Participate in the close-out call.
- **Who:** Client's main contacts such as project manager and/or the project leadership team (typically 2-4 people).
- **How long:** 30 minutes - 1 hour.

☐ Post-launch — Managed Website Hosting Packages

CA$4,700
CA$15,600/Year

Hosting is required, and highly recommended to be through Upanup, for security and update purposes. Upanup understands the SRD plans to continue hosting with your current provider; we have included information on Upanup's hosting packages for the SRD's context. The below is 2025 pricing. For future year pricing, see each item to for details.

Hosting comparison chart

The below assumes a 2025 launch date.

	Professional	Premium	Fortified	Enterprise
Fees	Setup: $650	Setup: $2,600	Setup: $4,700	Setup: $15,600 (3 servers)

	Year 1: $2,820 Year 2: $2,940 Year 3: $3,060	Year 1: $5,640 Year 2: $5,880 Year 3: $6,120	Year 1: $15,600 Year 2: $16,200 Year 3: $16,800	Year 1: $41,760 Year 2: $43,320 Year 3: $44,880
Virtual Machine	Shared	Shared	Dedicated	Multi-VM
Recommended for	Organizations that service a population up to 20,000 people. Mid-sized corporations anticipating up to 500 visits per day (15,000 visits per month).	Organizations that service a population up to 100,000 people and/or mid- or large-sized corporations anticipating up to 1,000 visits per day (30,000 visits per month).	Organizations who require sole tenancy on a server due to dedicated resource assurances, custom security specifications and/or data privacy requirements, such as a high volume of user accounts and/or confidential data storage needs.	Organizations with potential for high traffic spikes. Mission critical, high performance, high data privacy, dedicated resource assurance and/or security needs.
Amazon Web Services (AWS) third-party provider	Yes	Yes	Yes	Yes
Upanup acts as main point of contact for all services (maintenance, changes, etc.)	Yes	Yes	Yes	Yes
Linux-based software stack managed and updated proactively	Yes	Yes	Yes	Yes
Dedicated virtual private application server containers (2 servers)	n/a	n/a	n/a	Yes
Dedicated virtual private file server container (1 server)	n/a	n/a	n/a	Yes
Processing power	8 vCPUs shared	8 vCPUs shared	8 vCPUs	4 vCPUs min per server
RAM	32 GB of memory shared	32 GB of memory shared	32 GB of memory	16 GB min per server
High-availability solid-state drive	Max 50 GB	Max 100 GB	Up to 640 GB	Custom

(SSD) storage				
AWS RDS database with point-in-time backup service	Optional add-on	Optional add-on	Optional add-on	Yes
AWS Route 53 DNS relay service for recovery mitigation and DDoS prevention	Yes	Yes	Yes	Yes
AWS Load Balancer	n/a	n/a	n/a	Yes
Static IP management for failover and incident recovery	Yes	Yes	Yes	Yes
License, configure and update Plesk (hosting control panel) power panel	Yes	Yes	Yes	Yes
Performance optimizations, including server-side caching service (to speed up page load)	Yes	Yes	Yes	Yes
Fail2Ban (blocks suspicious IPs), ModSecurity (web application firewall) rules for banning/jailing of suspicious user activities, and Imunify360 multilayer security suite	Yes	Yes	Yes	Yes
Daily full VM container snapshots with 7-day retention	Yes	Yes	Yes	Yes
Daily full database and non-private file backup exports to a separate AWS	Yes	Yes	Yes	Yes

S3 bucket with ongoing versioning retention				
Drupal codebase of non-confidential configuration files versioned and stored in a private GitHub repository owned by Upanup	Yes	Yes	Yes	Yes
Firewall and security extension management	Yes	Yes	Yes	Yes
Virtual container with other trusted Upanup-managed websites	Yes (with limited sites)	Yes (with limited sites)	n/a	n/a
Dedicated (sole tenant) virtual server	n/a	n/a	Yes	n/a (see above)
24-hour emergency support included in case of host-related issues	Yes	Yes	Yes	Yes
Any incurred AWS support charges	n/a	n/a	n/a	Yes
Drupal required security updates included	Yes	Yes	Yes	Yes
Computing resources for performant search indexing as per configuration requirements including database index or Solr index servers	Optional add-on	Yes	Yes	Yes
Value adds for hosting with Upanup: License management and provision for Font	Yes	Yes	Yes	Yes

Awesome integration (fees included)				
Uptime Goal*	99.99% for a yearly timeframe	99.99% for a yearly timeframe	99.99% for a yearly timeframe	99.99% for a yearly timeframe

*Uptime Goal Stipulations

- Statistics can be reconciled year-over-year based on the deployment date. For example, if the website is launched on a specific date this year, the uptime statistics only become relevant starting from the same date the following year, and so forth for subsequent years.
- Uptime monitoring service is at the discretion of Upanup.

◯ Professional Package (Year 1)

CA$3,600/Year
CA$1,000/Once

The Professional managed website hosting package, outlined below, is ideal for organizations anticipating up to 12,000 website visits per month (average of 400 visits per day) or organizations serving an audience up to roughly 10,000 website users.

Specifications

See the above comparison chart for detailed specifications for this package.

Future Year Rates

- Year 1 (2025 start date): $3,600
- Year 2 (2026 start date): $3,720
- Year 3 (2027 start date): $3,840

Billing

Invoices will be provided annually at the beginning of the term and will be payable by cheque or EFT to Upanup within 30 days of invoicing.

Term & Adjustments

Term is 1 year from the website launch date. After the initial year, the term is ongoing.

A 30-day written notice is required from either party for changes or termination.

If the SRD cancels partway through the annual billing period, they may receive a pro-rated credit for Upanup services for the unused portion of the year, calculated based on the number of full months remaining.

Please note that there will be fees associated with any request from the SRD for hosting transfer.

Modifications

- ✓ One-time environment setup fee — CA$1,000
- ☐ Additional SSD storage — Inquire for options
- ☐ AWS RDS database with point-in-time backup — Inquire for options

☐ Solr search service — Inquire for options

○ Premium Package (Year 1)

CA$5,640/Year
CA$2,600/Once

The Premium managed website hosting package, outlined below, is ideal for organizations that service a population up to 100,000 people and/or mid- or large-sized corporations anticipating up to 1,000 visits per day (30,000 visits per month).

Specifications

See the above comparison chart for detailed specifications for this package.

Future Year Rates

- Year 1 (2025 start date): $5,640
- Year 2 (2026 start date): $5,880
- Year 3 (2027 start date): $6,120

Billing

Invoices will be provided annually at the beginning of the term and will be payable by cheque or EFT to Upanup within 30 days of invoicing.

Term & Adjustments

Term is 1 year from the website launch date. After the initial year, the term is ongoing.

A 30-day written notice is required from either party for changes or termination.

If the SRD cancels partway through the annual billing period, they may receive a pro-rated credit for Upanup services for the unused portion of the year, calculated based on the number of full months remaining.

Please note that there will be fees associated with any request from the SRD for hosting transfer.

Modifications

- ✓ One-time environment setup fee — CA$2,600
- ☐ Additional SSD storage — Inquire for options
- ☐ AWS RDS database with point-in-time backup — Inquire for options

✓ Fortified Package (Year 1) *recommended*

CA$15,600/Year
CA$4,700/Once

The Fortified managed website hosting package, outlined below, is ideal for organizations who require sole tenancy on a server due to dedicated resource assurances, custom security specifications and/or data privacy requirements, such as a high volume of user accounts and/or confidential data storage needs.

Specifications

See the above comparison chart for detailed specifications for this package.

Future Year Rates

- Year 1 (2025 start date): $15,600
- Year 2 (2026 start date): $16,200
- Year 3 (2027 start date): $16,800

Billing

Invoices will be provided annually at the beginning of the term and will be payable by cheque or EFT to Upanup within 30 days of invoicing.

Term & Adjustments

Term is 1 year from the website launch date. After the initial year, the term is ongoing.

A 30-day written notice is required from either party for changes or termination.

If the SRD cancels partway through the annual billing period, they may receive a pro-rated credit for Upanup services for the unused portion of the year, calculated based on the number of full months remaining.

Please note that there will be fees associated with any request from the SRD for hosting transfer.

Modifications

- [x] One-time environment setup fee — CA$4,700
- [ ] Additional SSD storage — Inquire for options
- [ ] AWS RDS database with point-in-time backup — Inquire for options
- [ ] Stress (load) testing and other technical services — Inquire for options

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○ Enterprise Package (Year 1)

CA$41,760/Year
CA$15,600/Once

The Enterprise managed website hosting package, outlined below, is ideal for organizations with potential for high traffic spikes. Mission critical, high performance, high data privacy, dedicated resource assurance and/or security needs.

Specifications

See the above comparison chart for detailed specifications for this package.

Future Year Rates

- Year 1 (2025 start date): $41,760
- Year 2 (2026 start date): $43,320
- Year 3 (2027 start date): $44,880

Billing

Invoices will be provided annually at the beginning of the term and will be payable by cheque or EFT to Upanup within 30 days of invoicing.

Term & Adjustments

Term is 1 year from the website launch date. After the initial year, the term is ongoing.

A 30-day written notice is required from either party for changes or termination.

If the SRD cancels partway through the annual billing period, they may receive a pro-rated credit for Upanup services for the unused portion of the year, calculated based on the number of full months remaining.

Please note that there will be fees associated with any request from the SRD for hosting transfer.

Modifications

- [x] One-time environment setup fee — CA$15,600
- [ ] Additional 2 AWS virtual private application servers — CA$38,040/Year
- [ ] Stress (load) testing — CA$1,800
  This add-on is recommended, to confirm the number of servers needed. This modification assumes approximately 5-10 hours of services.

☐ Post-launch — Website Support & Maintenance Packages CA$4,200/Year

Support is optional and many clients appreciate Upanup's quick and helpful customer service as well as technical helpdesk-style assistance.

The below is 2025 pricing. For future year pricing, see each item to for details.

Support comparison chart

The below assumes a 2025 launch date.

	Intro	Intermediate	Advanced	Custom
Fees	Year 1: $4,200 Year 2: $4,200 Year 3: $4,380	Year 1: $7,200 Year 2: $7,200 Year 3: $7,500	Year 1: $10,800 Year 2: $10,800 Year 3: $11,220	Inquire based on requirements
Recommended for	Organizations that service a population up to 20,000 people. Mid-sized corporations anticipating up to 500 visits per day (15,000 visits per month).	Organizations that service a population up to 100,000 people and/or mid- or large-sized corporations anticipating up to 1,000 visits per day (30,000 visits per month).	Organizations that service a population over 100,000 people and/or large-sized corporations anticipating over 1,000 visits per day.	Organizations that want to innovate with ongoing new features and functionality added to the site.

Support prioritization and availability of helpdesk support via phone, email, or online form before additional hourly billing is required	Up to 3 hours	Up to 5 hours	Up to 10 hours	Inquire based on requirements
Assistance with CMS core and module security updates (if not already on a hosting agreement)	Yes	Yes	Yes	Yes
Reactive help desk and consultation assistance (via email, telephone, or other communications)	Yes	Yes	Yes	Yes
Agreed or requested ongoing design and programming adjustments	Yes	Yes	Yes	Yes
Bi-monthly proactive site checks and website inspection report	No	One every two months	One every two months	Inquire based on requirements
Audit to suggest features/functionality/tools that might be of interest to the Organization	No	Once per year	Once per year	Inquire based on requirements
Advanced training video provided on the latest industry trends or common mistakes	No	No	Once per year	Inquire based on requirements
Update on hours used during the month are provided upon request or when reaching the maximum	Yes	Yes	Yes	Yes
Respond to confirm receipt within two business hours to all requests	Yes	Yes	Yes	Yes
Maximum additional hours added per month	2	3	5	Inquire based on requirements
Extra hour rate for additional hours added	Year 1: $140/hr Year 2: $145/hr Year 3: $150/hr	Year 1: $135/hr Year 2: $140/hr Year 3: $145/hr	Year 1: $130/hr Year 2: $135/hr Year 3: $140/hr	Inquire based on requirements

Business Hours and Contact

- Upanup business hours are 5:30am to 5:00pm PT, Monday through Friday excepting statutory holidays.
- Support email addresses and cell numbers will be provided for non-office hour emergencies.

Time record

a. With this retainer agreement in place, minimum time allocated per request is 15 minutes, and is recorded in 15-minute intervals thereafter.
b. If time is required outside office hours, advanced notification is recommended; it will be billable at a rate of 1.5 times the actual hours recorded.

Intro Package (Year 1) *recommended* — CA$4,200/Year

The Intro support package, outlined below, is ideal for organizations that service a population up to 20,000 people and/or mid-sized corporations anticipating up to 500 visits per day (average of 15,000 visits per month).

Services & Process

See the above comparison chart for detailed services for this package.

Future Year Rates

- Year 1 (2025 start date): $4,200
- Year 2 (2026 start date): $4,200
- Year 3 (2027 start date): $4,380

Billing

Invoices will be provided annually and will be payable by cheque or direct payment to Upanup within 30 days of invoicing.

Invoices will be sent to the same emails as per during the website redesign, unless otherwise directed by the SRD.

The SRD is to please inform Upanup if a purchase order (PO) number is required.

Term & Adjustments

Term is 1 year from the start date (one business date following the website launch). After the initial year, the term is ongoing.

A 30-day written notice is required from either party for changes or termination.

If the srd.ca and strathconagardens.com cancels partway through the annual billing period, they may receive a pro-rated credit for Upanup services for the unused portion of the year, calculated based on the number of full months remaining.

Intermediate Package (Year 1) — CA$7,200/Year

The Intermediate support package, outlined below, is ideal for organizations that service a **population up to 100,000 people** and/or mid- or large-sized corporations anticipating up to 1,000 visits per day (30,000 visits per month).

Services & Process

See the above comparison chart for detailed services for this package.

Future Year Rates

- Year 1 (2025 start date): $7,200

- Year 2 (2026 start date): $7,200
- Year 3 (2027 start date): $7,500

Billing

Invoices will be provided annually and will be payable by cheque or direct payment to Upanup within 30 days of invoicing.

Invoices will be sent to the same emails as per during the website redesign, unless otherwise directed by the SRD.

The SRD is to please inform Upanup if a purchase order (PO) number is required.

Term & Adjustments

Term is 1 year from the start date (one business date following the website launch). After the initial year, the term is ongoing.

A 30-day written notice is required from either party for changes or termination.

If the srd.ca and strathconagardens.com cancels partway through the annual billing period, they may receive a pro-rated credit for Upanup services for the unused portion of the year, calculated based on the number of full months remaining.

◯ Advanced Package (Year 1) CA$10,800/Year

The Advanced support package, outlined below, is ideal for organizations that service a **population over 100,000 people** and/or large-sized corporations anticipating over 1,000 visits per day.

Services & Process

See the above comparison chart for detailed services for this package.

Future Year Rates

- Year 1 (2025 start date): $10,800
- Year 2 (2026 start date): $10,800
- Year 3 (2027 start date): $11,220

Billing

Invoices will be provided annually and will be payable by cheque or direct payment to Upanup within 30 days of invoicing.

Invoices will be sent to the same emails as per during the website redesign, unless otherwise directed by the SRD.

The SRD is to please inform Upanup if a purchase order (PO) number is required.

Term & Adjustments

Term is 1 year from the start date (one business date following the website launch). After the initial year, the term is ongoing.

A 30-day written notice is required from either party for changes or termination.

If the srd.ca and strathconagardens.com cancels partway through the annual billing period, they may receive a pro-rated credit for Upanup services for the unused portion of the year, calculated based on the number of full months remaining.

☐ Recreation Integration CA$55,000

The following are available packages for PerfectMind integration (i.e. if the SRD would like a customized, API integration rather than linkaway).

Packages Table (for comparison)

Below is a table of our recreation integration package tiers, provided for the SRD's convenience, to easily compare and contrast the differences between the three package offerings.

	Standard	Progressive	Deluxe
Base Timeline	4 months	6 months	8 months
Base Price	$40,000	$55,000	$90,000
API Integration	Yes	Yes	Yes
Activity search tool: *Note: The below outlines a four-step tool with conditional logic, allowing the user to flow through to a submit button.*			
Step 1 - Age	Yes	Yes	Yes
Step 2 - Activity Type *(Note: step 1 & 2 can be alternated)*	Yes	Yes	Yes
Step 3 - Activities	Yes	Yes	Yes
Step 4 (optional) - Locations w/ Mapping	n/a	n/a	Yes
Custom conditional steps based on previous step selections	$5,000	$5,000	Yes
Client-controlled activity icons	n/a	n/a	Yes
Program or drop-in detail view (e.g. see all Swimmer 1 options with summary info like dates, times, cost -- then click to a detailed view to see extra info like description and map)	Optional (included if desired)	Optional (included if desired)	Optional (included if desired)
Activity Search Results:			
Accordion groupings based on the activity name included (to be determined based on data organization).	Yes	Yes	Yes
Custom activity grouping	$10,000	$10,000	Yes
Activity details: • Name • Location • Date(s)/time(s)	Yes	Yes	Yes

• Description • Deep link to ActiveNet activity detail page			
Additional ActiveNet content in activity details (ie. alerts, notes, etc) *Note: This refers to additional activity details other than those listed under "Activity details" above.*	n/a	Yes	Yes
Registrable Drop-ins	$3,000	$3,000	Yes
Waitlist filter and "join waitlist" deep links	n/a	n/a	Yes
Sidebar Filtering:			
"Edit your selection"/refine your search filtering using search tool fields aka "Refine your choices" tool with additional data awareness (Days of the week, times, etc). Example: City of Victoria	n/a	Yes	Yes
"Show only results with available spots" checkbox filter	n/a	Yes	Yes
Conditional groupings based on Program vs Drop-in selection	n/a	Yes	Yes
"Your selection" removable filter tags to update search results quickly.	n/a	$5,000	Yes
Printing, Bookmarking, & Saved Searches			
PDF printing of results (no customization)	$5,000	Yes	Yes
Activity Bookmarks (not authenticated) Bookmark program activities (cookie-based, no auth) & list of bookmarked program activities	$5,000	$5,000	Yes
Saved Searches (authenticated Drupal users) *Save URL searches & list of saved URL searches for recall and manageable (edit/delete)*	$10,000	$10,000	Yes
Local Website Presence:			
Import feeds to create Program and Drop-in website entries (nodes)	n/a	n/a	Yes
Up to 3 weekly calendar displays of a certain activity type/tag/filter (e.g. drop-in as an activity type)	n/a	n/a	Yes
Programs/drop-ins in site search	n/a	n/a	Yes
Optimization:			
Data caching	Yes	Yes	Yes
Search cache warmer	Yes	Yes	Yes

Tool to hide spots available during registration *Note: this is connected to the "Show only results with available spots" checkbox filter option above*	n/a	Yes	Yes
Waitlist filter and "join waitlist" deep links:			
Waitlist search filter option, and ability to join an activity waitlist with deep links. Example: **City of Surrey**	n/a	Yes	Yes

○ Standard Package (5 months) CA$43,000

See the above **Packages Table** for details of what is included in this package.

Below are optional 'modifications' to add onto this package if desired. Check off those needed to see the price adjusted in the total.

Modifications

- ☐ Custom activity grouping — CA$10,000
  See details and examples in the section below.
- ☑ Drop-in calendars — CA$3,000
  See details and examples in the section below.
- ☐ Custom conditional steps based on previous step selections — CA$5,000
- ☐ Registrable drop-ins — CA$3,000
  See details and examples in the section below.
- ☐ PDF printing of results — CA$5,000
- ☐ Activity Bookmarks — CA$5,000
  Bookmark program activities (cookie-based, no auth) & list of bookmarked program activities.
- ☐ Saved Searches — CA$10,000
  Save URL searches (authenticated users) & list of saved URL searches for recall and manageable (edit/delete).

Base Cost: **CA$40,000**

☑ Progressive Package (6 months) *recommended* CA$55,000

See the above **Packages Table** for details of what is included in this package.

Below are optional 'modifications' to add onto this package if desired. Check off those needed to see the price adjusted in the total.

Modifications

- ☐ Custom activity grouping — CA$10,000
  See details and examples in the section below.
- ☐ Drop-in calendars — CA$3,000

See details and examples in the section below.

- [ ] Custom conditional steps based on previous step selections — CA$5,000
- [ ] "Your selection" removable filter — CA$5,000
  "Your selection" removable filter tags to update search results quickly.
- [ ] Registrable drop-ins — CA$3,000
  See details and examples in the section below.
- [ ] Saved Searches — CA$10,000
  Save URL searches (authenticated users) & list of saved URL searches for recall and manageable (edit/delete).
- [ ] Activity Bookmarks — CA$5,000
  Bookmark program activities (cookie-based, no auth) & list of bookmarked program activities.

◯ Deluxe Package (7 months) CA$90,000

See the above **Packages Table** for details of what is included in this package.

Additional Items for Consideration CA$0

The following items are optional add-ons:

☐ User Testing (highly recommended) CA$10,000

- Conduct 45-minute-to-1-hour one-on-one testing sessions with end users (involving 10 external users recruited by the SRD).
  - Including scenario creation, compiling results, and implementing changes based on findings. The implementation will focus on content-related issues (e.g., users find it hard to locate a page) and technical errors.
  - If users have suggestions for changes/additions such as a new feature then Upanup will share that with the SRD and Upanup's recommendation for scope (e.g., if it's a small scope addition that the SRD wants to include before launch, Upanup will need to confirm if it will affect the timeline/fees, or alternatively the additions could be implemented post-launch as part of ongoing support or a mini-project).
  - Fees include a $100 honorarium per participant.

☐ Website Accessibility Maintenance (Year 1) CA$4,620/Year

For accessibility maintenance, Upanup offers different packages to support the Organization's website accessibility and provides equal access to people with varying levels of disabilities on an ongoing basis. The packages have different options, including monthly/twice yearly/quarterly/yearly accessibility scans and reports, levels of the Web Content Accessibility Guidelines (WCAG — e.g., WCAG 2.0, 2.1 or 2.2 level A, AA, AAA), and features such as page readability levels. This proposed package includes the following:

- 1 report/year
- Scanning for WCAG 2.0, 2.1 or 2.2, Level A, AA, or AAA available
- 1 virtual training session per year
- Identification of images with missing alt text or images with alt text issues
- Quality assurance tested for misspellings, readability level of web content, and broken external links
- 100 pages tested

More details are available upon request, such as a sample report.

☐ Engagement Platform — CA$6,000 / CA$2,700/Year

Upanup's engagement tool is not only a standalone platform (with the benefits on ongoing improvements) but it is also able to be embedded into a website for seamless end-user experience.

See LetsConnectCoaldale.ca for a live example!

This pricing assumes that the SRD will be creating the projects/initiatives in the platform themselves, and that it uses the email subscription service, Cyberimpact.

Key features:

- The projects/initiatives include:
  - main image,
  - location (latitude/longitude) for map linking,
  - timeline of the project,
  - related documents,
  - related contacts,
  - related links,
  - and many other optional advanced settings.
- Users can sign up for updates on a per-project basis.
- Users can comment on a per-project basis.
- Users can engage with surveys or polls on a per-project basis.
- The projects/initiatives can be shown on the main website as well (embedded).
- For a full list of features, please inquire at contact@upanup.com.

Modifications

- ☐ Upanup migrates 10 projects/initiatives (choose quantity) — CA$1,800 × 1 CA$1,800
- ☑ Yearly Ongoing Fees — CA$2,700/Year

☐ Chatbot (e.g. MS Copilot) — CA$2,000

Upanup will add the Microsoft Copilot chatbot, which uses OpenAI to the srd.ca and strathconagardens.com website, through the following process.

- The SRD to sign up for Copilot, and provide Upanup with the script. Upanup can provide guidance on this if needed.
- Upanup will add the tool to the page templates, and theme the tool (e.g. using the SRD brand colours) through the provider's tools where supported.
- Upanup will add the chatbot on the staging site for the client to review, provide feedback, and approve during the testing phase.

Note that Upanup assumes the SRD will be setting up any needed workflows within the tool. Also, MS Copilot can use a pre-populated knowledge base if desired.

☐ eCommerce (e.g. integration within a form) — CA$10,000

Live example of a webform with eCommerce integrated: https://www.wellington.ca/form/user-pay-online-order-form

This fee includes the initial setup and cloning capability (e.g., create an ecommerce webform template that the SRD can clone forward and customize per need).

☐ Tax Estimator — CA$12,000

One input, with simple results appearing afterward

- Example: Airdrie
- One input from the user (property value).
- The results appear below, but there are no graphs/charts.

Modifications

☐ Option 2 — CA$3,000

Two inputs, with graphs appearing afterward

- Example: Okotoks or Cochrane
- Two inputs from the user (property value for two years).
- Then the results appear below, with graphs/charts.

☐ Password-Protected Staff Login Area — CA$5,000

Upanup can create a password-protected section on the website for staff/council to access private documents, etc.

☐ Custom Website Section - Strathcona Gardens — CA$20,000

Develop a custom Strathcona Gardens section on the new website (i.e. with a distinct design and navigation). This would add 10-12 weeks to the proposed timeline.

☐ Content Editing & Styling — CA$3,000

Upanup will edit and style 10 pages. Details are below. To add more pages, use the modification below.

Editing

Content editing services include adjusting the existing content including any of the following:

- Content writing (e.g. new webpage needed)
- Content editing (e.g. for accessibility)
  - Ensure accurate grammar, spelling, and punctuation across content.
  - Ensure consistency in writing style, tone, and formatting throughout the content.
  - Incorporate relevant keywords and optimizing content for search engine visibility.
  - Improve overall clarity to ensure that the content is easily understandable by your target audience.
  - Edits for accessibility, such as (a) removing excessive emphasis or italics, (b) adding semantically correct headings (h2, h3, h4, h5, h6) and removing any text made larger or bold to look like a heading, (c) removing long strings of ALL CAPS, (d) ensuring link text is descriptive and makes sense out of context, (e) defining any acronyms on the first instance of any page on which they appear, (f) adding alt text to images.
- Content re-organizing (e.g. amalgamating two pages together)

Styling

Content styling services involves improving the look of existing content, including:

- Reordering existing content
- Putting into content rows, like accordions (moving content around so that it's better for the user's experience)
- Using buttons for existing links that should be calls to action

Modifications

- [ ] Add another 10 pages (choose quantity) — CA$1,500 × 1 CA$1,500

☐ SMS/text Alerts — CA$7,500

Upanup recommends integrating with OneSignal, as our team has experience using the tool for SMS notifications in similar projects. We have developed a custom module that provides this functionality when configured with an Alert content type.

The scope to build out an SMS alerts feature is as follows:

- Determine which content type the SRD would like to provide SMS alerts for (e.g., alert content type)
- Provide clear documentation of the approach and functionality to be approved by the SRD
- Integrate the tool (OneSignal) with the SRD's site and connect our custom Drupal module. The new feature will include functionality for users to sign up for SMS alerts using their phone numbers
- The SRD can see a live example for SMS notifications we built for the City of Penticton: https://www.penticton.ca/city-hall/announcements/subscribe-updates

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☐ SSO Integration (Microsoft Entra ID) — CA$6,000

Configure Microsoft Entra ID (formerly known as Azure Active Directory) as the Identity Provider (IDP) and set up Drupal as the Service Provider, which will allow your users to login to your Drupal site using their Entra ID credentials

- Install and configure necessary SSO and SAML modules on the new site.
- Apply configurations so that when a user is logged into their IDP account, they will be automatically authenticated on the website.
- Include custom role mapping Drupal user roles with Entra ID groups for up to 15 user groups (if more user groups are required, we can quote separately and work with the SRD on a change order as needed).
- Work with SRD IT contact to apply necessary connection configurations and provide guidance if needed.
- Conduct a working meeting with the SRD to connect its staging site to its Entra ID for testing purposes

SRD's role:

- Confirm the IDP (i.e., Entra ID).
- Provide the main IT contact who will assist our development lead in any necessary configurations.
- Provide Upanup with the IDP information and accounts for testing purposes.

One Time

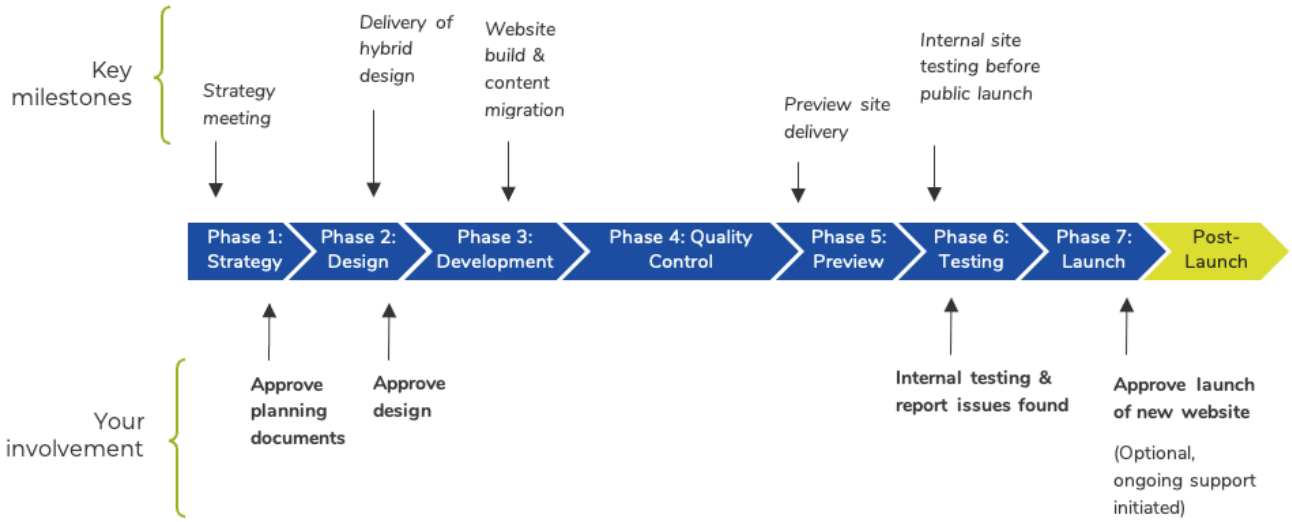
Recurring Annually

Taxable Subtotal	CA$62,500.00
Sales Tax Percentage	5%
Sales Tax Amount	+ CA$3,125.00
Total(s)	**CA$65,625.00**

Taxable Subtotal	CA$0.00
Sales Tax Percentage	5%
Sales Tax Amount	+ CA$0.00
Total(s)	**CA$0.00**

Timeline

Milestones



Estimated Project Schedule

Upanup understands work will likely start in February 2025, and the SRD would prefer to launch the website by July 2025 if possible. The project is estimated to be 26 weeks. This will fluctuate slightly based on the optional add-ons chosen. Assuming a start date in early February, the website can be launched by the end of July 2025.

If approved to proceed, Upanup will confirm the start date and the timeline, when the approval is received. That said, at the time of sending this proposal, Upanup can confirm availability for the above timeline.

Contingency Weeks

Please note that we can offer up to four contingency weeks to the grouped timeline without scope/fees adjustments since we know that a lot can change between the procurement process and when the project actually starts, and there are some unknowns that we aim to work with (e.g., your project manager's vacation availability during the project). To extend the timeline longer than four weeks, any anticipated scope/fees adjustments will be provided in writing for approval by you before proceeding.

References from Similar Projects

Below Upanup has provided three references from similar past projects. Many more are available on request!

District of West Vancouver - Website Redesign	
Business Address:	750 17th Street, West Vancouver, BC, Canada V7V 3T3
Category:	Canadian municipality
Contact Person:	Gieliam de Beer, Manager, Applications & Web Services
Telephone:	604-921-2934
Email Address:	gdebeer@westvancouver.ca
Description of Service:	The District of Vancouver ("the District") had three Drupal websites (westvancouver.ca, westvancouverrec.ca, and recschedules.westvancouverrec.ca) and the District was looking to redesign and consolidated the three websites into one website for cohesive user experience. Upanup had the pleasure to work with the District to redesign and rebuild one Drupal 9 website that functions as an accessible, visually appealing, easily-navigated source of truth that provides an optimal experience for the community. We provided three custom design options for the District to choose from and conducted usability testing to capture user feedback on the chosen design before moving on to the Development phase. As part of this project, Upanup also configured ActiveNet API integration for recreation program and services. We continue to provide post-launch, ongoing website support and hosting services to the westvancouver.ca website.
City of Delta - Website Redesign	
Business Address:	4500 Clarence Taylor Crescent, Delta, BC V4K 3E2
Category:	Canadian municipality
Contact Person:	Jesse Hausner, Application Services Manager
Telephone:	778-835-5610
Email Address:	JHausner@delta.ca
Description of Service:	The City of Delta (the "City") wanted to create a new Drupal website and engage stakeholders and citizens as part of the process to excitement about the new website. Upanup created two custom designs and conducted user testing early in the design phase to get feedback and adjust the design. The City desired a website that reflected the unique nature of their community and to achieve this we conducted several surveys, focus groups, and maintained a continuous feedback channel for public input throughout the process. We also completed a public beta process where some users were able to view and give feedback on the new website prior to launch. We continue to provide ongoing support and maintenance services to the delta.ca website and have

	completed several smaller projects to further enhance the website, and Delta's municipal app.

Regional District of North Okanagan - Website Redesign	
Business Address:	9848 Aberdeen Road, Coldstream, BC V1B 2K9
Category:	Canadian municipality
Contact Person:	Ashley Gregerson, Communications Officer
Telephone:	250-550-3707
Email Address:	ashley.gregerson@rdno.ca
Description of Service:	The Regional District of North Okanagan chose Upanup to develop their new website on the Drupal 9 platform. The new website was built to offer an engaging, service-focused design that empowers users with seamless and responsive experience for both desktop and mobile users. This new website also features notable components such as a 'Neighbourhoods' section to help users identify which areas they live in and which services are available in their neighbourhoods, and a user-based Grant Application system that will facilitate application processes.

Hosting Options

If the SRD is Hosting the Website

Please note that if the SRD wishes to use a hosting provider other than Upanup, the environment setup should include the following, based on the RFP requirements.

Search and Server Requirements

Server-side requirements for self-hosting of Upanup's recommended search and other website functionality:

1. Tika PDF-to-Text library
    a. installed and configured
2. Solr search service
    a. core config.zip configuration and installation
    b. resource allocation requirements
    c. additional settings and configurations: schema, port access, file configurations for stopwords/synonyms, etc.
3. Memcache server-side caching service:
    1. installation and configuration
    2. resource allocation settings
4. Database and Server configurations
    1. optimization for performance
    2. firewall, intrusion, malware and other prevention and detection security tools

Security Updates

The SRD will also need to set up notification systems about updates, then manage and install security updates to the CMS core and modules

Benefits of Using Upanup's Managed Hosting Services

1. The SRD will save $3,000 for the Launch phase since Upanup's process for launching to its own servers/environments is significantly more efficient for all involved.
2. Peace of mind in secure and stable hosting.
3. Upanup will manage security updates to the CMS core and modules.
4. Off-site hosting. For example, in the case of a local emergency at the SRD, the website will stay live for emergency alerts and communications updates.
5. Upanup will ensure all the RFP requirements, such as the above search and server related items, are accounted for in the hosting setup, such as including the Solr search server and the needed libraries for document and other search functionality.

Invoicing

Payment Method

Upanup accepts cheque or EFT.

The following address will be used on the invoice unless otherwise requested by Strathcona Regional District.

- 990 Cedar Street, Campbell River, BC V9W 7Z8

Payment Schedule

Invoicing will be equal monthly payments unless otherwise mutually agreed between Upanup and Strathcona Regional District.

Confidentiality

Please note that the information included in this document is confidential and only to be shared with the intended audience at the Strathcona Regional District.

Proposal Left Open

This proposal will be left open for 6 months from January 3, 2025.

Thank you

If the SRD has any questions, please connect anytime at **contact@upanup.com**

From all of us at Upanup, thank you and we look forward to the opportunity of working with the Strathcona Regional District!

RFP# 06-24
Project Name: Website Redevelopment

Evaluation Criteria	Points
Methodology and approach - 30 pts	**30**
• *statement of understanding of services, capability to fulfill responsibilities, SRD staff resources required & training plan details*	
Project team and relevant expertise - 25 pts	**25**
• *website design experience & development experience for local govts of similar size and scope*	
Value to the Regional District (Max. $80,000) - 15 pts	**15**
• *includes project budget breakdown for each stage & any addt'l annual costs for licensing*	
• *Cost for optional add ons*	
Cost for website maintenance support - 10 pts	**10**
• *Provide details regarding post-implimentation & ongoing support, mainteance services, IT Support, reporting capabilities & system upgrade details*	
• *emergency hrs - 5pts -*	
• *regular hours - 5 pts*	
Demonstrated ability to provide the Services within the proposed project schedule - 10 pts	**10**
• *detailed schedule & transition plan, project completion July 2025 (can be August as we extended the closing date)*	
Reference checks from similar projects - 5pts	**5**
• *minimum of three*	
Proposal clarity and layout - 5pts	**5**
Total Possible	**100**

Reviewers	
1	Amy L
2	Elaine
3	Edith
4	Meredith
5	Douglas
6	Ben

		Requirements				Evaluation Criteria								
Proponent	Business Name	Included signed proposal & on-time	Included all addendum #s	Requirements - located in Canada, follows Canadian data & privacy laws, WorkSafe or equivilant, support during business hours 9-5 PST.	**COST (No GST)**	Methodology and approach	Project team and relevant expertise	Value to the Regional District (Max. $80,000) / Cost for optional add ons	Cost for website maintenance support	Demonstrated ability to provide the Services within the proposed project schedule	Reference checks from similar projects	Proposal clarity and layout	**TOTAL***	
1	The Bomb Enterprises	Yes	Yes	No WorkSafe	$ 59,850.00	15	0	15	7.5	5	3.75	0	46.25	
2	Innovibe Consulting Ltd.	Yes	No Adden 3-7	No WorkSafe	$ 62,000.00	7.5	0	15	5	5	2.5	0	35	
3	Oliver Bigras-Morin	No Signed Proposal	No Adden 3-7	No WorkSafe	$ -	0	0	0	0	0	0	0	0	
4	Spryberry	Yes	No Adden 4-7	Yes	$ 75,900.00	15	12.5	7.5	10	5	3.75	2.5	56.25	
5	Just Consult	Yes	No Adden 5-7	No WorkSafe	$ 67,000.00	15	12.5	11.25	0	2.5	2.5	2.5	46.25	
6	Setsail Marketing Inc.	Yes	No Adden 4-7	No Worksafe	$ 75,000.00	30	18.75	7.5	5	7.5	3.75	0	72.5	
7	Clear Space	Yes	No Adden 4-7	No WorkSafe	$ 65,000.00	22.5	12.5	15	5	7.5	3.75	2.5	68.75	
8	Khyal Inc.	Yes	No Adden 3-7	No WorkSafe	$ 79,700.00	22.5	12.5	3.75	5	5	2.5	2.5	53.75	
9	Brand Rocket Digital Marketing Agency	Yes	No Adden 4-7	No WorkSafe	$ 60,000.00	15	12.5	15	7.5	5	2.5	2.5	60	
10	RC Design Inc.	No Signed Proposal	No	No Worksafe	$ -	0	0	0	0	0	0	0	0	
11	Tanto Consulting	No	No	No	$ -	0	0	0	0	0	0	0	0	
12	Webilize Applications Inc.	Yes	No Adden 6 or 7	No WorkSafe	$ 80,000.00	15	12.5	3.75	5	5	2.5	2.5	46.25	
13	Skyrocket Digital Inc.	Yes	No Adden 6 or 7	No WorkSafe	$ 76,000.00	22.5	18.75	7.5	5	7.5	3.75	2.5	67.5	
14	Wes Webs	Not our form?	No Adden 6 or 7	No WorkSafe or privacy laws	$ 77,300.00	15	0	3.75	5	5	2.5	2.5	33.75	
15	vTGroup Solution	No Signed Proposal	No Adden 4-7	No WorkSafe or signed RFP	$ 68,115.00	0	0	0	0	0	0	0	0	
16	Blu Creative Digital Technologies Inc.	Yes	No Adden 6 or 7	Yes	$ 73,827.00	22.5	18.75	11.25	10	2.5	2.5	3.75	71.25	
17	2 web design inc.	Yes	No Adden 2-7	Yes	$ 67,000.00	22.5	25	11.25	5	5	3.75	0	72.5	
18	Twirling Umbrellas	Yes	No Adden 7	No WorkSafe	$ 77,500.00	26.25	12.5	7.5	5	7.5	5	3.75	67.5	
19	Nirvana Canada	Yes	No Adden 7	No worksafe	$ 82,000.00	15	18.75	0	2.5	5	2.5	0	43.75	
20	Green PI Inc.	Yes	Yes	No WorkSafe	$ 76,400.00	30	12.5	7.5	7.5	10	2.5	2.5	72.5	
21	Bow River Solutions	Yes	Yes	Coverage commitment letter	$ 59,545.00	22.5	12.5	15	7.5	7.5	2.5	2.5	70	
22	Upandup Studios Inc.	Yes	Yes	No WorkSafe	$ 62,500.00	26.5625	25	13.125	6.25	9.375	3.229166667	4.375	87.91666667	
23	Exemplifi LLC	Yes	Yes	No - Located in California	$ -	0	0	0	0	0	0	0	0	
24	Boleyn Media Group Inc.	Yes	Yes	No Worksafe	$ 79,200.00	23.125	20.83333333	7.5	9.375	7.708333333	5	3.333333333	76.875	
25	Evolve Consultants Ltd.	Yes	Yes	No equivalent insurance (ON)	$ 69,515.00	15	12.5	15	5	7.5	2.5	0	57.5	
26	Innovibe Consulting Ltd.	Yes	Yes	No support hours, no worksafe	$ 62,000.00	7.5	0	15	0	5	1.25	0	28.75	
27	Shopwell Design Ltd.	No Signed Proposal	No		$ -	0	0	0	0	0	0	0	0	
28	Ziel Global Inc.	Yes	No	No worksafe	$ 59,966.00	15	12.5	15	10	5	2.5	2.5	62.5	
29	MERAK Systems Corporation	Yes	Yes	No Worksafe	$ 66,239.75	30	12.5	15	7.5	5	3.75	2.5	76.25	
30	Eclipse 360 & The Hatchery	Yes	Yes	No Worksafe	$ 80,000.00	21.25	14.58333333	7.5	7.5	5.625	3.645833333	4.166666667	64.27083333	
31	KIMBO Design Inc.	Yes	Yes	No Worksafe	$ 74,500.00	21.875	24.21875	11.25	7.5	8.333333333	4.6875	4.166666667	82.03125	
32	Unfussy Brands	Yes	No	Yes	$ 72,500.00	22.5	25	7.5	0	7.5	3.75	5	71.25	Tons of experience but no maintenance costs. Based in AB
33	Coldfront Labs Inc.	Yes	Yes	No worksafe	$ 78,000.00	30	12.5	7.5	7.5	0	2.5	2.5	62.5	
34	Kipling Media Ltd.	Yes	Yes	No worksafe	$ 80,000.00	22.5	18.75	3.75	7.5	7.5	5	3.75	68.75	
35	Blue Goose Co.	Yes	Yes	No worksafe	$ 77,500.00	22.5	12.5	7.5	7.5	7.5	2.5	2.5	62.5	
36	Atomic Crayon Web Development Ltd.	Yes	Yes	No worksafe	$ 77,450.00	30	21.35416667	7.5	7.5	2.916666667	3.333333333	4.479166667	77.08333333	
37	Array Studios	Yes	No	No worksafe	$ 75,300.00	22.5	22.91666667	7.5	7.5	7.5	4.6875	4.6875	77.29166667	
38	We Us Them	Yes	Yes	No worksafe	$ 80,000.00	30	12.5	3.75	7.5	10	5	3.75	72.5	
39	Motiv Studio Ltd.	Yes	No, and no reference to them in proposal form.		$ 77,800.00	0	0	7.5	0	0	0	0	7.5	Nice proposal but left addenda spaces empty in proposal form. No signed addenda
40	York & Chapel	Yes	Yes	Yes	$ -	30	18.75	3.75	7.5	7.5	2.5	2.5	72.5	
41	ADGTech Solutions Inc.	Yes	No		$ 65,000.00	0	0	15	0	0	0	0	15	
42	Graphically Speaking Services Inc.	None of our forms included, late.			$ -	0	0	0	0	0	0	0	0	

Disqualified
Not in consideration
Has potential - review again and/or review missing items
Top Submissions

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	The Bomb Enterprises
Address:	5-934 Hutley Road, Armstrong BC V0E 1B7
Contact Name:	Cody New
Phone:	2503-351-9420
Email:	cody@thebomb.ca

Completed Price		$	59,850.00
	GST	$	2,992.50
Total		$	62,842.50

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	2			
Project team and relevant expertise	4	0			
Cost to the Regional District (Max. $80,000)	4	4			
Cost for website maintenance / support	4	3			
Demonstrated ability to provide the Services within the proposed project schedule	4	2			
Proposal clarity and layout	4	3			
Reference checks from similar projects	4	0			
Total Possible	**28**	**14**			

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	15	0	0	0	15
Project team and relevant expertise	25	0	0	0	0	0
Cost to the Regional District (Max. $80,000)	15	15	0	0	0	15
Cost for website maintenance / support	10	7.5	0	0	0	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	5	0	0	0	5
Proposal clarity and layout	5	3.75	0	0	0	3.75
Reference checks from similar projects	5	0	0	0	0	0
Total Possible	**100**	**46.25**	**0**	**0**	**0**	**46.25**

Reviewer Comments:

Not provided: Website design experience & development experience for local govts of similar size and scope, any references from similar projects.

They are suggesting to use Elementor Wordpress Theme, which is one of the top rated themes. Seems like a good, reliable and versatile choice
Project schedule was one bullet point, with no breakdown of the timeline or detailed schedule.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Innovibe Consulting Ltd.
Address:	9322 117A St. Delta BC
Contact Name:	Kartik Bajaj
Phone:	778-669-0071
Email:	kartik@innovibe.ca

Completed Price	$	62,000.00
GST	$	3,100.00
Total	$	65,100.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	1			
Project team and relevant expertise	4	0			
Cost to the Regional District (Max. $80,000)	4	4			
Cost for website maintenance / support	4	2			
Demonstrated ability to provide the Services within the proposed project schedule	4	2			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	0			
Total Possible	**28**	**11**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	7.5	0	0	0	7.5
Project team and relevant expertise	25	0	0	0	0	0
Cost to the Regional District (Max. $80,000)	15	15	0	0	0	15
Cost for website maintenance / support	10	5	0	0	0	5
Demonstrated ability to provide the Services within the proposed project schedule	10	5	0	0	0	5
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**35**	**0**	**0**	**0**	**35**

Reviewer Comments:

Did not sign Addendums 3 to 7
No outline of project team
Did not provide relevant experience or similar project profiles
Not interested in Strapi CMS
Not enough detail, no design to RFP
No step by step of project plan

RFP#	**06-24**
Project Name:	**Website Redevelopment**
Business Name	Oliver Bigras-Morin
Address:	
Contact Name:	Oliver Bigras-Morin
Phone:	
Email:	oliverbigrasmorin@gmail.com

Completed Price

GST	$	-
Total	$	-

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4				
Project team and relevant expertise	4				
Cost to the Regional District (Max. $80,000)	4				
Cost for website maintenance / support	4				
Demonstrated ability to provide the Services within the proposed project schedule	4				
Proposal clarity and layout	4				
Reference checks from similar projects	4				
Total Possible	**28**	**0**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	0	0	0	0	0
Project team and relevant expertise	25	0	0	0	0	0
Cost to the Regional District (Max. $80,000)	15	0	0	0	0	0
Cost for website maintenance / support	10	0	0	0	0	0
Demonstrated ability to provide the Services within the proposed project schedule	10	0	0	0	0	0
Proposal clarity and layout	5	0	0	0	0	0
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**0**	**0**	**0**	**0**	**0**

Reviewer Comments:

Addendums 3-7 were not signed

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Spryberry
Address:	775 St. Paul Street, Kamloops BC V2C 2K3
Contact Name:	Dana Koch
Phone:	250-852-0611
Email:	dana@spryberry.co

Completed Price	$	75,900.00
GST	$	3,795.00
Total	$	79,695.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	2			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	2			
Cost for website maintenance / support	4	4			
Demonstrated ability to provide the Services within the proposed project schedule	4	2			
Proposal clarity and layout	4	3			
Reference checks from similar projects	4	2			
Total Possible	**28**	**17**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	15	0	0	0	15
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	7.5	0	0	0	7.5
Cost for website maintenance / support	10	10	0	0	0	10
Demonstrated ability to provide the Services within the proposed project schedule	10	5	0	0	0	5
Proposal clarity and layout	5	3.75	0	0	0	3.75
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**56.25**	**0**	**0**	**0**	**56.25**

Reviewer Comments:

Addendums 4-7 not signed. Uses Wordpress, DIVI theme
Wants a 5-year retainer for web maintenance, but its included in the cost.
No local government experience.
Provided WorkSafe certificate, most people didn't
Clearly understands our goals/needs
Wants us to pay for all wordpress plug-ins
Proposal has some design to it, but not as nice as others.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Just Consult
Address:	490 Quebec Street, Prince George BC V2L 5N5
Contact Name:	Jogeshwar Sharma
Phone:	778-890-5444
Email:	info@justconsult.ca

Completed Price	$	67,000.00
GST	$	3,350.00
Total	$	70,350.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	2			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	3			
Cost for website maintenance / support	4	0			
Demonstrated ability to provide the Services within the proposed project schedule	4	1			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	2			
Total Possible	**28**	**12**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	15	0	0	0	15
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	11.25	0	0	0	11.25
Cost for website maintenance / support	10	0	0	0	0	0
Demonstrated ability to provide the Services within the proposed project schedule	10	2.5	0	0	0	2.5
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**46.25**	**0**	**0**	**0**	**46.25**

Reviewer Comments:

Addendums 5 to 7 missing
Lacks relevant experience but project examples are nice.
Project team lacks creative designers
No dates included in timeline, or indication they can meet our deadline.
Very short proposal that lacks much design or thoughtful layout
No cost given for website support after launch

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Setsail Marketing Inc.
Address:	200-1737 Boundary Road Vancouver, BC V5M 3Y7
Contact Name:	Tom Richards
Phone:	778-833-0325
Email:	tom@setsail.ca

Completed Price	$	75,000.00
GST	$	3,750.00
Total	$	78,750.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	4			
Project team and relevant expertise	4	3			
Cost to the Regional District (Max. $80,000)	4	2			
Cost for website maintenance / support	4	2			
Demonstrated ability to provide the Services within the proposed project schedule	4	3			
Proposal clarity and layout	4	3			
Reference checks from similar projects	4	0			
Total Possible	**28**	**17**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	30	0	0	0	30
Project team and relevant expertise	25	18.75	0	0	0	18.75
Cost to the Regional District (Max. $80,000)	15	7.5	0	0	0	7.5
Cost for website maintenance / support	10	5	0	0	0	5
Demonstrated ability to provide the Services within the proposed project schedule	10	7.5	0	0	0	7.5
Proposal clarity and layout	5	3.75	0	0	0	3.75
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**72.5**	**0**	**0**	**0**	**72.5**

Reviewer Comments:

Missing addendums 4-6. Uses Wordpress
Nice layout and details to RFP, nice well rounded project team.
I like "impact beyond delivery" section that shows their understanding of us and what we're trying to do.
No references
Though a very detailed maintenance plan, no costs are given for just support. Only web hosting + support
When I look at all the logos of past clients, why not provide examples like from City of Surrey, Transport Canada, etc.?
No Urls provided in project examples, govt of colorado site does not look good.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Clear Space
Address:	1019 Riverview Crescent, Pickering ON L1V 4M7
Contact Name:	Will Hum
Phone:	416-875-8883
Email:	will@clearspace.ca

Completed Price	$	65,000.00
GST	$	3,250.00
Total	$	68,250.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	3			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	4			
Cost for website maintenance / support	4	2			
Demonstrated ability to provide the Services within the proposed project schedule	4	3			
Proposal clarity and layout	4	3			
Reference checks from similar projects	4	2			
Total Possible	**28**	**19**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	22.5	0	0	0	22.5
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	15	0	0	0	15
Cost for website maintenance / support	10	5	0	0	0	5
Demonstrated ability to provide the Services within the proposed project schedule	10	7.5	0	0	0	7.5
Proposal clarity and layout	5	3.75	0	0	0	3.75
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**68.75**	**0**	**0**	**0**	**68.75**

Reviewer Comments:

Addendums 4-7 are missing
Lots of government experience, lovely portfolio
Clearly understands our needs, I love the "key success criteria" pages.
Unfamiliar with "Webflow" CMS
Only shows principal bios, not the rest of the team?

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Khyal Inc.
Address:	116 - 10530 56 Ave NW Edmonton, AB
Contact Name:	Mohammad Bani Amer
Phone:	780-716-2788
Email:	khyal@khyal.ca

Completed Price	$	79,700.00
GST	$	3,985.00
Total	$	83,685.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	3			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	1			
Cost for website maintenance / support	4	2			
Demonstrated ability to provide the Services within the proposed project schedule	4	2			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	2			
Total Possible	**28**	**14**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	22.5	0	0	0	22.5
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	3.75	0	0	0	3.75
Cost for website maintenance / support	10	5	0	0	0	5
Demonstrated ability to provide the Services within the proposed project schedule	10	5	0	0	0	5
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**53.75**	**0**	**0**	**0**	**53.75**

Reviewer Comments:

Missing addendums 3 to 7, Timeline looks like 6 months from start. Using Drupal
Samples of work are all from Saudia Arabia, and i'm not a fan of the design.
Nice step by step with deliverables for each step
Shows knowledge of technical side of the site and back-end requirements
Proposal layout is basic
Would love to see more creative directors/designers on the team
Retainer is assuming that for the next year we'll be billing $350/week worth of time - dont see it.
No commitment to July/Aug launch, only timeline in weeks.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Brand Rocket Digital Marketing Agency
Address:	2208 - 115 Omni Drive, Scarborough ON M1P 5A7
Contact Name:	Jake O'Brien
Phone:	250-984-7981
Email:	jakeobrien@brandrocket.ca

Completed Price	$	60,000.00
GST	$	3,000.00
Total	$	63,000.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	2			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	4			
Cost for website maintenance / support	4	3			
Demonstrated ability to provide the Services within the proposed project schedule	4	2			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	2			
Total Possible	**28**	**17**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	15	0	0	0	15
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	15	0	0	0	15
Cost for website maintenance / support	10	7.5	0	0	0	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	5	0	0	0	5
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**60**	**0**	**0**	**0**	**60**

Reviewer Comments:

Addendums 4 to 7 are missing, RFP and website sample design and layout are not very nice.
References are not relevant, projects not similar
Nice that they offer the first year of support for free
No technical experience/web developers on project team

RFP#	**06-24**
Project Name:	**Website Redevelopment**
Business Name	RC Design Inc.
Address:	
Contact Name:	Rob Clark
Phone:	
Email:	

Completed Price

GST	$	-
Total	$	-

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4				
Project team and relevant expertise	4				
Cost to the Regional District (Max. $80,000)	4				
Cost for website maintenance / support	4				
Demonstrated ability to provide the Services within the proposed project schedule	4				
Proposal clarity and layout	4				
Reference checks from similar projects	4				
Total Possible	**28**	**0**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	0	0	0	0	0
Project team and relevant expertise	25	0	0	0	0	0
Cost to the Regional District (Max. $80,000)	15	0	0	0	0	0
Cost for website maintenance / support	10	0	0	0	0	0
Demonstrated ability to provide the Services within the proposed project schedule	10	0	0	0	0	0
Proposal clarity and layout	5	0	0	0	0	0
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**0**	**0**	**0**	**0**	**0**

Reviewer Comments:

One of the nicest rfp designs i've seen, but none of our forms are included. RFP is not signed and no addendums included.
Really nices websites/portfolio of work

RFP#	**06-24**
Project Name:	**Website Redevelopment**
Business Name	Tanto Consulting
Address:	
Contact Name:	Sunjoyo Tanto
Phone:	
Email:	

Completed Price

GST	$	-
Total	$	-

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4				
Project team and relevant expertise	4				
Cost to the Regional District (Max. $80,000)	4				
Cost for website maintenance / support	4				
Demonstrated ability to provide the Services within the proposed project schedule	4				
Proposal clarity and layout	4				
Reference checks from similar projects	4				
Total Possible	**28**	**0**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	0	0	0	0	0
Project team and relevant expertise	25	0	0	0	0	0
Cost to the Regional District (Max. $80,000)	15	0	0	0	0	0
Cost for website maintenance / support	10	0	0	0	0	0
Demonstrated ability to provide the Services within the proposed project schedule	10	0	0	0	0	0
Proposal clarity and layout	5	0	0	0	0	0
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**0**	**0**	**0**	**0**	**0**

Reviewer Comments:

Proponent did not sign the RFP or any of the addendums. Did not indicate if servers are in Canada or privacy laws.
RFP was very basic, no references or portfolio samples
Wants to use WP Bakery Wordpress theme which I've used and dont enjoy.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Webilize Applications Inc.
Address:	555 Burrard St Vancouver, BC V7X 1M8
Contact Name:	Imraj Pasricha
Phone:	604-761-4725
Email:	imraj@webilize.com

Completed Price	$	80,000.00
GST	$	4,000.00
Total	$	84,000.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	2			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	1			
Cost for website maintenance / support	4	2			
Demonstrated ability to provide the Services within the proposed project schedule	4	2			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	2			
Total Possible	**28**	**13**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	15	0	0	0	15
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	3.75	0	0	0	3.75
Cost for website maintenance / support	10	5	0	0	0	5
Demonstrated ability to provide the Services within the proposed project schedule	10	5	0	0	0	5
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**46.25**	**0**	**0**	**0**	**46.25**

Reviewer Comments:

Addendum 6 and 7 are missing. RFP deliverables was a basic table with simple responses to our requirements.
No experience with governments, don't like their provided examples.
Does not seem to understand what we mean by engagement features, says they need more info. Likely just not familiar with this.
Basic word doc, no design.
Wordpress CMS
Nice well rounded project team, no relevant experience with government
"Starter" support package assumes we'll use $450/week in their services?

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Skyrocket Digital Inc.
Address:	301 - 560 Beatty Street Vancouver, BC V6B 2L3
Contact Name:	Mo Dhaliwal
Phone:	778-814-5705
Email:	

Completed Price	$	76,000.00
GST	$	3,800.00
Total	$	79,800.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	3			
Project team and relevant expertise	4	3			
Cost to the Regional District (Max. $80,000)	4	2			
Cost for website maintenance / support	4	2			
Demonstrated ability to provide the Services within the proposed project schedule	4	3			
Proposal clarity and layout	4	3			
Reference checks from similar projects	4	2			
Total Possible	**28**	**18**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	22.5	0	0	0	22.5
Project team and relevant expertise	25	18.75	0	0	0	18.75
Cost to the Regional District (Max. $80,000)	15	7.5	0	0	0	7.5
Cost for website maintenance / support	10	5	0	0	0	5
Demonstrated ability to provide the Services within the proposed project schedule	10	7.5	0	0	0	7.5
Proposal clarity and layout	5	3.75	0	0	0	3.75
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**67.5**	**0**	**0**	**0**	**67.5**

Reviewer Comments:

Addendums 6 and 7 are missing. Nice breakdown of the timeline and price. No government experience but nice client list.
Monthly support package is too expensive
Experience is not relevant to local government, but big name clients. Nice well rounded project team
Portfolio is nice, other proponents did a better job of profiling the projects.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Wes Webs
Address:	1011 Beach Avenue, Vancouver BC V6E 1T8
Contact Name:	Wesley Fakrogha
Phone:	250-687-0075
Email:	wesleyfrank98@gmail.com

Completed Price	$	77,300.00
GST	$	3,865.00
Total	$	81,165.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	2			
Project team and relevant expertise	4	0			
Cost to the Regional District (Max. $80,000)	4	1			
Cost for website maintenance / support	4	2			
Demonstrated ability to provide the Services within the proposed project schedule	4	2			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	2			
Total Possible	**28**	**11**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	15	0	0	0	15
Project team and relevant expertise	25	0	0	0	0	0
Cost to the Regional District (Max. $80,000)	15	3.75	0	0	0	3.75
Cost for website maintenance / support	10	5	0	0	0	5
Demonstrated ability to provide the Services within the proposed project schedule	10	5	0	0	0	5
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**33.75**	**0**	**0**	**0**	**33.75**

Reviewer Comments:

Missing addendums 6 and 7. Basic RFP, basic word doc with no design.
Doesn't specifically address many of our custom needs in a website and seems like a proposal they just changed the company name to SRD
Basic word doc, not detailed.
Portfolio samples are not up to our standard of quality.
Project team is not given, no relevant experience.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	vTGroup Solution
Address:	205 - 1200 Pembina Highway, Winnipeg MB R3T 2A7
Contact Name:	Simrat Singh Sabharwal
Phone:	647-492-6906
Email:	vtechca.rfp@vtechsolution.ca

Completed Price	$	68,115.00
GST	$	3,405.75
Total	$	71,520.75

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4				
Project team and relevant expertise	4				
Cost to the Regional District (Max. $80,000)	4				
Cost for website maintenance / support	4				
Demonstrated ability to provide the Services within the proposed project schedule	4				
Proposal clarity and layout	4				
Reference checks from similar projects	4				
Total Possible	**28**	**0**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	0	0	0	0	0
Project team and relevant expertise	25	0	0	0	0	0
Cost to the Regional District (Max. $80,000)	15	0	0	0	0	0
Cost for website maintenance / support	10	0	0	0	0	0
Demonstrated ability to provide the Services within the proposed project schedule	10	0	0	0	0	0
Proposal clarity and layout	5	0	0	0	0	0
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**0**	**0**	**0**	**0**	**0**

Reviewer Comments:

Missing addendums 4-7. Good understanding of our project and issues with current website.
Clearly has experience with the different stages of site development. Wordpress for CMS, no indication of theme used.
Very detailed RFP, government of BC other government experience.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Blu Creative Digital Technologies Inc.
Address:	3565 Jarry E Suite 310, Montreal QC H1Z 2G3
Contact Name:	Luis Antonio Diaz
Phone:	1-855-937-3726 x1030
Email:	rfp@bluecreative.dev

Completed Price	$	73,827.00
GST	$	3,691.35
Total	$	77,518.35

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	3			
Project team and relevant expertise	4	3			
Cost to the Regional District (Max. $80,000)	4	3			
Cost for website maintenance / support	4	4			
Demonstrated ability to provide the Services within the proposed project schedule	4	1			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	3			
Total Possible	**28**	**19**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	22.5	0	0	0	22.5
Project team and relevant expertise	25	18.75	0	0	0	18.75
Cost to the Regional District (Max. $80,000)	15	11.25	0	0	0	11.25
Cost for website maintenance / support	10	10	0	0	0	10
Demonstrated ability to provide the Services within the proposed project schedule	10	2.5	0	0	0	2.5
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	3.75	0	0	0	3.75

Total Possible	**100**	**71.25**	**0**	**0**	**0**	**71.25**

Reviewer Comments:

Missing addendums 6 and 7.
Interesting "Neuro AI" widget for accessibility and neurodivergent users
Pre-purchased "bank of hours" for support after web launch. No pricing
Projects seem to be mostly technical, most samples of work are basic websites with little design thought.
Video tutorial dashboard is very nice.
Wants to launch in October
Websites in "design capabilities" have all the exact same template!
Maintenance pkg at 6hrs/month is $40/hr. But we have to sign up for the whole year.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	2 web design inc.
Address:	200 - 402 21st E, Saskatoon SK S7K 0C3
Contact Name:	Mouneeb Shahid
Phone:	306-664-2932
Email:	mouneeb@2web.ca

Completed Price	$	67,000.00
GST	$	3,350.00
Total	$	70,350.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	3			
Project team and relevant expertise	4	4			
Cost to the Regional District (Max. $80,000)	4	3			
Cost for website maintenance / support	4	2			
Demonstrated ability to provide the Services within the proposed project schedule	4	2			
Proposal clarity and layout	4	3			
Reference checks from similar projects	4	4			
Total Possible	**28**	**21**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	22.5	0	0	0	22.5
Project team and relevant expertise	25	25	0	0	0	25
Cost to the Regional District (Max. $80,000)	15	11.25	0	0	0	11.25
Cost for website maintenance / support	10	5	0	0	0	5
Demonstrated ability to provide the Services within the proposed project schedule	10	5	0	0	0	5
Proposal clarity and layout	5	3.75	0	0	0	3.75
Reference checks from similar projects	5	5	0	0	0	5

Total Possible	**100**	**77.5**	**0**	**0**	**0**	**77.5**

Reviewer Comments:

Missing addendums 2 to 7.
Lots of local government experience.
Wordpress CMS - Elementor editor is good.
Yearly retainer maintenance cost includes web hosting - how much without?
No commitment to July/Aug finish, just a detailed timeline.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Twirling Umbrellas
Address:	106 - 460 Doyle Ave, Kelowna BC V1Y 0C2
Contact Name:	Chris Stephens
Phone:	250-718-0086
Email:	chrisstephens@twirlingumbrellas.com

Completed Price	$	77,500.00
GST	$	3,875.00
Total	$	81,375.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	3.5			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	2			
Cost for website maintenance / support	4	2			
Demonstrated ability to provide the Services within the proposed project schedule	4	3			
Proposal clarity and layout	4	4			
Reference checks from similar projects	4	3			
Total Possible	**28**	**19.5**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	26.25	0	0	0	26.25
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	7.5	0	0	0	7.5
Cost for website maintenance / support	10	5	0	0	0	5
Demonstrated ability to provide the Services within the proposed project schedule	10	7.5	0	0	0	7.5
Proposal clarity and layout	5	5	0	0	0	5
Reference checks from similar projects	5	3.75	0	0	0	3.75

Total Possible	**100**	**67.5**	**0**	**0**	**0**	**67.5**

Reviewer Comments:

Missing addendum 7. Excellent RFP layout and design. Lovely project examples.
Very detailed table on solutions to all our requirements
Non-profit and small amount of local govt experience
Only 2 people on team? No IT/programmers?

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Nirvana Canada
Address:	1500 - 701 W Georgia Street, Vancouver BC V7Y 1C6
Contact Name:	Smita Jain
Phone:	778-896-4476
Email:	success@nirvanacanada.com

Completed Price	$	82,000.00
GST	$	4,100.00
Total	$	86,100.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	2			
Project team and relevant expertise	4	3			
Cost to the Regional District (Max. $80,000)	4	0			
Cost for website maintenance / support	4	1			
Demonstrated ability to provide the Services within the proposed project schedule	4	2			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	0			
Total Possible	**28**	**10**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	15	0	0	0	15
Project team and relevant expertise	25	18.75	0	0	0	18.75
Cost to the Regional District (Max. $80,000)	15	0	0	0	0	0
Cost for website maintenance / support	10	2.5	0	0	0	2.5
Demonstrated ability to provide the Services within the proposed project schedule	10	5	0	0	0	5
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**43.75**	**0**	**0**	**0**	**43.75**

Reviewer Comments:

Missing addendum 7. No local government experience
Project team is good, but quality of design in the site portfolios are basic wordpress templated designs.
No references provided
Basic word doc rfp, no design thought to it.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Green PI Inc.
Address:	7050A Bramalea Road, Unit 18, Missisauga ON L5S 1T1
Contact Name:	Romeo Jack Barbosa
Phone:	905-495-5453
Email:	romeo.barbosa@greenpi.ca

Completed Price	$	76,400.00
GST	$	3,820.00
Total	$	80,220.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	4			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	2			
Cost for website maintenance / support	4	3			
Demonstrated ability to provide the Services within the proposed project schedule	4	4			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	2			
Total Possible	**28**	**19**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	30	0	0	0	30
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	7.5	0	0	0	7.5
Cost for website maintenance / support	10	7.5	0	0	0	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	10	0	0	0	10
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**72.5**	**0**	**0**	**0**	**72.5**

Reviewer Comments:

Lots of local government experience. Actually notes canadian data and privacy laws - most proponents don't.
Wordpress or Drupal for CMS - no specific plan.
Show an understanding of all the details, steps, and actions needed in website development.
Company team is lots of IT and web developers - no designers?
Portfolio - surprized with so much govt experience they give a bad catholic school board site as their first example?
ICE website looks good with live chat. I think most of their experience is more with the backend of websites.
Very detailed timeline (last page of RFP)
Pg 29 - wants an additional $43,000 for add-ons like online payments, engagement platform, AI capabilities, etc.
Basic word doc RFP, layout and design needs more.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Bow River Solutions
Address:	330 - 5 Ave SW, Calgary AB T2P 0L4
Contact Name:	Mathew Bruneau
Phone:	587-885-1090
Email:	mathew@bowriversolutions.com

Completed Price	$	59,545.00
GST	$	2,977.25
Total	$	62,522.25

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	3			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	4			
Cost for website maintenance / support	4	3			
Demonstrated ability to provide the Services within the proposed project schedule	4	3			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	2			
Total Possible	**28**	**19**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	22.5	0	0	0	22.5
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	15	0	0	0	15
Cost for website maintenance / support	10	7.5	0	0	0	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	7.5	0	0	0	7.5
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**70**	**0**	**0**	**0**	**70**

Reviewer Comments:

Don't like relevant experience examples.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Upandup Studios Inc.
Address:	Suite 600, 844 Courtney Street, Victoria BC V8W 1C4
Contact Name:	Charlotte O'reilly
Phone:	250-884-3366
Email:	contact@upandup.com

Completed Price	$	62,500.00
GST	$	3,125.00
Total	$	65,625.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1 · Amy L**	**Reviewer 2 · Elaine**	**Reviewer 3 · Edith**	**Reviewer 4 · Meredith**	**Reviewer 5 · Douglas**	**Reviewer 6 - Ben**
Methodology and approach	4	4	3.75	3	4	3	3.5
Project team and relevant expertise	4	4	4	4	4	4	4
Cost to the Regional District (Max. $80,000)	4	4	2	4	4	4	3
Cost for website maintenance / support	4	3	3	2	2	3	2
Demonstrated ability to provide the Services within the proposed project schedule	4	4	3.5	4	4	3	4
Proposal clarity and layout	4	3	3	2	2	2.5	3
Reference checks from similar projects	4	4	4	3	3	3	4
Total Possible	**28**	**26**	**23.25**	**22**	**23**	**22.5**	**23.5**

Evaluation Criteria	**Max Points**	**Reviewer 1 · Amy L**	**Reviewer 2 · Elaine**	**Reviewer 3 · Edith**	**Reviewer 4 · Meredith**	**Reviewer 5 · Douglas**	**Reviewer 6 - Ben**	**Average (Mean)**
Methodology and approach	30	30	28.125	22.5	30	22.5	26.25	26.5625
Project team and relevant expertise	25	25	25	25	25	25	25	25
Cost to the Regional District (Max. $80,000)	15	15	7.5	15	15	15	11.25	13.125
Cost for website maintenance / support	10	7.5	7.5	5	5	7.5	5	6.25
Demonstrated ability to provide the Services within the proposed project schedule	10	10	8.75	10	10	7.5	10	9.375
Proposal clarity and layout	5	3.75	3.75	2.5	2.5	3.125	3.75	3.2291667

Reference checks from similar projects	5	5	5	3.75	3.75	3.75	5	4.375
Total Possible	**100**	96.25	85.625	83.75	91.25	84.375	86.25	87.916667

Reviewer Comments:

Amy L	**Meredith**	**Edith**	Elaine
Huge amount of local government sites, many nices ones like Smithers, Delta, West Van, etc.	Open source CMS (Drupal 10)	cost initially looks to be the lowest however add on the SG integration and all the additions and not so much	new CMS - drupal. Will need to learn but soiunds good. Other govts recommend drupal
Their biggest drawback is they want an additional $20K and 10-12 weeks on the timeline to add different SG navigation and pages.	Exceeds accessibility expectations.		
		hosting costs are the highest of any proposal	SG site as its not an optional add on - a must! Price needs to be adjusted to include SG or suggest how we can incorporate SG the way we want.
Live examples of almost every requirement we requested - amazing!	Some features available only through Upanup hosting		need to ensure bylaw database can be duplicated with little effort from SRD
		plenty of LG experience	
Would like to use Drupal CMS. I am totally unfamiliar with this, but sounds very flexible and expandable.	Link for the "interactive proposal" could not be reached.		Forms - accessibility form not listed, can we create our own, why only 3 listed?

Base support package is $350/mo for 3 hrs, then $145/hr max 2hrs per month. Seems ok but according to them we'd need a bigger package. Larger pacakge is $600/month and 5hrs - not sure we'd need this.	Proposal is thorough and clear, though not as 'snappy' as some. Package options seem like they are copied from a website and are not fitted properly to the page. A clear summary of the options was not provided, but would have been appreciated.	broken link checker - how much more?
Design of RFP is poor compared to other top proponents, however the information is layed out clearly.	Option for Upanup hosting (enterprise level) is $15,600/year to set up, with annual fees incrementally increasing to $44,880 by year 3. Post-launce maintenance costs vary widely, and cover a wide range of services. Not sure what level of service is necessary.	need two seperate calendars - one for SRD and one for SG, both with different types/categories
Very detailed project timeline with specifics on our role in each phase.	Project team has significant experience with similar projects for other local gov.	print button can be included in page design? It's a maybe as it depnds on design choice
Ignore section on recreation integration with PerfectMind, for the cost I feel we can continue to just embed the little PM window on the page.	27 week (7-month) completion schedule	

Scored a 3 for references because they included contacts with project details

need more than 3 newsletter email subscriptions. Currently news/notice/events, Bids, employment, EA A, EA B, EA C, EA D and SG will want some too. Pricing for more? dedicated seacrh for bylaws database - is it included or extra?

Why is predictive search not offered if SRD hosts elsewhere?

Why results priortize differently based on who is hosting? What is additional cost of AI search, third party costs?

SG - needs. What's on today schedule is this covered by calendar?

why is the proposed project team members have lots of ON and not much BC local govt experience

what about older content than 2 years, what happens to it?

how much for content editing (grammar, spelling, punctuation, etc....)

No clue about hosting prices and what we currently pay and need - need IT help!

For example engagement platform?

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Exemplifi LLC
Address:	2563 Waverley Street, Palo Alto CA USA, 94301
Contact Name:	Vinod Pabba
Phone:	617-233-7510
Email:	vpabba@exemplifi.io

Completed Price

GST	$	-
Total	$	-

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4				
Project team and relevant expertise	4				
Cost to the Regional District (Max. $80,000)	4				
Cost for website maintenance / support	4				
Demonstrated ability to provide the Services within the proposed project schedule	4				
Proposal clarity and layout	4				
Reference checks from similar projects	4				
Total Possible	**28**	**0**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	0	0	0	0	0
Project team and relevant expertise	25	0	0	0	0	0
Cost to the Regional District (Max. $80,000)	15	0	0	0	0	0
Cost for website maintenance / support	10	0	0	0	0	0
Demonstrated ability to provide the Services within the proposed project schedule	10	0	0	0	0	0
Proposal clarity and layout	5	0	0	0	0	0
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**0**	**0**	**0**	**0**	**0**

Reviewer Comments:

Is located in the USA

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Boleyn Media Group Inc.
Address:	B-2602 South Island Highway, Campbell River BC V9W 7R5
Contact Name:	Jos Bell
Phone:	778-679-5138
Email:	jos@boleynmedia.com

Completed Price	$	79,200.00
GST	$	3,960.00
Total	$	83,160.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Reviewer 5**	**Reviewer 6**
Methodology and approach	4	3	3	3	3	3.5	3
Project team and relevant expertise	4	4	3	3	3	4	3
Cost to the Regional District (Max. $80,000)	4	2	2	2	2	2	2
Cost for website maintenance / support	4	4	3.5	3	4	4	4
Demonstrated ability to provide the Services within the proposed project schedule	4	3	3	3	3	3.5	3
Proposal clarity and layout	4	4	4	4	4	4	4
Reference checks from similar projects	4	3	3	2	2	3	3
Total Possible	**28**	**23**	**21.5**	**20**	**21**	**24**	**22**

Evaluation Criteria	**Max Points**	**Reviewer 1 - Amy L**	**Reviewer 2 - Elaine**	**Reviewer 3 - Edith**	**Reviewer 4 - Meredith**	**Reviewer 5 - Douglas**	**Reviewer 6 - Ben**	**Average (Mean)**
Methodology and approach	30	22.5	22.5	22.5	22.5	26.25	22.5	23.125
Project team and relevant expertise	25	25	18.75	18.75	18.75	25	18.75	20.83333
Cost to the Regional District (Max. $80,000)	15	7.5	7.5	7.5	7.5	7.5	7.5	7.5
Cost for website maintenance / support	10	10	8.75	7.5	10	10	10	9.375
Demonstrated ability to provide the Services within the proposed project schedule	10	7.5	7.5	7.5	7.5	8.75	7.5	7.708333
Proposal clarity and layout	5	5	5	5	5	5	5	5

Reference checks from similar projects	5	3.75	3.75	2.5	2.5	3.75	3.75	3.333333
Total Possible	**100**	81.25	73.75	71.25	73.75	86.25	75	76.875

Reviewer Comments:

Amy L	**Meredith**	Edith
Excellent design of RFP, clear and simple, good local references.	Based in Campbell River and currently provides maintenance services to existing SRD websites.	experience, although solid does not include a full LG website build, however has work w/SRD website
They have the advantage because they already work with our current site, and they serve the same audience as us in our community, so they really do understand our needs.	Continuation of WordPress as CMS	simple methodology and approach, easy to read
Not many actual local government website development projects in their portfolio, however they do excellent work for local business websites. i.e., discover campbell river.	Ongoing maintenance cost of $500/year. Content updates $120/hour	I really appreciate that this team is local, supporting local and close proximity if support was needed in the future
I really appreciate their simple approach, they are capable of providing what we need but aren't tacking on all these extra costs and fees for every single thing, or tons of extra pages in their RFP going over every little detail.	6-month completion schedule	custom estimates for online pymts, password staff site, integrated engagement

Did not specifically address each important item in our scope of work like other proponents did. i.e., how will you roll out a document library for our bylaws?	Experience is mainly in tourism and other marketing-driven sites. Limited gov. experience, which has different needs/users. Scored a 2 for references because they provided contacts.	Chat bot - $2400-3600 Google analytics $4800-$6600

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Evolve Consultants Ltd.
Address:	2043 North Routledge Park, London ON N6G 0A7
Contact Name:	Kumar Srinivasan, Senior Manager
Phone:	343-551-4459
Email:	seniormanager@theevolveconsulting.com

Completed Price	$	69,515.00
GST	$	3,475.75
Total	$	72,990.75

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	2			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	4			
Cost for website maintenance / support	4	2			
Demonstrated ability to provide the Services within the proposed project schedule	4	3			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4				
Total Possible	**28**	**15**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	15	0	0	0	15
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	15	0	0	0	15
Cost for website maintenance / support	10	5	0	0	0	5
Demonstrated ability to provide the Services within the proposed project schedule	10	7.5	0	0	0	7.5
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**57.5**	**0**	**0**	**0**	**57.5**

Reviewer Comments:

RFP is basic word doc template. Formatting errors.
No designers on project team - seems like all IT guys
Website maintenance monthly at $950 is very $$$, but cost per hour cheap

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Innovibe Consulting Ltd.
Address:	9322 117A St. Delta BC
Contact Name:	Kartik Bajaj
Phone:	778-669-0071
Email:	kartik@innovibe.ca

Completed Price	$	62,000.00
GST	$	3,100.00
Total	$	65,100.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	1			
Project team and relevant expertise	4	0			
Cost to the Regional District (Max. $80,000)	4	4			
Cost for website maintenance / support	4	0			
Demonstrated ability to provide the Services within the proposed project schedule	4	2			
Proposal clarity and layout	4	1			
Reference checks from similar projects	4	0			
Total Possible	**28**	**8**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	7.5	0	0	0	7.5
Project team and relevant expertise	25	0	0	0	0	0
Cost to the Regional District (Max. $80,000)	15	15	0	0	0	15
Cost for website maintenance / support	10	0	0	0	0	0
Demonstrated ability to provide the Services within the proposed project schedule	10	5	0	0	0	5
Proposal clarity and layout	5	1.25	0	0	0	1.25
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**28.75**	**0**	**0**	**0**	**28.75**

Reviewer Comments:

Second submission? Does not provide any references or project team. Very basic 5-page proposal.
Does not provide website maintenance costs.
Project schedule is too basic. Not familiar with "strapi.io" for CMS

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Shopwell Design Ltd.
Address:	3225 Ripon Road, Victoria BC V8R 6G7
Contact Name:	Greyson Elmore
Phone:	604-704-8824
Email:	greyson@shopwelldesign.com

Completed Price

GST	$	-
Total	$	-

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4				
Project team and relevant expertise	4				
Cost to the Regional District (Max. $80,000)	4				
Cost for website maintenance / support	4				
Demonstrated ability to provide the Services within the proposed project schedule	4				
Proposal clarity and layout	4				
Reference checks from similar projects	4				
Total Possible	**28**	**0**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	0	0	0	0	0
Project team and relevant expertise	25	0	0	0	0	0
Cost to the Regional District (Max. $80,000)	15	0	0	0	0	0
Cost for website maintenance / support	10	0	0	0	0	0
Demonstrated ability to provide the Services within the proposed project schedule	10	0	0	0	0	0
Proposal clarity and layout	5	0	0	0	0	0
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**0**	**0**	**0**	**0**	**0**

Reviewer Comments:

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Ziel Global Inc.
Address:	Office #4 1550 Ampere, Boucherville QC J4B 7L4
Contact Name:	Basil Fawwad
Phone:	+92 347 8885827 Phone number is in Pakistan
Email:	b.fawwad@zeilglobal.com

Completed Price	$	59,966.00
GST	$	2,998.30
Total	$	62,964.30

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	2			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	4			
Cost for website maintenance / support	4	4			
Demonstrated ability to provide the Services within the proposed project schedule	4	2			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	2			
Total Possible	**28**	**18**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	15	0	0	0	15
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	15	0	0	0	15
Cost for website maintenance / support	10	10	0	0	0	10
Demonstrated ability to provide the Services within the proposed project schedule	10	5	0	0	0	5
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**62.5**	**0**	**0**	**0**	**62.5**

Reviewer Comments:

No signed addenda, but does acknowledge 1-7 in the proposal form.
Basic word doc RFP with no design at all.
Good team of developers, but lacking creative designers.
Basic timeline and project steps vs. what other proponents provide.
Portfolio shows nice dynamic websites, but no government experience.
Methodology and approach has good detail
$20/hr for maintenance and support - lowest out of all RFPs

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	MERAK Systems Corporation
Address:	Suite 356 17A - 218 Silvercreek Parkway N, Guelph ON N1H 8E8
Contact Name:	Claire Preuss
Phone:	519-767-1292
Email:	sales@meraksystems.com

Completed Price	$	66,239.75
GST	$	3,311.99
Total	$	69,551.74

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	4			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	4			
Cost for website maintenance / support	4	3			
Demonstrated ability to provide the Services within the proposed project schedule	4	2			
Proposal clarity and layout	4	3			
Reference checks from similar projects	4	2			
Total Possible	**28**	**20**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	30	0	0	0	30
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	15	0	0	0	15
Cost for website maintenance / support	10	7.5	0	0	0	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	5	0	0	0	5
Proposal clarity and layout	5	3.75	0	0	0	3.75
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**76.25**	**0**	**0**	**0**	**76.25**

Reviewer Comments:

Good references to Canadian data security. Details their solutions to our requirements in a clean table.
Very clear on what is needed from the SRD, our roles in the process.
Proposes to use Wordpress
Though very detailed explaining the project, I don't like their provided website case studies
If they have so much government experience as they referenced, why not provide those as examples?
Proposed finish date of early May seems unrealistic.
Nice layout and design of proposal
Small project team compared to others, would like to see more creative designers

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Eclipse 360 & The Hatchery
Address:	200 - 602 Broughton Street, Victoria BC V8W 1C7
Contact Name:	Mary Jo Ycasas & Ryan Shaver
Phone:	604-626-1441
Email:	mj@eclipse3sixty.com, ryan@thehatcherylabs.com

Completed Price	$	80,000.00
GST	$	4,000.00
Total	$	84,000.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Reviewer 5**	**Reviewer 6**
Methodology and approach	4	4	3	3	2	2	3
Project team and relevant expertise	4	3	2.5	2	2	2.5	2
Cost to the Regional District (Max. $80,000)	4	2	2	2	2	2	2
Cost for website maintenance / support	4	4	3	2	3	2	4
Demonstrated ability to provide the Services within the proposed project schedule	4	2	2.5	2	3	2	2
Proposal clarity and layout	4	3	3	3	3	2.5	3
Reference checks from similar projects	4	4	3	3	4	3	3
Total Possible	**28**	**22**	**19**	**17**	**19**	**16**	**19**

Evaluation Criteria	**Max Points**	**Reviewer 1 - Amy L**	**Reviewer 2 - Elaine**	**Reviewer 3 - Edith**	**Reviewer 4 - Meredith**	**Reviewer 5 - Douglas**	**Reviewer 6 - Ben**	**Average (Mean)**
Methodology and approach	30	30	22.5	22.5	15	15	22.5	21.25
Project team and relevant expertise	25	18.75	15.625	12.5	12.5	15.625	12.5	14.58333
Cost to the Regional District (Max. $80,000)	15	7.5	7.5	7.5	7.5	7.5	7.5	7.5
Cost for website maintenance / support	10	10	7.5	5	7.5	5	10	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	5	6.25	5	7.5	5	5	5.625
Proposal clarity and layout	5	3.75	3.75	3.75	3.75	3.125	3.75	3.645833

Reference checks from similar projects	5	5	3.75	3.75	5	3.75	3.75	4.166667
Total Possible	**100**	80	66.875	60	58.75	55	65	64.27083

Reviewer Comments:

Amy L	**Meredith**	**Edith**
Proposes beginning of Sept for completion	Less experience in gov. sites than some. Experience is mainly in marketing and brand development.	
		limited LG experience
Really beautiful local government experience with nice websites like City of Langford and Saanich	Ongoing maintenance at $125/hour	only 1 LG site provided for reference
Wordpress gutenberg editor, no fancy plugins	7-month completion schedule	Annual support amounts unclear
Pg 20 - we don't require retainers as we believe both parties should benefit from a flexible, transparent system" I like this!	Content migration is not included.	monthly management plan amounts unclear
Formatting/fonts/RFP styling is nice.	Continue with WordPress	no plug in amounts
Repeated what is in our RFP without much detail on HOW they were going to accomplish each specification. No specific examples for each key objective was provided like other proponents have done.	Scored four for references because they provided contact, project details, and testimonial.	
Project process/timeline is less detailed for each phase vs. other proponents.		

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	KIMBO Design Inc.
Address:	1207 - 409 Granville Street, Vancouver BC V6C 1T2
Contact Name:	Kim Pickett
Phone:	604-738-6448
Email:	rfp@kimbodesign.ca

Completed Price	$	74,500.00
GST	$	3,725.00
Total	$	78,225.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base	75,001 - 80,000
Good	3	Meets the criterion - Above average	70,000 - 75,000
Exceptional	4	Meets the criterion -	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Reviewer 5**	
Methodology and approach	4	3	3	3	3	2.5	3
Project team and relevant expertise	4	4	3.75	4	4	3.5	4
Cost to the Regional District (Max. $80,000)	4	3	3	3	3	3	3
Cost for website maintenance / support	4	3	3	3	3	3	3
Demonstrated ability to provide the Services within the proposed project schedule	4	3	3	3	4	3	4
Proposal clarity and layout	4	4	3	4	4	3.5	4
Reference checks from similar projects	4	4	3	3	3	3	4
Total Possible	**28**	**24**	**21.75**	**23**	**24**	**21.5**	

Evaluation Criteria	**Max Points**	**Reviewer 1 - Amy L**	**Reviewer 2 - Elaine**	**Reviewer 3 - Edith**	**Reviewer 4 - Meredith**	**Reviewer 5 - Douglas**	**Reviewer 6 - Ben**	**Average (Mean)**
Methodology and approach	30	22.5	22.5	22.5	22.5	18.75	22.5	21.875
Project team and relevant expertise	25	25	23.4375	25	25	21.875	25	24.21875
Cost to the Regional District (Max. $80,000)	15	11.25	11.25	11.25	11.25	11.25	11.25	11.25
Cost for website maintenance / support	10	7.5	7.5	7.5	7.5	7.5	7.5	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	7.5	7.5	7.5	10	7.5	10	8.333333
Proposal clarity and layout	5	5	3.75	5	5	4.375	5	4.6875

Reference checks from similar projects	5	5	3.75	3.75	3.75	3.75	5	4.166667
Total Possible	**100**	83.75	79.6875	82.5	85	75	86.25	82.03125

Reviewer Comments:

Amy L	**Meredith**	**Edith**
	Custom WordPress	
Exceptional local government experience with nice websites for Sunshine Coast RD, Robson Valley RD, etc.		methodology less detailed than others
	Experience with local gov. and PerfectMind	
		maintenance - $3750 and plug ins $1000/yr which is more than other proposals
Would like to see a more detailed/better layout of project timeline compared with other top proponents		
	Ongoing maintenance $3,750/year (free for 1 year with 5-year contract)	
Wordpress. Wants to install Elementor page builder plugin, I have used this before and it is user friendly.		Add on's cost seems high
	6-month schedule for completion	
Don't like 5-year contract but hourly rate is good.		Online pymt $5000
	Scored a 3 for references because they included contacts with project details	
Love the specific project examples of how they can meet our requested needs		AI $8750
Very relevant experience with Sunshine Coast RD, with document libraries, bids and tenders, custom rec program filters.		Integrated engagement $5000
Training recordings are a huge plus like what they did for town of Sidney, nice site for them too.		Staff login (password) - $3000
Integration with Perfectmind on site search and events calendar on myuna.ca is very well done. I searched "fitness" and it came up with their fitness programs right from perfectmind, beautiful layout. Fantastic site.		
		Intro video $10,000

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Unfussy Brands
Address:	PO Box 20012 Rpo Stn Crossing, Fort Saskatchewan AB T8L 4C8
Contact Name:	Cynthia Walker
Phone:	780-819-8760
Email:	cynthia@unfussybrands.com

Completed Price	$	72,500.00
GST	$	3,625.00
Total	$	76,125.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	3			
Project team and relevant expertise	4	4			
Cost to the Regional District (Max. $80,000)	4	2			
Cost for website maintenance / support	4	0			
Demonstrated ability to provide the Services within the proposed project schedule	4	3			
Proposal clarity and layout	4	3			
Reference checks from similar projects	4	4			
Total Possible	**28**	**19**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	22.5	0	0	0	22.5
Project team and relevant expertise	25	25	0	0	0	25
Cost to the Regional District (Max. $80,000)	15	7.5	0	0	0	7.5
Cost for website maintenance / support	10	0	0	0	0	0
Demonstrated ability to provide the Services within the proposed project schedule	10	7.5	0	0	0	7.5
Proposal clarity and layout	5	3.75	0	0	0	3.75
Reference checks from similar projects	5	5	0	0	0	5

Total Possible	**100**	**71.25**	**0**	**0**	**0**	**71.25**

Reviewer Comments:

No signed addendums
Sooo much reading in the RFP, very content heavy and needs to be more simple.
They enjoy telling a story, a good plus to their content writing ability, but way too much reading through.
TONS of government/city experience - more municipal experience than any other proponent
Many local government references provided, including CR airport
Indigenous owned and managed
Web development process chart is very nice
Maintenance costs says "quoted separately" and no costs are provided. Very little detail - I feel like they lost the top 10 because of this!
Town of Bentley site is really cool.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Coldfront Labs Inc.
Address:	767 Silver Seven Rd. Unit 25, Ottawa ON K2V 0H1
Contact Name:	Mathew Winstone
Phone:	1-866-504-8332
Email:	info@coldfrontlabs.ca

Completed Price	$	78,000.00
GST	$	3,900.00
Total	$	81,900.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	4			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	2			
Cost for website maintenance / support	4	3			
Demonstrated ability to provide the Services within the proposed project schedule	4	0			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	2			
Total Possible	**28**	**15**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	30	0	0	0	30
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	7.5	0	0	0	7.5
Cost for website maintenance / support	10	7.5	0	0	0	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	0	0	0	0	0
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**62.5**	**0**	**0**	**0**	**62.5**

Reviewer Comments:

Drupal CMS, some good government experience
Custom API for PerfectMind on City of Surrey site is nice - custom built filters, etc.
Project experience provided seems like very back-end tech related.
Project team mostly web developers
So much stuff to read through that in my opinion is unessesary in the Methodology and Appr. section
Suggested site launch in December.
5-year maintenance quote is over the top expensive, smaller packages are good.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Kipling Media Ltd.
Address:	300 - 1 W 7th Ave, Vancouver BC V5Y 1L4
Contact Name:	Sam Bukhari
Phone:	204-951-7757
Email:	sam@kiplingmedia.com

Completed Price	$	80,000.00
GST	$	4,000.00
Total	$	84,000.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	3			
Project team and relevant expertise	4	3			
Cost to the Regional District (Max. $80,000)	4	1			
Cost for website maintenance / support	4	3			
Demonstrated ability to provide the Services within the proposed project schedule	4	3			
Proposal clarity and layout	4	4			
Reference checks from similar projects	4	3			
Total Possible	**28**	**20**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	22.5	0	0	0	22.5
Project team and relevant expertise	25	18.75	0	0	0	18.75
Cost to the Regional District (Max. $80,000)	15	3.75	0	0	0	3.75
Cost for website maintenance / support	10	7.5	0	0	0	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	7.5	0	0	0	7.5
Proposal clarity and layout	5	5	0	0	0	5
Reference checks from similar projects	5	3.75	0	0	0	3.75

Total Possible	**100**	**68.75**	**0**	**0**	**0**	**68.75**

Reviewer Comments:

Their biggest strength is their nice portfolio, but unfortunately lack local govt experience.
Proposal is a nice layout, project team with broad experience in all areas
Love the video integration and video experience they have
Not enough experience with local governments and the specific needs and web integrations we require
They do a poor job of specifically addressing our outcomes, seems like a templated proposal with a few changes.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Blue Goose Co.
Address:	100 Collip Circle, Suite 120, London ON N6G 4X8
Contact Name:	Ellen Husk
Phone:	519-520-3553
Email:	ellen@thebluegoose.co

Completed Price	$	77,500.00
GST	$	3,875.00
Total	$	81,375.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	3			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	2			
Cost for website maintenance / support	4	3			
Demonstrated ability to provide the Services within the proposed project schedule	4	3			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	2			
Total Possible	**28**	**17**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	22.5	0	0	0	22.5
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	7.5	0	0	0	7.5
Cost for website maintenance / support	10	7.5	0	0	0	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	7.5	0	0	0	7.5
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**62.5**	**0**	**0**	**0**	**62.5**

Reviewer Comments:

Wordpress CMS
Timeline very detailed
Portfolio samples are nice, but not for municipal/local governments.
Could use a nicer layout & design of proposal contents compared with other proponents

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Atomic Crayon Web Development Ltd.
Address:	300 - 1312 Blanshard St. Victoria BC V8W 2J1
Contact Name:	Dale Campbell
Phone:	250-721-0319 ext 107
Email:	dale@atomiccrayon.com

Completed Price	$	77,450.00
GST	$	3,872.50
Total	$	81,322.50

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Reviewer 5**	**Reviewer 6**
Methodology and approach	4	4	4	4	4	4	4
Project team and relevant expertise	4	3	3	3	4	3.5	4
Cost to the Regional District (Max. $80,000)	4	2	2	2	2	2	2
Cost for website maintenance / support	4	4	3	2	3	3	3
Demonstrated ability to provide the Services within the proposed project schedule	4	1	1	1	1	2	1
Proposal clarity and layout	4	3	2	2	3	3	3
Reference checks from similar projects	4	4	3	4	3	3.5	4
Total Possible	**28**	**21**	**18**	**18**	**20**	**21**	**21**

Evaluation Criteria	**Max Points**	**Reviewer 1 - Amy L**	**Reviewer 2 - Elaine**	**Reviewer 3 - Edith**	**Reviewer 4 - Meredith**	**Reviewer 5 - Douglas**	**Reviewer 6 - Ben**	**Average (Mean)**
Methodology and approach	30	30	30	30	30	30	30	30
Project team and relevant expertise	25	18.75	18.75	18.75	25	21.875	25	21.35417
Cost to the Regional District (Max. $80,000)	15	7.5	7.5	7.5	7.5	7.5	7.5	7.5
Cost for website maintenance / support	10	10	7.5	5	7.5	7.5	7.5	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	2.5	2.5	2.5	2.5	5	2.5	2.916667
Proposal clarity and layout	5	3.75	2.5	2.5	3.75	3.75	3.75	3.333333

Reference checks from similar projects	5	5	3.75	5	3.75	4.375	5	4.479167
Total Possible	**100**	77.5	72.5	71.25	80	80	81.25	77.08333

Reviewer Comments:

Amy L	**Meredith**	**Edith**
Proposal is 115 pages long! Have to fish through everything to find infomation.	Continuing WordPress as CMS	maintenanc e $2500-6000/yr - thats a large gap
Smaller project team than others, but has what they need.	8-month schedule to completion, which is longer than requested.	proposal is very long, seems like they looked for fillers
One of the top proponents for local govt experience.	Appreciated the executive summary of their proposal, but this was necessary as it was otherwise very long and included pages and pages of them listing tasks from the RFP and stating they would deliver.	has nice bylaws and library module
Love the live examples on pg 50 of web elements we are looking for	Ongoing maintenance $125/hour (est. $2,500-6,000/year)	28+ yrs pulbic sector web design experience
Website launch end of October	Signifcant local gov. experience.	workplan and timeline is clear
Very detailed on what they provide for maintenance and why	Scored a 3 for references because they included contacts with project details	
City of Ft St. John site is nice		
He has SO much info it would take way too much time to make this a nicely designed proposal.		

Sarah Madelung, Manager of Aquatics has previous experience with this proponent through the City of Victoria.

-She says they promised the world, but never seemed to deliver.

-The City of Victoria had an 8yr contract that they couldn't get out of fast enough. They moved to UpandUp.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Array Studios
Address:	410-256 Wallace Street, Nanaimo BC V9R 5B3
Contact Name:	Kristina Crowson
Phone:	250-591-2277
Email:	kristina@meetarray.com

Completed Price	$	75,300.00
GST	$	3,765.00
Total	$	79,065.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Reviewer 5**	**Reviewer 6**
Methodology and approach	4	3	3	3	3	3	3
Project team and relevant expertise	4	4	3.5	4	3	3.5	4
Cost to the Regional District (Max. $80,000)	4	2	2	2	2	2	2
Cost for website maintenance / support	4	3	3	3	3	3	3
Demonstrated ability to provide the Services within the proposed project schedule	4	3	3	3	3	3	3
Proposal clarity and layout	4	4	3.5	3	4	4	4
Reference checks from similar projects	4	4	3.5	4	3	4	4
Total Possible	**28**	**23**	**21.5**	**22**	**21**	**22.5**	**23**

Evaluation Criteria	**Max Points**	**Reviewer 1 - Amy L**	**Reviewer 2 - Elaine**	**Reviewer 3 - Edith**	**Reviewer 4 - Meredith**	**Reviewer 5 - Douglas**	**Reviewer 6 - Ben**	**Average (Mean)**
Methodology and approach	30	22.5	22.5	22.5	22.5	22.5	22.5	22.5
Project team and relevant expertise	25	25	21.875	25	18.75	21.875	25	22.91667
Cost to the Regional District (Max. $80,000)	15	7.5	7.5	7.5	7.5	7.5	7.5	7.5
Cost for website maintenance / support	10	7.5	7.5	7.5	7.5	7.5	7.5	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	7.5	7.5	7.5	7.5	7.5	7.5	7.5
Proposal clarity and layout	5	5	4.375	3.75	5	5	5	4.6875

Reference checks from similar projects	5	5	4.375	5	3.75	5	5	4.6875
Total Possible	**100**	80	75.625	78.75	72.5	76.875	80	77.29167

Reviewer Comments:

Amy L	**Meredith**	**Edith**
They designed the qathet site we really liked. Beautiful local govt site and tourism examples	Continuing with WordPress CMS	Lots of LG experience
Wordpress CMS	Much of their focus was on brand development and style guides, which I don't see as our primary need.	Annual support $3600, Monthly maint plan $300/month
A great well rounded project team, covering everything from design, marketing and development	Design up to 30 key template pages and 20 subpage layouts. Is this sufficient?	plug in renewals est $500/yr
Methodology and approach is more simple than others but to the point.	Ongoing maintenance $150/hour (up to two hours), $3600/annual	liked graphics and layout
Lovely layout with icons and nice graphic elements to it.	6-month completion schedule	
"Project key features" is just repeating what we have in our RFP, with a few specific details on how they will do it.		
Training doesn't reference any deliverables, i.e., videos or training guide for new employees		
Monthly maintenance plan is good, on par with others.		

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	We Us Them
Address:	Suite 402, 1791 Barrington Street, Halifax NS
Contact Name:	Ashwin Kutty
Phone:	902-407-8150
Email:	partner@weusthem.com

Completed Price	$	80,000.00
GST	$	4,000.00
Total	$	84,000.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	4			
Project team and relevant expertise	4	2			
Cost to the Regional District (Max. $80,000)	4	1			
Cost for website maintenance / support	4	3			
Demonstrated ability to provide the Services within the proposed project schedule	4	4			
Proposal clarity and layout	4	4			
Reference checks from similar projects	4	3			
Total Possible	**28**	**21**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	30	0	0	0	30
Project team and relevant expertise	25	12.5	0	0	0	12.5
Cost to the Regional District (Max. $80,000)	15	3.75	0	0	0	3.75
Cost for website maintenance / support	10	7.5	0	0	0	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	10	0	0	0	10
Proposal clarity and layout	5	5	0	0	0	5
Reference checks from similar projects	5	3.75	0	0	0	3.75

Total Possible	**100**	**72.5**	**0**	**0**	**0**	**72.5**

Reviewer Comments:

Company execs seem to of won lots of awards, big name clients like prov & federal govts
Local govt experience, but websites are only ok. basic wordpress templates with images added. Whitehorse didn't scale down well.
Nice use of visuals to balance content in RFP layout, keeps me interested
Project team referenced could use more creative? County of Agonish site their designer referenced is not great at all.
Appendicies with policies on diversity, accessibility, sustanaibility, etc. follow the SRDs principals and show a well rounded company
Nice options available for maintenance support
Wordpress CMS with WP Bakery theme. My experience is this one has tons of 3rd party plugins with lots of updating
User persona and journey map is very unique - no one else did this in the RFPs

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Motiv Studio Ltd.
Address:	1500 - 715 5 Ave SW. Calgary, AB T2P 2X6
Contact Name:	Clark Lai
Phone:	587-802-2219
Email:	rfp@motiv.digital

Completed Price	$	77,800.00
GST	$	3,890.00
Total	$	81,690.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4				
Project team and relevant expertise	4				
Cost to the Regional District (Max. $80,000)	4	2			
Cost for website maintenance / support	4				
Demonstrated ability to provide the Services within the proposed project schedule	4				
Proposal clarity and layout	4				
Reference checks from similar projects	4				
Total Possible	**28**	**2**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	0	0	0	0	0
Project team and relevant expertise	25	0	0	0	0	0
Cost to the Regional District (Max. $80,000)	15	7.5	0	0	0	7.5
Cost for website maintenance / support	10	0	0	0	0	0
Demonstrated ability to provide the Services within the proposed project schedule	10	0	0	0	0	0
Proposal clarity and layout	5	0	0	0	0	0
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**7.5**	**0**	**0**	**0**	**7.5**

Reviewer Comments:

Did not sign adddenda, left addenda spaces blank in RFP form :(
Profoundry and City of Longmont sites are really nice.
Large design firm, good proposal with a clear idea of what we want and how they will help us do it
Nice layout and design

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	York & Chapel
Address:	3981 Kingsway Unit B
Contact Name:	Nelson Ho
Phone:	604-428-5941
Email:	nelson.ho@yorkandchapel.com

Completed Price

GST	$	-
Total	$	-

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4	4			
Project team and relevant expertise	4	3			
Cost to the Regional District (Max. $80,000)	4	1			
Cost for website maintenance / support	4	3			
Demonstrated ability to provide the Services within the proposed project schedule	4	3			
Proposal clarity and layout	4	2			
Reference checks from similar projects	4	2			
Total Possible	**28**	**18**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	30	0	0	0	30
Project team and relevant expertise	25	18.75	0	0	0	18.75
Cost to the Regional District (Max. $80,000)	15	3.75	0	0	0	3.75
Cost for website maintenance / support	10	7.5	0	0	0	7.5
Demonstrated ability to provide the Services within the proposed project schedule	10	7.5	0	0	0	7.5
Proposal clarity and layout	5	2.5	0	0	0	2.5
Reference checks from similar projects	5	2.5	0	0	0	2.5

Total Possible	**100**	**72.5**	**0**	**0**	**0**	**72.5**

Reviewer Comments:

Very detailed proposal. Project team has incredible expertise, and proposed plan exceeds our requirements.
Would be a good choice for this project except for exceeding our budget and no local goverment experience.
They do have experience with non-profit organizations and big companies
Proposal layout is clear, but lacks any nice design thought to it.
Websites provided in portfolio are nice.

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	ADGTech Solutions Inc.
Address:	Unit 300 - 15300 Croydon Drive Surrey BC V3Z 0Z5
Contact Name:	Anuj Sayal
Phone:	604-999-2365
Email:	info@adgonline.ca

Completed Price	$	65,000.00
GST	$	3,250.00
Total	$	68,250.00

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4				
Project team and relevant expertise	4				
Cost to the Regional District (Max. $80,000)	4	4			
Cost for website maintenance / support	4				
Demonstrated ability to provide the Services within the proposed project schedule	4				
Proposal clarity and layout	4				
Reference checks from similar projects	4				
Total Possible	**28**	**4**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	0	0	0	0	0
Project team and relevant expertise	25	0	0	0	0	0
Cost to the Regional District (Max. $80,000)	15	15	0	0	0	15
Cost for website maintenance / support	10	0	0	0	0	0
Demonstrated ability to provide the Services within the proposed project schedule	10	0	0	0	0	0
Proposal clarity and layout	5	0	0	0	0	0
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**15**	**0**	**0**	**0**	**15**

Reviewer Comments:

RFP#	**06-24**
Project Name:	**Website Redevelopment**

Business Name	Graphically Speaking Services Inc.
Address:	Ste 840 - 1140 West Pender Street, Vancouver BC V6C 4G1
Contact Name:	Dale Slattery
Phone:	604-816-8569
Email:	dale@graphicallyspeaking.ca

Completed Price

GST	$	-
Total	$	-

Evaluation Scale		**Notes**	**Cost to RD**
Unacceptable	0	Does not meet the criterion (or worst performance)	85,001+
Insufficient	1	Partially meets the criterion	80,001-85,000
Acceptable	2	Meets the criterion - Base level for acceptance	75,001 - 80,000
Good	3	Meets the criterion - Above average performance	70,000 - 75,000
Exceptional	4	Meets the criterion - Exceeds expectations	under $69,999k

Evaluation Criteria	**Scale Max Score**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**
Methodology and approach	4				
Project team and relevant expertise	4				
Cost to the Regional District (Max. $80,000)	4				
Cost for website maintenance / support	4				
Demonstrated ability to provide the Services within the proposed project schedule	4				
Proposal clarity and layout	4				
Reference checks from similar projects	4				
Total Possible	**28**	**0**	**0**	**0**	**0**

Evaluation Criteria	**Max Points**	**Reviewer 1**	**Reviewer 2**	**Reviewer 3**	**Reviewer 4**	**Average (Mean)**
Methodology and approach	30	0	0	0	0	0
Project team and relevant expertise	25	0	0	0	0	0
Cost to the Regional District (Max. $80,000)	15	0	0	0	0	0
Cost for website maintenance / support	10	0	0	0	0	0
Demonstrated ability to provide the Services within the proposed project schedule	10	0	0	0	0	0
Proposal clarity and layout	5	0	0	0	0	0
Reference checks from similar projects	5	0	0	0	0	0

Total Possible	**100**	**0**	**0**	**0**	**0**	**0**

Reviewer Comments: