Request for Quotation
For Ongoing Web Development and Design Services

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1.0 Introduction

The Resource Productivity and Recovery Authority ("RPRA" or the "Authority") is seeking quotes from qualified vendors to provide ongoing web development and design services for both RPRA's corporate website (www.rpra.ca) and staff intranet.

2.0 Background

The Authority is the regulator mandated by the Government of Ontario to enforce the province's circular economy laws and play a key role in reducing waste and litter through resource recovery. The Authority is overseen by the Ontario Ministry of the Environment, Conservation and Parks and is accountable to the Minister of the Environment, Conservation and Parks. The Authority is mandated to administer the requirements of the *Resource Recovery and Circular Economy Act, 2016* (RRCEA) and the *Waste Diversion Transition Act, 2016* (WDTA), and their associated regulations. In addition, the Authority is responsible for providing digital reporting services for a wider range of waste and resource recovery programs.

Under the RRCEA, the Authority enforces individual producer responsibility (IPR) requirements for collecting and managing waste associated with products and packaging. The Authority also operates an electronic Registry to provide information and assist with the enforcement of laws relating to resource recovery and waste in Ontario.

The Authority is committed to carrying out all its activities in accordance with its Values and Code of Conduct.

The Authority's website – www.rpra.ca – is a source of additional information.

3.0 Project Goals

The Authority is seeking a qualified vendor to provide ongoing web development and design services for a variety of enhancement projects for the website and intranet (see 5.1 below).

As a modern regulator, the Authority's primary approach to compliance is through communications, and a primary tactic in executing that approach is having an up-to-date, reliable, engaging, and user-friendly website that houses information that is easily accessible for registrants and other key stakeholders. The website is designed to:

- Enhance the Authority's communications to bring a greater understanding of Ontario's shift to a circular economy and the Authority's role within this shift
- Provide clear, timely, and helpful compliance guidance to the regulated community
- Maintain the Authority's trusted reputation as the regulator of the province's resource recovery laws

The intranet is designed to:

- Support RPRA's internal communications strategy
- House internal documents and corporate announcements
- Support RPRA's corporate culture by keeping staff engaged

4.0 Scope

For the purposes of this RFQ, the Authority is <u>not</u> seeking a vendor to provide the following, as the Authority has existing agreements with a vendor to provide these services:

- Hosting
- Security monitoring and upgrades
- Maintenance (e.g., WordPress updates including plugins, performance upgrades, accessibility compliance support, link errors, and redirect opportunities)

5.0 Deliverables

5.1 Upcoming projects

Upcoming enhancement projects for the website may include:

- UX review of website to better understand user behaviour
- Enhance functionality of the existing [Find a Collection Map](#) (e.g., add checkboxes/search bar for a user to select multiple materials, add icons for materials or colour code, etc.)
- Build consumer-facing website or microsite
- Create webpage with calendar of key dates (e.g., regulatory deadlines, upcoming webinars, etc.)
- Enhance search functionality
- Add media (e.g., PDFs, Word documents, YouTube videos, etc.) tracking functionality

Upcoming enhancement projects for the intranet may include:

- Installing new plugin for blog notifications to staff (e.g., MailPoet)
- Add OneDrive plugin so documents are automatically updated on the Loop when updated in OneDrive

5.2 Deliverables

Deliverables include but are not limited to:

- Develop SLA with the Authority and adhere to the agreed upon service-levels
- Ensure enhancement projects identified by the Authority, which may include those listed in section 5.1, are completed on time and remain within budget
- Provide accurate quotes (i.e., cost and time) by undertaking comprehensive reviews of the Authority's website and deeply understanding the project brief
- Administer thorough testing prior to publishing new features or enhancements. Provide documentation of the testing process for review/approval, which outlines the various test

scenarios and test results including any bugs/issues experienced and how they were addressed.

- Ensure consistent and timely communication between vendor and RPRA:
  - Responsive to RPRA when a request/error is submitted
  - When there is an error, vendor identifies recommendation(s) including cost and provides description of why the error occurred so RPRA is aware
  - Monthly or bi-monthly touch points (timing to be confirmed between vendor and RPRA) summarizing work completed (e.g., tickets closed by category/resolution, backend work completed, concerns/items to flag or be made aware of)
  - Quarterly meeting to touch base on progress of site and to discuss enhancement recommendations, where applicable
- Related to the tracking of ongoing work / completion of tasks, provide recommendations for the integration of the Authority's and the vendor's distinct ticketing systems to align with and support the Authority's internal reporting activities
  - If integration of ticketing systems is not an option, vendor to provide a list to the Authority of tickets by category (to also be discussed during touch points)
- Provide training on new website features and functionality to Authority staff, where applicable
- Adhere to Accessibility for Ontarians with Disabilities Act (AODA) standards and provide recommendations for ensuring an accessible website

The Authority expects the initial agreement to be for three years, with the option to extend for up to three additional years.

5.3 Expected qualifications

Expected qualifications of the preferred vendor include:

- Experience and expertise with building and enhancing websites in WordPress
- Experience and expertise with User Experience (UX) Design
- Experience and expertise with providing training to clients
- Demonstrated familiarity with AODA and complying with associated standards
- Familiarity with the space we operate in, and experience working with similar organizations (e.g., government, public sector, regulatory bodies) is considered an asset
- Experience working with Salesforce products such as Service Cloud and Marketing Cloud is considered an asset (e.g., development, integration)
  - Note: RPRA operates an online registry that is built in Salesforce

6.0 RFQ Guidelines

6.1 Key RPRA Contact

Sajee Ranasinghe will be the sole RPRA contact for this project. Direct all inquiries related to this RFQ to Sajee Ranasinghe. Contact information is as follows:

Sajee Ranasinghe:

Email: SRanasinghe@rpra.ca
              cc:procurement@rpra.ca

Tel: 416-730-2304

6.2 Announcement of Intent to Respond

All vendors must indicate their intent to respond to RPRA by returning Appendix A: Announcement of Intent to Respond. This form must state whether you will or will not be responding to the RFQ. Please complete and submit this form via e-mail to the key RPRA contact as noted above by 5.00 p.m. (EST) on November 22, 2022.

Should you choose not to participate, please delete all electronic copies you have received.

APPENDIX A. Intent
to Respond.docx

6.3 RFQ Timeline

All timelines shown are Eastern Standard Time (EST).

Milestone	Scheduled Date	Time
RFQ Issuance	November 17, 2022	3:00 p.m. EST
Intent to Respond Due	November 22, 2022	5:00 p.m. EST
Final Date for Vendors to Submit Questions	November 24, 2022	3:00 p.m. EST
RPRA responds to Questions by	December 1, 2022	3:00 p.m. EST
RFQ Responses Due	December 8, 2022	3:00 p.m. EST
Evaluation & Vendor Selection	Week of December 12, 2022	TBD
Contract Negotiation	Week of December 19, 2022	TBD

RPRA reserves the right to modify the schedule as circumstances may warrant.

6.4 RFQ Questions and Answers

Each vendor is solely responsible for ensuring that it has all the information necessary to prepare its proposal and for independently verifying and informing itself with respect to any

terms or conditions that may affect this proposal. All inquiries related to the RFQ shall be directed to the contact listed in section 6.1.

Vendors are given a specific timeline during the overall process for submitting questions regarding the RFQ content and requirements. Vendors must complete the attached spreadsheet (***QuestionLogTemplate.xls***) with any questions they have and submit the document by the deadline outlined in section 6.3.

*Note: Please, do not call with questions, as they will not be answered by phone.

QuestionLog
Template - Ongoing V

6.5 Follow-On Agreements

The Authority reserves the right to negotiate directly with the successful proponent through a Follow-On Agreement for additional Services directly related to the scope of work in this RFQ.

7.0 RFQ Submission

7.1 Declaration of No Conflict of Interest

The vendor must declare any real, potential, or apparent conflict on interest related to working on this project in their submission. Complete the Vendor Conflict of Interest Declaration in the form attached as Appendix B.

APPENDIX B. Vendor
Conflict of Interest De

7.2 RFQ Submissions

Submit an electronic copy of your quote to the contact as indicated in section 6.1. All responses must be received on or before 3:00 p.m. EST on December 8, 2022.

The vendor **must** include and address the following:

a) **An Executive Summary**
The vendor shall provide an executive summary with its quote. The executive summary shall briefly summarize the key aspects of the quote and the primary contact person for the prospective vendor.

b) **Technical and Cost Information**

    i.   **Technical Information:**

    The Technical proposal must include the following:

- Introduce the vendor.
- Provide a description of the vendor's history, experience, and recent relevant projects.
  - Links to current or previous websites built and/or managed. Sites built in WordPress are of particular interest.
    - If applicable, links to microsites created
    - If applicable, links to websites of clients that operate similarly to RPRA
  - Description of knowledge of AODA
  - If vendor offers UX services, elaborate on what is offered
  - If vendor has experience with building or maintaining maps, provide examples of them and a brief explanation of how they were built or maintained
- Demonstrate understanding of the scope and complexity of the required work.
- Identify the person(s) who would be involved in the project, their proposed role on the project, and their experience and qualifications to fulfill that role.
- Provide a detailed description of the vendor's: overall strategy; approach to providing ongoing services; and existing processes. Specifically:
  - Provide details on process for handling website bugs/errors (e.g., response time when there is an error identified by the client, ticketing system, etc.)
  - Outline communication style with clients (e.g., use of summary reports or reporting on a regular basis)

ii. Financial Information:

- Provide a detailed breakdown of your standard rates, as well as any packages for ongoing support that may be applicable to achieving the Project Goals outlined above. **For example, a fixed annual cost for a set number of hours for years 2023-2025 and for additional years 2026-2028.**
- Specify pricing in Canadian dollars exclusive of taxes (i.e., taxes extra). Your standard payment terms must be stated with your pricing.

8.0 Evaluation Criteria

8.1 Submission Evaluation

The evaluation process to determine the successful vendors will involve both qualitative and quantitative elements. As a general framework, all responses presented by vendors will be evaluated in the context of the overall value that they bring to the initiative. Responses will be reviewed and ranked on the following criteria and scored out of a 100-point total as follows:

Ranking Criteria	Percentage
Technical Information	50%
Financial Information	50%
Total	100%

RPRA reaffirms its right to make any selection it deems prudent and responding firms or individual participants acknowledge through their participation that such selection is not subject to protest or contest.

RPRA reserves the right to:

- not award a contract as a result of this RFQ;

- award contracts to one or more vendors;

- modify the tasks based on negotiation with vendors and/or reduce scope based on proposed costs or any other reason; and/or

- award a contract to the same vendor(s) for multiple years.

On completion of the evaluation process, negotiations may be undertaken, at the sole discretion of RPRA, with any compliant proponent(s). The intent of negotiations would be to discuss and finalize commercial and operational details to best meet RPRA's objectives. No proponent shall have any rights or remedies against RPRA arising from such negotiations.

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