



**Request for Information  
(RFI)**

Township of Cavan Monaghan Corporate Website  
**RFI Economic Development 19-01**

Request for Information will be received not later than:

**Friday, May 31<sup>st</sup>, 2019  
4:00 P.M. Local Time**

Addressed to:

Attn: Brigid Ayotte, Economic & Community Development Co-ordinator  
RFI Economic Development 19-01  
988 County Rd 10,  
Millbrook, ON  
L0A 1G0

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## **1.0 Introduction**

### **1.1 Background**

The Township of Cavan Monaghan is looking to update the Corporate website and include more interactive features for the purpose of enabling more resident participation and usage of the website. The product must be a cross platform solution that is compatible with multiple devices.

### **1.2 Purpose**

The intent of this RFI is to gather information on the re-design of the website and the ability to integrate with existing programs and/or add new to deliver a range of online services both through the Corporate website and multiple device applications.

### **1.3 Pertinent Program Information**

Systems that the Township currently utilizes that will need to be integrated into end product include but are not limited to:

- Keystone Complete for Accounting, Property Taxation, Facilities scheduling, Accounts Payable, Building Permits, Lottery Licensing, Waste Management etc.E-Scribe Meeting Software for Council and Committee Agenda and Meetings
- Peterborough County Geocortex Essentials technology for the Esri® ArcGIS platform.

## **2.0 Instructions to Potential Respondents**

### **2.1 Invitation**

The Township of Cavan Monaghan is inviting responses from vendors to provide information/knowledge, options and alternative solutions including estimated preliminary costs with respect to providing a fully interactive hosted, secured and maintained site. The user-friendly content management system must adhere to accessibility standards as defined by the Accessibility for Ontarians with Disabilities Act. As per the Township of Cavan Monaghan's procurement policy By-law 2019-12, a more detailed Request for Proposal will be submitted.

### **2.2 Scope of Information Required**

The Township currently utilizes hosted proprietary software to deliver the website which contains information about:

- The Township
- Council
- Individual Departments
- Online Self-populating Calendar
- News and Public Notices

Features that we would like to add by department include:

### **Finance:**

- Online payment access for property taxation, water and sewer, dog licences, burn permits, arena/park rentals and other general receivables.
- Online fillable application forms for enrollment in pre-authorized payment plans, water disconnection/moving notifications, vacancy and/or tax rebates.

### **Planning & Economic Development**

- Connection to the County GIS for interactive maps. Residents can click on their property or type in their address to pull up information about Council representation, garbage collection and other general information.
- The map would also show information i.e. zoning, designation and other regulatory requirements.
- Connection to the County GIS to view active planning applications and supporting documentation by property.
- Online property inquiry forms that can be tracked for reporting to Council
- Ability to submit planning applications and supporting documentation to Planning Department
- Planning application tracking software
- Searchable business directory

### **Parks & Facilities**

- Book and pay for facilities online – connection to Keystone Complete

### **Public Works**

- Connection to Public Works vehicle tracking software to vehicles i.e. snow plough, garbage to track location
- Report a problem program
- Problem tracking program
- Available as a mobile application

### **Fire Protection Services**

- Applications for burn permits

### **Overall/Customer Service**

The system should include customer service features that can be used across departments and include but not be limited to:

- Mobile friendly
- Social media integration
- Site traffic reporting
- Complaint reporting system
- Complaint tracking system

## **Business Improvement Area**

Currently the Millbrook Business Improvement Area occupies space on our website with a separate URL. Currently this includes about 2 to 3 pages of content. The proposed solution should include this and add the following additional features:

- Separate login for assigned BIA representatives to update their section of the website
- Member login area
- Link to the self-populating business directory
- Link to the self-populating calendar
- Link to Google Map
- Link to Social Media Feeds

## **2.3 Obtaining the documents**

All public Township bid opportunities will be advertised and available at [www.cavanmonaghan.net](http://www.cavanmonaghan.net)

## **2.4 Communication and Clarifications**

For the purposes of this procurement process, the “RFI Contact” is: Brigid Ayotte, Economic & Community Development Coordinator [bayotte@cavanmonaghan.net](mailto:brigid@bayotte@cavanmonaghan.net).

Respondents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of the Township, other than the RFI Contact concerning matters regarding this RFI.

It is the responsibility of the potential Respondents to seek clarification (in writing) of any matter that is considered unclear before submitting a Response. The Township shall not be responsible for any misunderstanding of the RFI on the part of the Respondent.

Any questions regarding this RFI should be submitted by email to [bayotte@cavanmonaghan.net](mailto:brigid@bayotte@cavanmonaghan.net) no later than Wednesday May 29, 2019 at 2:00 p.m. Addenda will be issued if clarification is required. The Township will be responsible for the issuing of all addenda. Respondents are responsible for checking for addenda. Verbal clarifications will not be construed as amending the terms of the RFI unless an addendum is issued advising of such amendment.

No employee or agent of the Township is authorized to amend or waive the requirements of the RFI in any way unless the amendment or waiver is signed by the Township’s RFI Contact in the form of an addendum.

Under no circumstances shall any potential Respondent rely upon any information or instructions from the Township, their employees, or their agents unless the information or instructions are provided in writing in the form of an addendum issued by the RFI Contact. Neither the Township nor its employees, nor its agents shall be responsible for any information or instructions given to potential Respondents, with the exception of information or instructions provided in writing by the RFI Contact.

## **2.5 Costs Incurred by Respondents**

All expenses involved with the preparation and submission of Responses to the Township, or any work performed in connection therewith shall be borne by the Respondent. No payment will be made for any Responses received, nor for any other effort required of, or made by, the Respondent as described in the RFI document.

## **2.6 Costing/Financial Information**

Any costing/financial information provided by the Respondent is for general information purposes and is not intended to be binding on Respondents.

## **2.7 Acceptance of Terms**

Each Respondent acknowledges that the receipt of a submission does not create any contractual obligation on the part of the Township.

## **2.8 Procurement of Goods and Services Policy**

Responses will be called, received, reviewed, accepted, and processed in accordance with the Township's Procurement of Goods and Services Policy (By-law 2019-12). By submitting a response to this RFI, respondents agree to be bound by the same terms and conditions of such Policy and any amendments that may be made from time to time, as fully as if they were incorporated in the RFI.

To view a copy of the Township's Procurement Policy (By-law 2019-12), go to:  
<http://cavanmonaghan.net/en/resourcesGeneral/By-law-No.-2019-12-being-a-by-law-respecting-the-procurement-of-Goods-and-Services-for-the-Township-of-Cavan-Monaghan.pdf>

## **2.9 Submission Process**

Each Respondent is asked to submit one (1) original copy in a sealed envelope. All Responses should be received in paper format at;

Location: The Township of Cavan Monaghan  
988 County Road 10  
Millbrook, Ontario L0A 1G0  
Attn: Brigid Ayotte

by the RFI Closing:

Date: Friday May 31, 2019

Time: 4:00:00 p.m. (16:00:00 hours) local time

The onus unequivocally remains with Respondents to ensure that Responses are delivered to the designated location by the Closing Time. Any Submission received after the Closing Time, regardless of the circumstances, will not be accepted and will be returned unopened to the Respondent. Adjustments to Responses by telephone, fax or electronically will not be considered.

A Respondent will be permitted to withdraw its Response after it has been delivered, if such request is received in writing by the RFI Contact prior to the Closing Time. All Responses should be submitted fully completed using the attached Response form (Appendix A).

The Response Form should be legibly signed by an individual(s) who has the authority to bind the Respondent.

Faxed or electronic Responses will not be accepted in response to this RFI. Each Respondent, by submitting a Response, represents that the Respondent has read, completely understands, and accepts the terms and conditions of this RFI in full.

## **2.10 Access to Information**

The disclosure of information received relevant to the issue of a bid solicitation or the award of contracts emanating from bid solicitations shall be made by the appropriate offices in accordance with the provisions of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, as amended.

All records and information pertaining to tenders, proposals and other sealed bids, which reveal a trade secret or scientific, technical, commercial, financial, legal or other human resources information supplied in confidence implicitly or explicitly, shall remain confidential if the disclosure could reasonably be expected to:

- i. Prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons, or organizations;
- ii. Result in similar information no longer being supplied to the Township where it is in the public interest that similar information continues to be so supplied;
- iii. Result in undue loss or gain to any person, group, committee or financial institution or agency; or
- iv. Result in information whose disclosure could reasonably be expected to be injurious to the financial interests of the Township.

## **3.0 RFI Process**

The RFI process will consist of the following steps:

- Issuance of the RFI document and acceptance of Responses
- Review of Responses and Invitation to participate in the Staff Consultations

### **3.1 Issuance of the RFI document and acceptance of Responses**

The Township will be issuing the RFI document. At closing, RFI Submissions from Respondents will be accepted at the closing date and time of the RFI. Late submissions will not be accepted.

### **3.2 Review of Responses and Invitation to participate in the Staff Consultations**

The project team, which will include Township and may include any other stakeholders or advisors as required, will review the Responses received from interested Respondents to confirm that the requested information has been submitted.

### **3.3 Clarification**

As part of the RFI process, the Township may make written requests for further information with respect to the content of any Response in order to clarify the understanding of the Respondent's Response.

The Township may request this further information from one or more Respondents. The Township may contact the Respondents at a later date to revisit the topics discussed.

### **3.4 Review Results**

Upon conclusion of the RFI process, any input will be considered by the Township in the preparation of the scope of services for any subsequent RFP

## **4.0 Request Outlined**

The RFI should be presented in a succinct manner with no more than ten (10) single-sided pages or five (5) double-sided pages. A separate company profile document may be appended to the RFI if desired. The proposal should address the following criteria:

### **4.1 All interested parties**

Please provide all information in "Response Form" (see Appendix A)

Website requirements.

Please indicate:

- Any Hardware requirements as a result of the proposed programs
- Proposed software for website operation and any/all applications
- Potential expiry of software and/or frequency of updates
- Warranties on software/hardware
- Experience developing municipal inter/intranet sites
- Compliance with Accessibility Requirements
- Estimated costs
  - Software
  - Hardware
  - Design Services
  - Integration Services
  - Training
  - Annual hosting/software costs
- Any restrictions that would prevent software from being installed



- Approximate lead times offered After Receipt of Order (“ARO”) (delivery & installation)
- Other educational information that would assist the Township in achieving the goals of this RFI.

This RFI will not result in the letting of a contract for service; it is merely intended to determine potential service providers so that options for the Corporate website can be analyzed by the Township of Cavan Monaghan.

Lobbying or contact with Township staff, officials or advisers, including Councillors, about this RFP is prohibited and can be considered grounds for disqualification from the process.

The Township reserves the right to request additional data or information after the Proposal date if, in the Township’s sole view, such data or information is considered pertinent to aid the review and evaluation process.

The Township reserves the right to supplement, add to, delete from and change this solicitation document. Respondents will be advised by fax or e-mail of any changes that are made.

The Township reserves the right to reject any portion of any Proposal and/or reject all Proposals, to waive any informalities or irregularities in the Proposals, or to re-invite or to re-advertise.

Any amendments and/or questions will be circulated to all registered on the potential bidders list.

## 4.2 Response Form – A - Identification of Respondent

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Name of Firm:

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Address:

---

City

Province

Post Code:

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Tel:

Fax:

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Email:

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Name of Person signing for Firm:

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Position of Person signing for Firm:

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Signature:

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**Person signing must be authorized to sign on behalf of the Company/Individual represented, and to bind the Company/Individual to statements made in response to this contract.**

Do not remove any page from this quotation document.  
Failure to return all pages with your bid may invalidate your bid.