



Request for Proposals

Web Design, Development and Maintenance

Office of the Auditor General, Request for Proposals Number: RFP-16-028

Issue date: July 17, 2015

Closing Time: Proposal must be received **before** 4:00 PM Pacific Time on: July 31, 2015

GOVERNMENT CONTACT PERSON: All enquiries related to this Request for Proposals (RFP), including any requests for information and clarification, are to be directed, in writing, to the following person who will respond if time permits. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses will be recorded and may be distributed to all Proponents at the Province's option.

Colette Schafer
Contracts and Facilities Coordinator
623 Fort Street,
Victoria, BC V8W 1G1
cschafer@bcauditor.com

DELIVERY OF PROPOSALS:

Proposals must not be sent by mail, facsimile or e-mail. Proposals are to be submitted to the closing location as follows:

Please submit one (1) complete hard copy (paper) of your Proposal, together with one (1) softcopy (USB Key) delivered by hand or courier. The Proponent's softcopy should be created in MS Word 2000 or a more recent version of MS Word or as a PDF.

Please ensure that the softcopy Proposal is a reproduction of your hardcopy Proposal laid out in the same format and clearly identified with the RFP number and Proponent name. If there are any discrepancies between the hard copy of a Proposal and the soft copy, the hardcopy shall govern.

Office of the Auditor General
623 Fort Street
Victoria, B.C. V8W 1G1
Attention: Colette Schafer

PROPOSANTS' MEETING:

A Proponents' meeting **will not** be held.

PROPOSANT SECTION:

For hard-copy proposals, a person authorized to sign on behalf of the Proponent **must** complete and sign the Proponent Section (below), leaving the rest of this page otherwise unaltered, and include the originally-signed and completed page with the first copy of the proposal. **For electronic proposals**, all parts of the Proponent Section (below) must be completed except the signature field, as the BC Bid e-bidding key is deemed to be an original signature. The rest of this page must be otherwise unaltered and submitted as part of your proposal.

The enclosed proposal is submitted in response to the above-referenced Request for Proposals, including any addenda. Through submission of this proposal we agree to all of the terms and conditions of the Request for Proposals and agree that any inconsistent provisions in our proposal will be as if not written and do not exist. We have carefully read and examined the Request for Proposals, including the Administrative Section, and have conducted such other investigations as were prudent and reasonable in preparing the proposal. We agree to be bound by statements and representations made in our proposal.

Signature of Authorized Representative:	Legal Name of Proponent (and Doing Business As Name, if applicable):
Printed Name of Authorized Representative:	Address of Proponent:
Title:	
Date:	Authorized Representative phone, fax & email address (if available):

Table of Contents

A.	DEFINITIONS AND ADMINISTRATIVE REQUIREMENTS	3
B.	REQUIREMENTS AND RESPONSE	5
1.	Requirements	5
2.	Additional Definitions	5
3.	Overview	5
4.	Evaluation	6
5.	Proponent Response.....	8

APPENDIX A CONTRACT FORMS (SEPARATE ATTACHEMENT)

<p>By submission of a proposal, the Proponent agrees that should its proposal be successful the Proponent will enter into a Contract with the Province in accordance with the terms of the following draft General Service Agreement and attached Schedules.</p>
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A. Definitions and Administrative Requirements

1. Definitions

Throughout this Request for Proposals, the following definitions apply:

- a) "OAG" means Office of the Auditor General of BC;
- b) "Contract" means the written agreement resulting from this Request for Proposals executed by the OAG and the Contractor;
- c) "Contractor" means the successful Proponent to this Request for Proposals who enters into a written Contract with the Province;
- d) "Office" means Office of the Auditor General of BC;
- e) "must", or "mandatory" means a requirement that must be met in order for a proposal to receive consideration;
- f) "Proponent" means an individual or a company that submits, or intends to submit, a proposal in response to this Request for Proposals;
- g) "Province" means Her Majesty the Queen in Right of the Province of British Columbia and includes OAG;
- h) "Request for Proposals" or "RFP" means the process described in this document; and
- i) "should" or "desirable" means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

2. Terms and Conditions

The following terms and conditions will apply to this Request for Proposals. Submission of a proposal in response to this Request for Proposals indicates acceptance of all the terms that follow and that are included in any addenda issued by the OAG. Provisions in proposals that contradict any of the terms of this Request for Proposals will be as if not written and do not exist.

3. Additional Information Regarding the Request for Proposals

All subsequent information regarding this Request for Proposals, including changes made to this document will be posted on the BC Bid website at www.bcbid.ca. It is the sole responsibility of the Proponent to check for amendments on the BC Bid website.

4. Late Proposals

Proposals will be marked with their receipt time at the closing location. Only complete proposals received and marked before closing time will be considered to have been received on time.

Hard-copies of late proposals will not be accepted and will be returned to the Proponent. Electronic proposals that are received late will be marked late and will not be considered or evaluated.

In the event of a dispute, the proposal receipt time as recorded at the closing location shall prevail whether accurate or not.

5. Eligibility

- a) Proposals will not be evaluated if the Proponent's current or past corporate or other interests may, in the Office's opinion, give rise to a conflict of interest in connection with the project described in this Request for Proposals. This includes, but is not limited to, involvement by a Proponent in the preparation of this Request for Proposals. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the Government Contact Person listed on page 1 prior to submitting a proposal.

- b) Proposals from not-for-profit agencies will be evaluated against the same criteria as those received from any other Proponents.

6. Evaluation

Evaluation of proposals will be by a committee formed by the Office and may include employees and contractors of the Office. All personnel will be bound by the same standards of confidentiality. The Office's intent is to enter into a Contract with the Proponent who has the highest overall ranking.

7. Negotiation Delay

If a written Contract cannot be negotiated within thirty days of notification of the successful Proponent, the Office may, at its sole discretion at any time thereafter, terminate negotiations with that Proponent and either negotiate a Contract with the next qualified Proponent or choose to terminate the Request for Proposals process and not enter into a Contract with any of the Proponents.

8. Debriefing

At the conclusion of the Request for Proposals process, all Proponents will be notified. Unsuccessful Proponents may request a debriefing meeting with the OAG.

9. Alternative Solutions

If alternative solutions are offered, please submit the information in the same format, as a separate proposal.

10. Changes to Proposals

By submission of a clear and detailed written notice, the Proponent may amend or withdraw its proposal prior to the closing date and time. Upon closing time, all proposals become irrevocable. The Proponent will not change the wording of its proposal after closing and no words or comments will be added to the proposal unless requested by the OAG for purposes of clarification.

11. Proponents' Expenses

Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the OAG, if any. If the OAG elects to reject all proposals, the OAG will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

12. Limitation of Damages

Further to the preceding paragraph, the Proponent, by submitting a proposal, agrees that it will not claim damages, for whatever reason, relating to the Contract or in respect of the competitive process, in excess of an amount equivalent to the reasonable costs incurred by the Proponent in preparing its proposal and the Proponent, by submitting a proposal, waives any claim for loss of profits if no Contract is made with the Proponent.

13. Proposal Validity

Proposals will be open for acceptance for at least 90 days after the closing date.

14. Firm Pricing

Prices will be firm for the entire Contract period unless this Request for Proposals specifically states otherwise.

15. Currency and Taxes

Prices quoted are to be:

- a) in Canadian dollars;
- b) inclusive of duty, where applicable; FOB destination, delivery charges included where applicable; and
- c) exclusive of Goods and Services Tax and Provincial Sales Tax.

16. Completeness of Proposal

By submission of a proposal the Proponent warrants that, if this Request for Proposals is to design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the Contractor at no charge.

17. Sub-Contracting

- a) Using a sub-contractor (who should be clearly identified in the proposal) is acceptable. This includes a joint submission by two Proponents having no formal corporate links. However, in this case, one of these Proponents must be prepared to take overall responsibility for successful performance of the Contract and this should be clearly defined in the proposal.
- b) Sub-contracting to any firm or individual whose current or past corporate or other interests may, in the Province's opinion, give rise to a conflict of interest in connection with the project or program described in this Request for Proposals will not be permitted. This includes, but is not limited to, any firm or individual involved in the preparation of this Request for Proposals. If a Proponent is in doubt as to whether a proposed subcontractor gives rise to a conflict of interest, the Proponent should consult with the Government Contact Person listed on page 1 prior to submitting a proposal.
- c) Where applicable, the names of approved sub-contractors listed in the proposal will be included in the Contract. No additional subcontractors will be added, nor other changes made, to this list in the Contract without the written consent of the Province.

18. Acceptance of Proposals

- a) This Request for Proposals should not be construed as an agreement to purchase goods or services. The OAG is not bound to enter into a Contract with the Proponent who submits the lowest priced proposal or with any Proponent. Proposals will be assessed in light of the evaluation criteria. The OAG will be under no obligation to receive further information, whether written or oral, from any Proponent.
- b) Neither acceptance of a proposal nor execution of a Contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

19. Definition of Contract

Notice in writing to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for the goods or services, and no Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events.

20. Contract

By submission of a proposal, the Proponent agrees that should its proposal be successful the Proponent will enter into a Contract with the Province on the terms set out in Appendix B.

21. Liability for Errors

While the OAG has used considerable efforts to ensure information in this Request for Proposals is accurate, the information contained in this Request for Proposals is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the OAG, nor is it necessarily comprehensive or exhaustive. Nothing in this Request for Proposals is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this Request for Proposals.

22. Modification of Terms

The OAG reserves the right to modify the terms of this Request for Proposals at any time in its sole discretion. This includes the right to cancel this Request for Proposals at any time prior to entering into a Contract with the successful Proponent.

23. Ownership of Proposals

All proposals submitted to the Province become the property of the OAG. They will be received and held in confidence by the Office, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and this Request for Proposals.

24. Use of Request for Proposals

Any portion of this document, or any information supplied by the OAG in relation to this Request for Proposals may not be used or disclosed, for any purpose other than for the submission of proposals. Without limiting the generality of the foregoing, by submission of a proposal, the Proponent agrees to hold in confidence all information supplied by the OAG in relation to this Request for Proposals.

25. Reciprocity

The OAG may consider and evaluate any proposals from other jurisdictions on the same basis that the government purchasing authorities in those jurisdictions would treat a similar proposal from a British Columbia supplier.

26. No Lobbying

Proponents must not attempt to communicate directly or indirectly with any employee, contractor or representative of the OAG, including the evaluation committee and any elected officials of the OAG, or with members of the public or the media, about the project described in this Request for Proposals or otherwise in respect of the Request for Proposals, other than as expressly directed or permitted by the OAG.

27. Collection and Use of Personal Information

Proponents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. If this RFP requires Proponents to provide the OAG with personal information of employees who have been included as resources in response to this RFP, Proponents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the OAG. Such written consents are to specify that the personal information may be forwarded to the OAG for the purposes of responding to this RFP and use by the OAG for the purposes set out in the RFP. The OAG may, at any time, request the original consents or copies of the original consents from Proponents, and upon such request being made, Proponents will immediately supply such originals or copies to the OAG.

B. Requirements and Response

The Office of the Auditor General of BC (OAG) is currently seeking a contractor to provide web design, development and maintenance services on a when-and-as-needed basis for an initial, one-year term with the opportunity to renew in one year increments to a maximum of three years.

On the basis of an assessment of the Proposals received, the OAG will negotiate and enter into a contract with the Proponent who best meets the OAG's needs and provides the best value, determined by area of expertise, the quality of work and the rate quoted. The OAG reserves the right to refuse any or all submissions received.

1. Requirements:

- a) Follow web design/development trends, challenge client assumptions and propose logical, value added, fiscally responsible solutions/alternatives
- b) Edit, revise, update or create content (text & graphics) based on intermittent OAG requests.
- c) Maintain/create a compelling design that leads people quickly and easily to key information
- d) Navigation must be intuitive to new users with minimal levels of "drill down" for the user to find the desired information.
- e) Maximize search engine optimization.
- f) Maximize in-site search functionality where appropriate.
- g) Fluid/responsive design so sites adjust to multiple devices and screen sizes
- h) Integrate the sign-up function and notifications with Envoke's email marketing tools.
- i) Integrate social media platforms into the web site design and development
- j) Complete regular repairs, and Drupal and plug-in updates as appropriate for each site
- k) Respond to all OAG requests in a timely manner
- l) Produce documentation to support websites when needed
- m) Work with the OAG IT department on occasion
- n) Knowledge of and experience with audit reports, financial concepts and the public sector an asset
- o) Previous experience working with audit firms and/or legislative offices an asset

2. Additional Definitions

In addition to the Request for Proposals Definitions set out in paragraph 1 of Section A, throughout this Request for Proposals, the following definitions will apply:

- a) "Applicant" means an individual, partnership, firm or a company that submits, or intends to submit, a Submission in response to this Request for Proposal; and
- b) "Submission" is a response prepared and submitted by an Applicant under this Request for Proposal.

3. Overview

The Auditor General is a non-partisan, independent Officer of the Legislature who reports directly to the Legislative Assembly. The *Auditor General Act* empowers the Auditor General and staff (known as the Office of the Auditor General, or OAG) to conduct audits, access documents and information, report the findings and make recommendations. The OAG audits the government reporting entity, which is comprised of ministries, Crown corporations, and other public sector organizations such as universities, colleges, school districts, health authorities, and similar organizations that are controlled by, or accountable to, the provincial government.

3.1 Project Scope/Budget

The OAG is looking for a Contractor with proven experience in the requirements listed above to provide website design, development and maintenance services. The proponent liaises directly with members of the OAG Communications team. The OAG currently has three websites, including www.bcauditor.com and an intranet – all based in Drupal. Support is required when the OAG is not able to maintain or further the current sites in-house through the content management system, or a new site needs to be developed. Adherence to the OAG’s brand guidelines on all projects is mandatory.

4. Evaluation

This section details all of the mandatory and desirable criteria against which proposals will be evaluated. Proponents should ensure that they fully respond to all criteria in order to receive full consideration during evaluation.

4.1 Mandatory Criteria

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration during the evaluation process.

Mandatory Criteria	
a)	The proposal must be received at the closing location by the specified closing date and time.
b)	The response must be complete and include all parts as outlined in Section 5
c)	The response must be received in the formats stated on the front cover.

4.2 Desirable Criteria

Proposals meeting all of the mandatory criteria will be further assessed against desirable criteria.

Criterion	Weight
Corporate Information Overview Provide an overview of your/your company's background and experience specific to the OAG's work. Address the types of services offered, length of time in business, accomplishments, number of employees and their credentials/education, location, and experience specific to the OAG's work. Include key individuals or sub-contractors (if needed) who might work on the OAG's projects.	10%
Value to the OAG In a page or less, proponents are requested to describe why they believe their skills and experience meet the OAG's requirements and they should be a successful Proponent.	10%
Work Samples Provide five recent work samples relevant to the work of the OAG. Describe the nature of your work on these projects and how each project reflects the requirements of this RFP, as stated in section 1. Evaluators will be looking for an explanation of 'how' the requirements identified have been incorporated into the project. Scores will be adversely affected if this explanation is not included. Proponents are strongly advised to address as many of the requirements listed in section 1 to achieve the highest score possible.	45%
Pricing Provide the following pricing information: <ul style="list-style-type: none"> • Hourly rate by relevant service categories and/or by consultant • Any conditions, contingencies, materials or additional costs Information provided on any conditions, contingencies, materials or additional costs will be addressed in any contract negotiations.	25%
References Provide a list of three to five client references. References should have requirements similar to the OAG. The Proponent is responsible to ensure authorization has been given by these clients to be named as a reference to the OAG.	10%

5. Proponent Response

Responses are to be submitted in the following format and sequence to ensure that they receive full consideration during evaluations and that the evaluations themselves may be handled in an efficient and consistent manner. All pages should be consecutively numbered.

1. An unaltered and completed Request for Proposals cover page, including Proponent Section as per instructions (page 1 of this document).
2. A 1-3 page corporate information overview of the respondent company, e.g., types of services offered, length of time in business, and accomplishments as described in section 4.2.
3. A one-page overview demonstrating the Proponent's Value to the OAG as described in section 4.2.
4. The body of the proposal, including pricing, work samples, references and anything else deemed appropriate based on this Request for Proposals.