



VILLAGE OF PORT CLEMENTS

REQUEST FOR QUOTES – WEBSITE REDEVELOPMENT PROJECT

Summary

The Village of Port Clements is seeking quotes from qualified website designers to refresh our current website as the Village is looking at redeveloping it. The current site, located at: www.portclements.ca, was redeveloped in 2018 and is maintained via Wordpress. Staff edit and make content changes as necessary.

Background:

The Village of Port Clements is a small, rural community of 340 situated on Haida Gwaii, an archipelago of the coast of northern British Columbia. The mission of the municipality is to provide government function and services to our community. The website is a critical tool in increasing awareness, accountability, transparency, and communication with our community.

Scope Of Work

The plan is to redesign the municipal website, specifically to adjust aesthetic and navigational issues, inconsistencies in page layout and design, and enhance access to information and services. Once the website designer is hired they will work as a team with staff to identify other issues and reformulate plans as needed. We will also look for the website designer to make recommendations on any other website related issues that we have not identified.

Priorities

1. For the website to be functional and look nice.
2. Easy Navigation: people should be able to find what they need quickly and more intuitively.
3. Simple and streamlined: a less is more approach should be taken in terms of the level of text and relevant content. The total number of unique pages should go down as we focus on keeping content of similar categories together.
4. Enhance municipal services by enhancing online access points. We would like to include a reservation page for our campground, improve our current payment portal for paying bills for municipal services (utilities/taxes/dog licenses) to simplify it and potentially expand it to pay more bill types (ex. Moorage/berthage), a reservation system for room rentals, and a reporting form/system for complaints/concerns. We would also like to maintain having a business directory on our website.

Project Requirements

1. The site should be able to accessible for desktop and mobile platforms
2. The site should be accessible under the WCAG Level AA guidelines for all content except for reading content which must be at WCAG Level AAA [[Web policy and content standards - Province of British Columbia \(gov.bc.ca\)](http://www2.gov.bc.ca/gov/content/soc_society/accessibility/web_policy_and_content_standards)]
3. The site should be aesthetically pleasing and easy to navigate

4. The site should work equally well across a variety of browsers (Firefox, Chrome, Edge, Safari, etc)
5. Wordpress should be maintained. We do not want to switch our website to a new platform.
6. Our current payment portal Stripe is integrated via woo commerce through wordpress, and it should be maintained. We do not want to switch our website to a new payment portal/platform. Additionally, our current payment portal charges the transaction fees onto the users, not the Village, and that will need to be maintained across the website.
7. The current style of Village logo should be maintained but looking for new color scheme and other aspects to be replaced.
8. If there are any changes to the ability to editing and maintaining the site, then staff should be trained on that.
9. The site will not include any consultant or third-party logo or advertisement without prior written approval of the Village.

Outcome/Style References

The Village has reviewed other community's websites and has found the Village of Tahsis's (<https://villageoftahsis.com/>), City of Prince Rupert's (<https://www.princerupert.ca/>), and the City of Vancouver's website (<https://vancouver.ca/>) either in full or in part offer an example of the end result the Village of Port Clements is hoping to achieve with the redevelopment of our website.

Quote Requirements

1. Flat fee for scope of work. We are willing to look at the website redevelopment as stages of smaller independent projects rather than one project that includes all aspect of redevelopment (ex. Stage 1: refreshed site look and improve accessibility, 2. Complaints/suggestions section, 3. Reservation systems [camping & rooms]). So the quote may include options for breaking down the redevelopment into smaller stages with costs separated out for those smaller stages.
1. Details of elements you may outsource.
2. Your pricing mechanism (ex. fixed bid estimate, bill by hour) and billing intervals, if any
3. Fee per hour or per project component if scope of work increased/changed
4. Cost should include 90-days post installation support for minor changes and staff education and a cost per hour for support after that period.
5. Availability and cost of additional design, user training, site modification, and custom programming post-rollout of the redesign.
6. Expected time (timeline) needed to undertake and complete the work
7. PST/GST calculated separated if applicable

The Village may request additional information, data, discussions, or presentations in support of the responses to the received RFQ in addition or in further clarification of the submission. The Village may contact any quoter to confirm or clarify any information provided or to collect more evidence of skills and abilities as needed to evaluate responses.

Submission of quotes for the Website Redevelopment Project should be sent to sent to Elizabeth Cumming, Deputy Chief Administrative Officer by any of the following means:

Email: deputy@portclements.ca

Mail: PO Box 198, Port Clements, BC V0T 1R0

Or dropped off in person at 36 Cedar Avenue West, Port Clements, BC