



Municipalité de
RUSSELL
Township

CANTON DE
Champlain
TOWNSHIP



La **Nation**
MUNICIPALITÉ | MUNICIPALITY

Request For Proposals RFP-CCD-2025-01

Website Design, Development, and Hosting Services

Proposals Shall Be Submitted No Later Than:

March 18, 2025, at 11:00 a.m.

Table of Contents

Requirements	4
Period of Proposed Contract	4
Project Manager	4
Inquiries	4
Order of Precedence.....	5
Scheduling	5
Documentation.....	6
Timeline	6
Reporting and Meetings.....	7
Evaluation Criteria	8
General Conditions - Professional Services.....	10
Schedule A Evaluation Grid.....	14
Schedule B Information and General Terms of Reference	16
Background.....	16
Scope of Work	20
Pricing.....	25
Schedule C Submission Form	26
Proponent Information.....	26
Acknowledgment of Receipt of Addenda Form	26
References Form.....	26
Contractual Acknowledgement.....	27
Schedule D Financial Proposal	29
Pricing Breakdown for One Municipality.....	29
Modules	29
Schedule E General Conditions – Professional Services	31
1. Retainer and Status of Agency.....	31
2. Services.....	31
3. Compensation	31
4. Staff and Methods.....	31
5. Changes and Additional Services	32
6. Suspension or Termination	32
7. Indemnification.....	32
8. Force Majeure.....	33
9. Insurance.....	33

10.Conflict of Interest.....	34
11.Assignment	34
12.Previous Agreements	34
13.Approval by Other Authorities	34
14.Review	34
15.Publication	35
16.Confidential Information	35
17.Municipal Freedom of Information and Protection of Privacy Act	35
18.Time.....	35
19.Occupational Health and Safety	35
20.Workplace Safety and Insurance Board (WSIB) and Worker Rights.....	36
21.Accessibility for Ontarians with Disabilities Act (AODA) and Web Content Accessibility Guidelines (WCAG) ...	36
22.Replacement of Personnel and/or Sub-Agencies.....	36
23.Successors and Assigns	37
24.Fraud or Bribery	37
25.Award	37
26.Severability	37

Request for Proposals

Township of Champlain, Township of Russell, Township of Alfred & Plantagenet, City of Clarence-Rockland, Nation Municipality

Website Redesign

RFP-CCD-2025-01

Requirements

The Township of Champlain, the Township of Russell, the Township of Alfred and Plantagenet, the Nation Municipality and the City of Clarence-Rockland are seeking proposals from qualified proponents to provide website redesign, implementation, hosting, and technical support services (the “Services”) to their municipality as set out in this Request for Proposal.

Period of Proposed Contract

The proposed contract period for the tender offers two distinct options.

Firstly, municipalities may enter into a contract for an initial period of three years. This period would commence on the date of the award and conclude on the specified date in the written confirmation. Following this initial term, the municipality shall have the option to extend the agreement annually.

Alternatively, municipalities may enter into a contract for an initial period of one year, which would commence upon the completion of the new website roll-out. Upon the conclusion of this one-year term, the Municipality shall have the option to extend the agreement on an annual basis.

Project Manager

The services provided will be subject to review and accepted by the Project Manager of each municipality hereby identified as the Communication and Community Development Officer or his/her designate.

Inquiries

- All queries regarding all aspects of this Request for proposal shall be addressed to **the Contracting Authority** shown below;

Simon St-Denis
Communication Officer
The Township of Alfred and Plantagenet

205 Old Highway 17, Box 350, Plantagenet, ON, K0B 1L0

Tel.: 613 673-4797

E-mail: sstdenis@alfred-plantagenet.com

- Inquiries must be received in writing (e-mail) no later than **February 25, 2025**, to ensure adequate time remains to issue any required addenda. Addenda may be issued during the bidding period and no later than **February 28, 2025**. All addenda become part of the RFP documents.
- Proponents are advised that all communications with the municipalities related to this RFP during the bidding process must be made directly and only with the Contracting Authority.
- The Contracting Authority shall only make official modifications to the RFP process, or to the actual "terms of reference" through official addendum issues. Any oral statement or other representation from any source should not be accepted as binding unless through an official written addendum.
- No officer, agent or employee of the municipalities is authorized to alter any of this RFP Document orally. If it becomes necessary to revise, delete, substitute, or add to any part of the RFP document, a written addendum shall be issued.
- The Proponent must acknowledge the reception of any addendum on the submission form of this RFP document.
- It is the Proponent's responsibility to ensure that they have received and understood all published addenda/addendum prior to submitting their Proposal.

Order of Precedence

The documents listed below form part of the Request for Proposal (RFP) and will be incorporated into any resulting contract. If there is a discrepancy between the wording of one document and the wording of any other document that appears on the list, the wording of the document that appears first on the list shall take precedence:

- Request for Proposal
- Evaluation Grid – Schedule A
- Information on Services and General Terms of Reference - Schedule B
- Submission Form, Acknowledgement of Addenda Receipt Form, References Form, and Contractual Acknowledgement – Schedule C
- Financial Proposal (in a separate sealed envelope)– Schedule D
- General Conditions - Professional Services – Schedule E

Scheduling

The Request for Proposal process shall follow the dates identified unless formally adjusted by addendum:

Process	Deadline
Request for Proposal Release	February 10, 2025
Final date of receipt of proponent questions	February 25, 2025
Response to proponent questions (Addendum)	February 28, 2025

Closing Date	March 18, 2025 at 11 a.m.
Proponent Selected	May 4, 2025

Documentation

The following supporting documents will be made available to the Successful Proponent:

- Municipality Style Guide
- Any other existing and relevant documentation

Timeline

The website development project for the five municipalities will be carried out in two distinct phases. Phase 1, scheduled for 2025, will focus on the development and launch of websites for two municipalities. Phase 2 will follow in 2026, completing the project with the inclusion of the remaining three municipalities.

Please note that these phases and timelines are subject to change based on the selected agency's capabilities and team size. Adjustments may be made to ensure the highest quality and efficiency in the development process.

Reporting and Meetings

Development meetings will be held to ensure effective communication and progress tracking throughout the project. The details for these meetings are as follows:

- **Meeting Locations:** Development meetings can be conducted either in person at each municipality's Town Hall, located in the United Counties of Prescott and Russell, or online via video conference, depending on the Agency's location and convenience.
- **Frequency:** Regular meetings will be scheduled to review the project progress, discuss any issues or changes, and ensure that the development is on track. The exact frequency of these meetings will be determined based on project needs and mutual agreement between the municipalities and the Agency.
- **Participants:** Representatives from the municipalities and the Agency's project team will participate in these meetings. Key stakeholders and technical experts may be involved as needed to provide insights and make informed decisions.
- **Agenda and Documentation:** Each meeting will have a predefined agenda to cover all critical aspects of the project. Meeting minutes and action items will be documented and shared with all participants to ensure clear communication and follow-up on tasks.

By facilitating regular and effective communication through these meetings, the project aims to maintain alignment with goals, address any challenges promptly, and ensure the successful development and launch of the new websites.

Evaluation Criteria

Your Proposal should include a demonstrated understanding of the scope and particulars of the services. The contents of your Service Proposal should address the evaluation criteria numbered 1 through 4 inclusively, which will be assessed by the review team and be submitted in this numerical sequence.

Design, Software and Creativity (35 points)

The evaluation team will score proponents based on their design creativity, ideas, and overall compatibility with the vision for the website redesign project. See Schedule B – Scope of Work for the comprehensive list of requirements that municipalities are seeking in their new website.

Proponent's Experience & Qualifications (25 points)

Provide a general description of the prime marketing Agency proposed to lead the effort. Identify any other Agencies and or individuals proposed to make up your team. Elements that will be evaluated are:

- Agency's history and qualifications to conduct the services described.
- Background of any sub-consulting Agency(ies) used on this project and an explanation of prior relationships with the Agency.
- Based on your understanding of the Project, how this team will be organized and managed.
- Background resumes demonstrating the experience of key professionals making up the proposed team, and other professional qualifications.
- Successful projects of a similar nature completed by your team members.
- Available resources from the Agency.
- **Three (3) relevant projects the Agency has completed.** Please only provide examples of projects that the project team members have worked on.
 - Each example should include a brief summary of the Project, including how you measured and met success, image samples of the final product(s), and total lump sum cost with percentage breakdown of account management fees, creative development fees and media buying costs as relevant.
 - Provide references for each example and include name, title, address, email, and phone number for the contact person.
- Describe any potential conflicts of interest.

Project Management and Methodology (20 points)

The Proposal shall include a clear and concise understanding of the project, the work to be completed and the coordination required based on existing information. Elements that will be evaluated are:

- Overall scope and objectives, noting any specific issues that may require attention;
- An understanding of the scope of work to complete this Project, constraints, and critical timeline elements;

- Documentation of the Agency’s comprehensive knowledge of the local government operation, procedures, and law, including the Agency’s experience dealing with these types of projects with an emphasis on municipal projects.
- Definition of issues to be resolved in the course of the project.
- Incorporation of coordination and involvement of municipal Staff within key elements.
- Description of project quality control that will meet the Corporation’s needs and meet budget parameters.
- Explanation of ability to effectively meet the scope of work.
- Describe the approach and methodology to be followed in completing all aspects of the assignment to achieve the stated project objectives. Elements that will be evaluated are:
- The lead for each discipline shall have a minimum of 5 years of experience with comparable projects. Please provide references and examples.
- Detailed description of the Agency’s approach provided for each task demonstrating project needs.

Provide a work plan and schedule, including a breakdown of the major tasks, and the level of effort of the individual team members in sufficient detail to allow a complete understanding as to how and by whom the work is to be carried out.

- Number of people and hours assigned to this project with information to be provided in a spreadsheet format that clearly identifies staff and hours.
- Clear and concise explanation of specific tasks and associated schedule that provides quantifiable deliverables.
- Time required to complete tasks (duration)
- Inter-relations between tasks (dependencies)
- Key events during the project (milestones)
- Critical input points from the Municipality
- Ability to meet the overall schedule

Confirmation that the final submission will be AODA compliant to WCAG Level 2.1 AA standards.

Note: Responses that incorporate excessive blocks of text that have been copied directly from the RFP will not be regarded as demonstrating an understanding of the requirement.

Overall presentation of the proposal (5 points)

The Proponent shall consider the importance of keeping the information clear, concise and brief. Close adherence of the proposal sections with the ranking system and layout of the RFP will enable the Municipality to evaluate all proposals equally and efficiently.

Your submissions should be on letter-sized pages (8½” x 11”), single-sided, with a minimum of 12-point font. Spreadsheets may be submitted on 11” x 17” ledger-sized pages.

Ensure that all rates and dollar figures are excluded from the work plan in this section.

Pass Grade

Only proposals that meet or exceed a score of 70 percent on evaluation criteria numbered 1 to 4 inclusive (59 out of 85) at this stage of the evaluation will be considered further. Proposals that do not meet the minimum score required will be deemed non-compliant, and the financial Proposal will remain unopened.

Additional Information

The Agency may submit any information they believe relevant that does not fit within the body of the proposal. This may include brochures, company information, supplemental resumes, additional project descriptions, and any other information the Agency believes is useful. This additional submittal will be used by the Project Team as they see fit and may not have a significant bearing on the selection process.

Financial Proposal (15 points)

In a SEPARATE SEALED envelope, clearly identified as Financial Proposal, and using Schedule D, which is attached for that purpose, the Agency is to provide a total proposed pricing, and shall be inclusive, including but not limited to professional fees, disbursements, and taxes, to complete this assignment in accordance with the Services detailed herein and in the Agency's proposal. This financial proposal is to be broken down by category with expected timing identified to allow for budgetary control. Points will be awarded when compared to the lowest submission using the following formulas:

$$\text{Lowest Proposal Cost} \div \text{Submitted Cost} \times \text{Weighting} = \text{Proponent's Pricing Points}$$

HST must be shown separately. Pricing must be provided in Canadian funds, inclusive of all applicable duties and fees, excluding HST, which should be itemized separately. Elements that will be evaluated include:

- Availability of resources from the Agency and sub-Agency(ies) for the project
- Estimated hours and fees to complete the individual work elements
- Total **not-to-exceed** fee for the project. Note that your fee is to complete a scope of work outlined in the RFP. If the account executive underestimates the amount of effort required to complete the work, they will not receive extra compensation. The account executive is expected to plan to the Municipality's project budget and perform thorough cost estimating. If the bids exceed the project budget, the account executive will complete re-plan and bidding at no additional cost to the Municipality to meet the project budget.
- List of tasks not performed by the Agency or sub-Agency(ies) for project that must be performed by the Municipality.
- Agency's reimbursable expenses and detailed cost of expenses.

General Conditions - Professional Services

As provided for under Contractual Acknowledgement of Schedule C, the Agency must certify acceptance of the General Conditions - Professional Services which are attached as Schedule E, which shall form part of and be incorporated into the proposed contract.

Basis of Selection

The Project Manager intends to recommend the appointment of the Agency based on “best overall value” to the Corporation as determined by the Proposal which attains the highest score out of the 100 points available based on the evaluation criteria. The Agency appointment is subject to approval by the Municipality in accordance with the provisions of the Municipality’s Procurement By-Law.

Selection Process

An evaluation team will review all proposals received and score the proposals using a “consensus” approach, in relation to the criteria and points, which are identified. An award may be made solely on the basis of the proposal submission, without a meeting with the Agency. However, one or more Agencies may be invited to attend a formal interview with the evaluation team, or to provide written clarification on their Proposal. This formal interview, if applicable would be scheduled within the two weeks following closing. Final scoring will remain confidential. However, the Project Manager will provide feedback, when requested, to individual Agencies on each of the evaluation categories. This feedback will only be provided following the award of contract.

Proposal Validity Period

Proposals shall remain valid and open for acceptance by the Corporation for a period of sixty (60) calendar days, following the due date for receipt of proposals.

Municipal Rights and Options

The municipality, in their sole discretion, reserves the following rights:

- Supplement, add to, delete from or change this solicitation document;
- Determine which respondent, if any, should be selected for negotiations;
- Reject any or all proposals or information received pursuant to this RFP;
- Cancel this RFP with or without the substitution of another RFP;
- Request additional data or information after the submittal date, if such data or information is considered pertinent to aid the review and selection process;
- Conduct investigations with respect to the qualifications and experience of each respondent;
- Take any action affecting the RFP or the services or facilities subject to this RFP that would be in the best interest to the municipality;
- Require one or more respondents to supply, clarify or provide additional information in order for the municipality to evaluate the proposals submitted;
- Waive any informalities or irregularities in the submittals or to re-advertise; and
- That the lowest, or any bid, will not necessarily be accepted either individually or collectively.

Submission of Proposal

Please provide, in a sealed package, **five (5) hard copies and (5) soft copies** of your service proposal, and one (1) separate sealed copy of your financial proposal, signed by an authorized official. Package must be clearly identified as to contents and addressed to:

Simon St-Denis, Communication Officer

Township of Alfred and Plantagenet

205 Old Highway 17, Plantagenet, Box 350, ON, K0B 1L0

Proposals MUST be received at this location NOT LATER THAN 11:00 A.M. LOCAL TIME, on March 18, 2025.

Proposals received after the above due date and time will not be considered, and will be returned unopened, to the Agency.

Please provide, in a sealed package:

- A sealed envelope containing **five (5) hard copies and five (5) soft copies** of your service proposal, including but not limited to:
- A cover letter containing the name and signature of a duly authorized officer of the company submitting the Proposal;
- Submission and References forms and Contractual Acknowledgement – Schedule C;
- Description and History of the Agency;
- Project Manager and team member names with relevant work samples and in what capacity they will be involved with the Project;
- Project process, methodology, and anticipated timelines, including significant milestones during the Project;
- Proposed Workplan and Schedule for Project Scope;

A second sealed envelope containing information for the pricing response:

- one (1) sealed copy of your Financial Proposal, signed by an authorized official
- Financial Proposal Form – Schedule D

It is essential that the elements contained in the Proposal are stated in a clear and concise manner. Failure to provide complete information as requested will be to the Agency's disadvantage. Proposals should be submitted in the format requested, with an index and preferably including the criteria subject to point rating in a clear identifiable location. If an Agency feels that the conditions will restrict it unnecessarily in any way, it should so state in its Proposal. Any deviation from the stipulated conditions should be given in detail with an explanation as to why they are being proposed. The Municipality reserves the right to accept any proposal as submitted without prior negotiations. It is the responsibility of the Agency to obtain clarification of the requirements contained herein, if necessary, prior to submitting a proposal. Each Proposal will be evaluated solely on its content. Assessment of the Proposal commences immediately after the closing date.

Request for Proposals No: RFP-CCD-2025-01

Issue Date: February 1, 2025

The Municipalities will not accept proposals submitted by facsimile transfer machine or electronic mail. This Request for Proposal does not commit the Corporation to award a contract or to pay any costs incurred in the preparation of a proposal or attendance at a meeting with Corporation staff.

Schedule A

Evaluation Grid

Design, Software and Creativity

Evaluation Criteria	Points /35
Look and Design	3
Ideas and Originality	2
Accessibility	5
Bilingualism	3
Content, Search Engine and Hosting	3
CMS	3
Responsive Design	2
ChatBot	2
Available Modules	4
Integration	2
Statistics and Analytics	2
Training and Support	4

Proponent's Experience & Qualifications

Evaluation Criteria	Points /25
History and Qualifications to conduct the services	3
Background of any sub-consulting Agency	1
Team organization and management	3
Demonstrated experiences of proposed team	2
Successful projects of similar nature and budget	4
Available resources	1
References – Websites are modern, simple and minimalist	3
References – Websites are unique, distinctive and reflects the brand identity	3
References – Websites are simple, easy to use	3
References – Summary of projects, total lump sum cost and references are provided	2

Project Management and Methodology

Evaluation Criteria	Points /20
Overall scope and objectives	1
Understanding of the scope of work	2
Comprehensive knowledge of local government operation and experience with municipality	2
Assumptions and Risk Assessment	1
Municipal Staff involvement	1
Quality Control Plan	1
Ability to effectively meet the scope of work	2
Approach and methodology	2
Leaders' Experiences	2
Number of people and hours assigned to the project	2
Time required to complete tasks	1

Request for Proposals No: RFP-CCD-2025-01

Issue Date: February 1, 2025

Milestones	1
Ability to meet the schedule	2

Overall Presentation

Evaluation Criteria	Points /5
Overall presentation of the proposal	5

Financial Proposal

Evaluation Criteria (applies to fee proposal only)	Points /15
Lowest Proposal Cost ÷ Submitted Cost x 15	15

Schedule B

Information and General Terms of Reference

Background

Municipal websites are the primary corporate communications tool, serving as the central hub for connecting residents, businesses, and visitors with essential information, engagement opportunities, and municipal services. These websites are often the first point of contact for the community, and we are committed to delivering an exceptional user experience for all site visitors.

Given the limited resources of small internal teams managing these websites, it is imperative that the new solution offers robust support, high usability, and cost-effective scalability to ensure long-term success without reliance on structured web development teams internally.

The primary goals of this project are:

1. **Enhancing User Experience:** Create a streamlined, easy-to-navigate website that enables diverse users to quickly and conveniently access the information and services they need.
2. **Modernizing and Maintaining Accessibility:** Ensure compliance with Web Content Accessibility Guidelines (WCAG), Level AA 2.1 or higher, to guarantee inclusivity for users of all abilities.
3. **Supporting Future Growth:** Implement a solution that allows for the cost-effective and straightforward development of new features as municipal needs evolve.

Current Challenges

The municipalities seeking website development services through this tender share the same current provider and have encountered widespread issues that highlight the need for a more capable, responsive partner. Key challenges include:

1. **Accessibility Compliance:** Current websites fail to meet WCAG Level AA 2.0 standards, creating barriers for users with disabilities. Ensuring full compliance with accessibility guidelines is a top priority.
2. **Multi-Language Support:** Inadequate multi-language functionalities hinder municipalities' ability to effectively serve their diverse communities. Seamless bilingual integration is critical to addressing this gap.
3. **Timely and Effective Support:** Small teams managing these websites require faster support and efficient solutions to minimize disruptions. Quick response times, proactive issue resolution, and consistent reliability are essential.
4. **Bilingual Service:** Given the bilingual nature of our communities, municipalities prefer to work with a provider that offers bilingual (English and French) or French-speaking support to ensure full comprehension of cultural and operational needs.

Expectations for the New Website Solution

To address these challenges and align with the needs of small teams managing municipal websites, the successful vendor must demonstrate the following capabilities:

- **Scalability and Usability:** Provide a user-friendly content management system (CMS) that enables non-technical staff to easily update and maintain the website.
- **Proactive Support and Training:** Offer reliable, responsive support and provide clear training materials or sessions tailored for small teams.
- **Future-Ready Features:** Incorporate flexibility for the addition of new features or services as municipal needs evolve, ensuring updates are simple and cost-effective to implement.
- **Commitment to Accessibility:** Deliver a fully accessible website at launch and ongoing guidance to maintain compliance as standards evolve.
- **Bilingual Expertise:** Ensure content management, customer support, and training are available in both English and French to meet the linguistic needs of our communities.

By addressing these critical areas, the municipalities aim to develop a functional, accessible, and user-friendly website that reflects the values of their communities while empowering small teams to manage it effectively.

Municipalities

Champlain Township

Champlain Township is a municipality in Eastern Ontario generally bounded to the North by the Ottawa River and the Town of Hawkesbury, to the South by the 417, to the East by the Municipality of East Hawkesbury to the West Municipality by Nation Municipality. Champlain Township was created on January 1, 1998, as the result of a municipal merger of four former municipalities: The Village of L'Orignal, The Town of Vankleek Hill, The Township of Longueuil and The Township of West Hawkesbury. The Township of Champlain has two distinct settlement areas – L'Orignal and Vankleek Hill, each with its own history, settlement pattern, architectural style and economic development opportunities.

- **Mission:** To lead the delivery of quality and efficient services that establish our Township as a welcoming, healthy community for residents, businesses and visitors.
- **Vision:** The Township of Champlain is dedicated to a safe and prosperous community, and a quality lifestyle achieved through our collective, caring leadership, and our bilingual heritage.
- **Values:**
 - Transparency and Accountability
 - Respectful, Healthy and Safe Workplace
 - Leadership
 - Service Excellence, Professionalism and Efficiency

The current Township of Champlain website at www.champlain.ca is powered by ICreate since 2018. The website consists of approximately 950 pages (500 of these are pages from our news feed). Despite the redesign in 2018, various functional and compliance issues have persisted. Champlain Township appreciates the minimalist look and design of their current website. The need to change arises from the aforementioned issues, not from dissatisfaction with the website's aesthetics.

Preferred Design and Functionalities - Champlain Township has identified websites that exemplify the design and functionalities they are seeking. These examples serve as a reference for the desired aesthetic, usability, and feature set:

- [Renfrew](#)
- [Township Of King](#)
- [City of London](#)
- [Ville de Saint-Lambert](#)

Russell Township

Located 25 minutes southeast of Ottawa, Russell Township serves a vibrant, caring, bilingual and growing population of approximately 21,000 individuals. The Township is comprised of the towns of Embrun and Russell, as well as parts of Limoges and Marionville.

The Township of Russell is looking for a modern, attractive and dynamic website design that promotes a welcoming and professional image. The website redesign process will focus on the look and feel; content and navigation; and interactive features. The new website should highlight the Township's brand as a full-service municipality and support the Township's

goal of transparency in government. The public-facing website shall be citizen-centric and provide all prospective and current residents, businesses, customers, and visitors with easy-to find information about the Township of Russell.

Council's vision for the Township of Russell is a collaborative, connected and sustainable community for all. It focuses on six strategies:

- Bold leadership
- Innovation and collaboration
- Long—term and sustainable planning
- Sustainable development and community character
- Empathy, trust and equity for all
- Safe, healthy and accessible development

The current Township of Russell website at www.russell.ca is powered by iCreate since April 2021. The website consists of approximately 860 pages (500 of these are pages from our news feed that wouldn't be transferred). From October 2023 to September 2024, the site had 419,099 visitors for a combined total of 25,159,060 page views.

Preferred Design and Functionalities - Russell Township has identified three websites that exemplify the design and functionalities they are seeking. These examples serve as a reference for the desired aesthetic, usability, and feature set:

- [City of Owen Sound](#)
- [Township of Armour](#)
- [City of Kansas City](#)
- [Municipality of Port Hope](#)

Township of Alfred and Plantagenet

The Township of Alfred and Plantagenet is a primarily Franco-Ontarian township located in Eastern Ontario within the United Counties of Prescott and Russell, at the confluence of the Ottawa River and the South Nation River. Its closest neighbours are the Champlain Township to the East, the Nation Municipality to the South, and the City of Clarence-Rockland to the West. The Township was formed on January 1, 1997 through the amalgamation of four former municipalities: the Township of Alfred, the Village of Alfred, the Township of North Plantagenet, and the Village of Plantagenet. Today, the municipality is comprised of seven villages – Alfred, Curran, Lefavre, Pendleton, Plantagenet, Treadwell, and Wendover – and stretches over 392.31 km².

- **Mission:** Contribute to the development of an active, inclusive, and engaged community, and a healthy, safe, and welcoming environment.
- **Vision:** A welcoming community, recognized for its natural and cultural attractions, proud of its achievements in favor of sustainable development and the personal fulfillment of its citizens.
- **Values:**
 - Respect
 - Transparency
 - Integrity

- Innovation
- Service Excellence

The Township of Alfred and Plantagenet's (www.alfred-plantagenet.com) current website service provider has been iCreate since 2014. The website is comprised of 460 pages, and averages approximately 70 visitors per day. In 2023, the website had 18,438 visitors for a combined total of 59,603 page views. Despite the redesign in 2021, various issues regarding accessibility compliance and language persist.

Preferred design and functionalities: The Township of Alfred and Plantagenet is seeking a website with a sleek aesthetic appealing to modern needs, which offers the freedom of customization in a user-friendly package while remaining impeccably compliant with evolving accessibility requirements. The following websites serve as examples of the type of design or functionalities the Township is seeking:

- [Ville de Lévis](#)
- [City of Toronto](#)
- [Town of Oakville](#)

Scope of Work

The scope of work shall include but not be limited to the following:

Website Development

Working with the user experience Agency, user interface designer and Communications Team, create and implement the new design, templates, functionality, accessibility and integrations in the new website, which may include identifying alternative modules with similar functionality or recommending updated processes.

- Uploading updated content (copy, images and files) as efficiently as possible.
- Leveraging new software functionality to improve site management and usability
- Ensuring best practices in website security are implemented
- Testing and launching of the new website and removing broken links
- Developing training videos for functionalities not currently used on the existing website
- Training Communications Department staff on the site administration
- Maintaining the site once launched, including 24/7 support.
- Continuous user-focused improvement of the site.

Website Requirements

Below are the municipalities' websites redesign requirements, in no particular order:

1. Accessibility

- 1.1. Websites must conform and maintain compliance with the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.1 Level AA standards, and meet all current requirements, best practices, and guidelines for all audience where possible. The website should require staff to verify text, image, and content compliancy with WCAG 2.0 Level AA when uploading to the website.
- 1.2. A “Term of Reference and General Conditions” page should be available and easily found by visitors to outline the limitations of the website’s accessibility functionalities.
- 1.3. All page templates must be 100% compliant with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. This includes compliance with styles, dimensions, and functionalities to ensure accessibility for all users, including those with disabilities.

2. Bilingualism

- 2.1. At this time, the municipalities’ websites are bilingual, running parallel language sites in French and English. To keep our site easy for residents, there must be a button to link each page to the alternate language page for that particular content, such as our current website. This feature must be available for the Municipality to use and implement on both existing and new pages.

3. Content, Search Engine Optimization, Hosting

- 3.1. The successful proponent must demonstrate experience in developing a website structure with vast amounts of content from the end-user's perspective
- 3.2. The municipalities will provide written content to the selected Agency for the website. The Agency will populate content provided into the new website. All content and data uploaded to the website will remain the property of the municipality.
- 3.3. User-friendly, customizable, bilingual and advanced search tool that is Search-Engine Optimized.
- 3.4. A-Z listing of municipal services and programs
- 3.5. Emergency Notification Banner and Pop-Up Alert or proposed alternative solution
- 3.6. Icon/Quick-Links on Main page, customizable by Municipal staff based on seasonal topics (Budget icon during budget discussions, Winter Maintenance in the snowy season, Road closures and construction during summer, etc.).

4. Look and Feel

- 4.1. The website must provide a sleek, modern look. It must also offer a design that strategically uses the user’s screen space.
- 4.2. Incredibly mobile-responsive, which is key for the municipalities, since most users are visiting our site on various-sized mobile devices.
- 4.3. Easily identifiable search bar, and search bar is available to the user on any page.
- 4.4. Users can subscribe to News/Alerts and receive them by email in their chosen language.
- 4.5. Attractive and polished fonts, and layout.

5. CMS

- 5.1. The website is required to have a friendly end-user CMS that is powerful but easy to learn. Must be able to be maintained by Municipal staff who have no coding experience. The solution must be flexible and scalable to allow Municipal staff to add, change and delete content (visual and text) at any point in time, as well as to maintain current online Municipality services and add additional services and technology at a future date.
- 5.2. The CMS must have a “restore previous version” for each page.
- 5.3. The CMS solution must be hosted in Canada.
- 5.4. The CMS manufacturer shall provide corporate technical support to the Municipality.
- 5.5. Easy setup of short URLs, friendly URLs, or URL re-directs.
- 5.6. Broken URL link reports, potentially with notification to the Webmaster.
- 5.7. The CMS must have employee login credentials and work permissions, in addition to a history log that lists recent page update details.
- 5.8. The platform must allow the municipality to easily change the content. This includes the ability to modify, add, or delete menus. The content management system should be user-friendly and intuitive, enabling non-technical staff to make updates without requiring extensive technical knowledge.

6. Responsive Design

- 6.1. Many of our website visitors are on mobile or tablet devices. The new website must be incredibly mobile-responsive and have a design that adapts to the user’s specific screen size, platform and orientation.
- 6.2. The features/portlets must adapt to various different formats based on the user’s screen size and orientation, and in order of importance/priority of feature, instead of “squishing” content or only using benchmark screens sizes to adapt.
- 6.3. The website development solution must offer the possibility to preview the desktop, mobile, and tablet views of the site before publishing any changes. This ensures that content is optimized and properly displayed across all devices.
- 6.4. AI Chat Bot with Virtual Assistant
- 6.5. The website should integrate a chatbot AI with virtual assistant capabilities. This feature should be able to assist visitors by answering common questions, providing information, and guiding users to the appropriate sections of the website. The chatbot must support both English and French to accommodate the bilingual nature of the municipalities.

7. Available Modules

- 7.1. Additional costs for specific modules may apply, please include these additional costs in the Financial Proposal – Schedule D.
- 7.2. Parks Map and Searchable solution like [Collingwood’s Park Page](#).
- 7.3. Business/Community Association Directory in which stakeholders can create a profile and upload/modify/delete their information.
- 7.4. Form Builder
- 7.5. Interactive maps

- 7.6. Calendar of Events (RSS Feed) in which stakeholders can create a profile and publish an event
- 7.7. Employees/Department Directory – Contact Us Section
- 7.8. Recruitment, Employment Opportunities
- 7.9. By-laws and policies and searchable solutions within the by-laws and policies
- 7.10. Citizen Portal
- 7.11. News

8. Integrations

- 8.1. Social Media Feeds (Facebook, Instagram, X)
- 8.2. Seamless integration of YouTube videos into our website
- 8.3. Escribe
- 8.4. Brecken
- 8.5. BCiti
- 8.6. Municipal Management Software like PSD City Wide
 - Work Order and Request from the public
 - Building Permit
 - Inspection
 - Planning Application
 - Asset Management Plan
 - Patrol
 - Permit Application (Dog tag, fire permit, fence permit)
 - Facility Booking

9. Statistics and Analytics

- 9.1. Agency must implement Google Analytics onto the website to track navigation patterns and other useful statistics in order to make any required adjustments to the website.

10. Training and Support

- 10.1. Agency must provide training to staff on how to enter/upload/modify content to the website based on best practices.
- 10.2. Details and fees related to customer services and technical support must be included in the Financial Proposal.
- 10.3. Support details (annual unlimited and/or hourly options, etc.), response time, uptime, security measures and disaster recovery plan must be included in the Proposal. A toll-free support number should be provided including detailed information on support mechanism from the Agency, and any other potential options the municipalities may have.
- 10.4. Support must include the following items:
 - 10.4.1. Problem management support services: in case of a problem with the website, and must be able to provide a ticket number for reference.

- 10.4.2. Information and guidance support: in case of a request made to support in order to get technical information on the website capabilities and future projects.
- 10.4.3. Monitoring and notifications: the Agency must provide monitoring services in case of downtime and alert the municipalities.
- 10.4.4. Security measures and prevention services: In case of a threat, the Agency must be able to detect virus infections on the website and intrusion prevention. The system hosting the website must be up to date with latest versions and internal technology.
- 10.4.5. Maintenance and communication: any type of maintenance should be communicated in advance to the municipalities if downtime is required or if the change affects website functionalities.

Goals/Objectives

The overall goal of the project is to design and construct a website that supports our value of being a responsive government by: being an open, transparent municipal government that seeks involvement; providing high quality service at an excellent value, and a future focused platform to meet current and anticipated needs. Below are desired elements to support these values:

Usability

- Make it easy for customers (residents, businesses, visitors, intergovernmental partners, and other interested parties) to navigate and find information and services.
- The website must be AODA compliant with WCAG. Level AA 2.0 and viewable/navigable on multiple platforms (including smart phones and tablets), resolutions and web browsers using responsive web design.
- Design and function should be focused on intuitive and familiar navigation mechanisms and prominently feature high-priority or targeted content for the various website user audiences.
- The site must enhance integration with interactive applications such as social media.
- Users will be able to create a personalized experience based on their preferences.

Sustainability

- Develop an information architecture that is efficient, easily understood and sustainable by staff in the future.
- Implement a content management solution that can be maintained by both experienced web development staff as well as business users with no coding experience. Necessary functionality includes: the creation of templates, WYSIWYG editing to facilitate content management by novice users, ADA compliance, responsive design, content approval workflows and search engine friendly URL aliasing.

Flexibility

Develop a framework that allows for regular site re-fresh cycles to maintain user interest and excitement.

Marketing/Branding

The website helps promote the municipalities' goals, identity and message. Webpages are visited by prospective businesses and prospective residents and the redesigned websites needs to be representative of the dynamic community and the vibrant economy.

Future Potential

The municipalities are working on several E-Government initiatives that closely relate to the website. The redesigned site needs to be able to integrate more service-oriented applications in the future.

Deliverables

Deliverables	Responsible
Writing and Web Content	Municipality
WCAG 2.0 AA Accessible Content	Municipality
Content Translation	Municipality
Intellectual Property	Municipality
Modules Configuration	Agency
HTML Integration	Agency
Site Hosting	Agency
Updates and Maintenance	Agency
Basic Content Integration (text and tags)	Agency
Web Graphic Design	Agency
Search engine and SEO (Google Search)	Agency
Integration and Respect of Visual Identity	Agency
Statistics Management (Google Analytics)	Agency
Search Engine Optimization Strategy	Agency
Technical Support and User Manual	Agency
Support technique et manuel d'utilisation	Agency

Pricing

Each municipality has anticipated between \$50,000 and \$75,000 for the Website Development and Redesign. Contracts that surpass this anticipated amount must be approved by Council.

Proponents must include a separate list of prices for any add-on features, services, or solutions suggested by the proponent that could assist the Municipality in achieving its vision for the website redesign project.

Schedule C Submission Form

The Agency appointment is subject to approval by the municipalities in accordance with the provisions of the Township of Champlain's Procurement By-Law 2019-57, the Township of Russell's Procurement of Goods and Services By-Law 65-2013, the Nation Municipality's Procurement By-Law 2016-03, the City of Clarence-Rockland's Procurement By-Law 2022-67 and the Township of Alfred and Plantagenet's Procurement and Tendering By-Law 2014-43.

Proponent Information

Please fill out the following form, naming one person to be the proponent's contact for the RFP process and for any clarifications or communication that might be necessary.

Company Name:	
Proponent's Primary Contact Individual:	
Street Address:	
City, Province:	
Postal Code:	
Phone Number:	
Company Website:	
Proponent Contact Name and Title:	
Proponent Contact Phone:	
Proponent Contact Email:	

Insurance Certificate Provided to Municipality: YES ☐ NO ☐

Acknowledgment of Receipt of Addenda Form

This acknowledges receipt of the following addendum/addenda and that the pricing quoted includes all provisions set out in such addendum/addenda.

Addendum Number	Date Received

Check this box if no addendums were received ☐

References Form

Request for Proposals No: RFP-CCD-2025-01**Issue Date:** February 1, 2025

Three references for projects completed within the last five years with the same scope as *Insurance Broker Services*, of a municipality with a similar profile as Champlain, must be provided for the purpose of assessing the Proponent's ability and experience.

References No.1

Municipality/Town/Township:	
Population:	
Reference Name & Title:	
Reference Phone Number:	
Brief description of the delivered services:	

References No.2

Municipality/Town/Township:	
Population:	
Reference Name & Title:	
Reference Phone Number:	
Brief description of the delivered services:	

References No.3

Municipality/Town/Township:	
Population:	
Reference Name & Title:	
Reference Phone Number:	
Brief description of the delivered services:	

Contractual Acknowledgement

The Agency hereby agrees to be legally bound by the provisions of the resulting Agreement, including, but not limited to, the General Terms of Reference and General Conditions—Professional Services.

SIGNED this _____ day of _____ in the year _____ .

Request for Proposals No: RFP-CCD-2025-01

Issue Date: February 1, 2025

I have the authority to bind the Corporation.

Company Name:

Company Address:

Phone Number:

Email:

X

Consultant

Schedule D

Financial Proposal

Financial information with respect to the provision of these services should be in a separate sealed envelope. The Proposal must list all fees including a full broker commission listing for the services.

Pricing Breakdown for One Municipality

Expenses	Quantity	Total Cost
Development – Professional Project Hours	hours	\$
CMS		\$
Hosting		\$
Domain		\$
Licensing		\$
Maintenance Fee		\$
Search Engine		\$
Implementation Support	hours	\$
Annual Support	hours	\$
Additional support		\$
Others		\$

Modules

Module	Included in the Proposal (Y/N)	Additional Cost
Interactive Maps		\$
Form Builder		\$
Calendar of Events		\$
Contact Us		\$
Recruitment		\$
By-Laws and Policies searchable solutions		\$
Portal for Citizens		\$

Agency Name:	
Agency's Responsible Name:	

Request for Proposals No: RFP-CCD-2025-01

Issue Date: February 1, 2025

Total Project Costs:	\$
Total Project Costs + Applicable Taxes	\$

Schedule E

General Conditions – Professional Services

1. Retainer and Status of Agency

The Corporation retains the Services of the Agency, and the Agency hereby agrees to provide the Services described herein under the general direction and control of the Corporation. The Agency is retained as an independent Agency for the sole purpose of providing the services. Neither the Agency nor any of its personnel are engaged as an employee, servant, or agent of the Corporation.

2. Services

The Services to be provided by the Agency to the Corporation are set forth in the Terms of Reference and the Proposal, as amended by the Purchase Order, and such Services as changed, altered, or added to, under the provisions of this Agreement are hereinafter called the “Services”. All Services shall be performed by staff of the Agency, or sub-Agencies identified within the final accepted Proposal. The Agency shall not engage others to perform specialized services unless prior approval, in writing, is obtained from the Corporation.

3. Compensation

The Corporation shall pay the Agency in accordance with the provisions set forth in this Agreement. All invoicing and payments shall be in Canadian dollars.

Any expenses incurred as a result of non-compliance by the Agency with the terms and conditions, including but not limited to Section 21 - Accessibility for Ontarians with Disabilities Act and Website (iv), will be deducted from the final payment.

4. Staff and Methods

The Agency shall perform the services to a professional standard in accordance with current “best practices” and shall skillfully and competently perform the Services and shall employ only skilled and competent staff thereon who shall be under the supervision of a senior member of the Agency’s staff.

5. Changes and Additional Services

The Corporation may, with the consent of the Agency, in writing and at any time before or after the commencement of the Services, extend, increase, vary, or otherwise alter the Services, and in such cases, the Corporation shall pay the Agency in accordance with agreed-upon rates, either per hour, per diem or fixed costs, as may be determined.

6. Suspension or Termination

The Corporation may at any time by notice in writing to the Agency suspend or terminate the Services or any portion thereof at any stage of the undertaking, and the Agency shall thereupon be entitled to payment for any of the Agency's staff employed directly thereon together with such expenses and disbursements allowed under this Agreement. Upon receipt of such written notice, the Agency shall perform no further Services other than those reasonably necessary to close out the Services.

Upon written notice of suspension or termination, or upon written demand by the Corporation at any time during the term of this Agreement, the Corporation shall be given and have the right to take possession of and use any information prepared or supplied by the Agency.

If the Agency is practicing as an individual and dies or becomes incapacitated before the Services have been completed, this Agreement shall terminate as of the date of death, or incapacity, as applicable, and the Corporation shall pay for the Services rendered and disbursements incurred by the Agency to the date of such termination.

7. Indemnification

The Agency shall defend, indemnify and save harmless all Municipalities and its elected officials, officers, employees, and agents from and against any and all claims of any nature, actions, causes of action, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever, including but not limited to bodily injury, sickness, disease or death or to damage to or destruction of tangible property including loss of revenue or incurred expense resulting from disruption of service, arising out of or allegedly attributable to the negligence, acts, errors, omissions, misfeasance, nonfeasance, fraud or willful misconduct of the Agency, its directors, officers, employees, agents, Agencies and sub-Agencies, or any of them, in connection with or in any way related to the delivery or performance of this Contract. This indemnity shall be in addition to and not in lieu of any insurance to be provided by the Agency in accordance with this Contract and shall survive this Contract.

The Agency agrees to defend, indemnify, and save harmless the Municipalities and against any and all claims of nature, actions, causes of action, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever arising out of related to the Agency's status with WSIB. This indemnity shall be in addition to and not in lieu of any proof of WSIB status and compliance to be provided by the Agency in accordance with this Contract and shall survive this contract.

7.1. Corporation Provided Information

The Corporation further acknowledges and agrees that the Agency will not be held liable for any damages/losses of any kind or nature that may result from the use of inaccurate information or data provided to the Agency by the Corporation. The Corporation agrees to accept full responsibility for the accuracy of all information and data that it provides to the Agency.

8. Force Majeure

A party hereto shall not be responsible for failures in performance due to force majeure. “Force Majeure” means any circumstance or act beyond the reasonable control of a party to this Agreement claiming Force Majeure, including an intervening act of God or public enemy, war, blockade, civil commotion, fire, flood, tidal wave, earthquake, epidemic, quarantine restriction, a stop-work order or injunction, issued by a court or public authority having jurisdiction, or governmental embargo, which delays the performance of any obligation created by this Agreement beyond its scheduled time, provided such circumstance or act is not expressly dealt with under this Agreement or does not arise by reason of:

- the negligence or willful misconduct of the party claiming Force Majeure or those for whom it is responsible at law;
- any act or omission by the party claiming Force Majeure (or those for whom it is responsible at law) in breach of the provisions of this Agreement;
- lack or insufficiency of funds or failure to make payment of monies or provide required security.

Provided further that, in the case of an event of Force Majeure affecting the Agency, the Agency notifies the Corporation as soon as possible and in any event within five (5) working days following the date upon which the Agency first becomes aware (or should have been aware, using all reasonable due diligence) of such event so that the Corporation may verify same.

In any such event, the Agencies agreement and price and schedule shall be equitably adjusted based on the actual work authorized and performed satisfactorily, and the rates agreed to in the agreement.

9. Insurance

- (i) Without restricting the generality of the Indemnification provisions, the Agency shall, during the term of this Agreement, provide, maintain and pay for:
 - (i.i) Commercial General Liability Insurance Issued on an occurrence basis for an amount of not less than \$5,000,000 per occurrence/\$10,000,000 annual aggregate for any negligent acts or omissions from the Agency relating to its obligations under this Agreement. Such insurance shall include, but is not limited to bodily injury and property damage including loss of use; personal injury and advertising injury; contractual liability; premises, property and operations; non-owned automobile, broad form property damage; owners and Agencies protective; occurrence property damage; products and completed operations; employees as Additional Insured(s); contingent employers’ liability; tenants legal liability; cross liability and severability of insurance clause.
 - (i.ii) Such insurance shall add the Corporation of the Champlain as Additional Insured with respect to the Operations of the Bidder. This insurance shall be non-contributing with and apply as primary and not as an excess of any insurance available to the Corporation.

- (i.ii) Automobile liability insurance with respect to owned or leased vehicles used directly or indirectly in the performance of the services covering liability for bodily injury, death and damage to property with a limit of not less than \$5,000,000 inclusive for each loss; and
- (i.iii) Professional Liability (errors and omissions) insurance coverage shall be obtained for the limit of not less than \$2,000,000. If such insurance is issued on a claims-made basis, coverage shall contain a 24-month extended reporting period or be maintained for a period of two years subsequent to the conclusion of services under this Agreement and,
- (ii) The successful Proponent shall provide a Certificate of Insurance evidencing coverage in force at least 14 days prior to contract commencement.
- (iii) If the Corporation requests to have the amount of coverage increased or to obtain other special insurance for the Services for the Project, then the Agency shall endeavor forthwith to obtain such increased or special insurance at the Corporation's expense.
- (iv) All above policies shall contain an endorsement to provide the Municipalities with thirty (30) days prior written notice of cancellation or of a material change that would diminish coverage.

10. Conflict of Interest

The Agency is required to disclose to the Corporation, prior to accepting this assignment, any potential conflict of interest. If a conflict of interest exists, the Corporation may, in its discretion, withhold this assignment from the Agency until the matter is resolved to the satisfaction of the Corporation. If, during the term of this Agreement the Agency is retained by another client and that assignment gives rise to a potential conflict of interest, the Agency shall so inform the Corporation and if a conflict of interest is deemed to exist by the Corporation, the Agency shall either refuse the new assignment or take such steps to remove the conflict of interest as are deemed necessary by the Corporation.

11. Assignment

Neither party may assign this Agreement or any portion thereof without the prior consent in writing of the other.

12. Previous Agreements

This Agreement supersedes all previous agreements, arrangements or understandings between the parties whether written or oral about or incidental to the Services.

13. Approval by Other Authorities

Where either the Services of the Agency is subject to the approval or review of an authority, government department, or agency other than the Corporation, such approval or review shall be obtained through the offices of the Corporation and unless authorized by the Corporation in writing, such approval or review shall not be obtained by direct contact by the Agency with such other authority, government department or agency.

14. Review

The Corporation, or persons authorized by the Corporation, shall have the right, at all reasonable times, to review the Services performed.

15. Publication

The Agency shall obtain the consent in writing of the Corporation before publishing or issuing any information regarding the Services.

16. Confidential Information

Information communicated to or acquired by the Agency during the carrying out of the Services provided for herein shall not be either divulged or used by the Agency on any other project unless prior approval, in writing, is obtained from the Corporation. The Agency shall not at any time before, during, or after the completion of the work divulge any confidential information acquired during carrying out the work provided end herein. No such information shall be used by the Agency before, during, or after the completion of work on this or any other project without the prior written approval of the Corporation.

17. Municipal Freedom of Information and Protection of Privacy Act

The Corporation is subject to the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56, as amended (“MFIPPA”) with respect to, and protection of, information under its custody and control. Accordingly, all documents provided to the Corporation in response to this Request for Proposal may be available to the public unless the party submitting the information requests that it be treated as confidential. All information is subject to MFIPPA and may be subject to release under the Act, notwithstanding the Agency’s request to keep the information confidential.

18. Time

The Agency shall perform the Services expeditiously to meet the requirements of the Corporation and shall complete any portion or portions of the Services in such order as the Corporation may require.

The Agency shall perform all the Services required under this Agreement by the date or dates stated in the RFP.

19. Occupational Health and Safety

The Municipality is committed to ensuring that a high standard of health and safety is provided and maintained for all employees, visitors, guests, Agencies, agents and others on our premises.

The Agency shall assume all responsibilities and obligations imposed upon the *Occupational Health and Safety Act*. In order to avoid any misunderstanding as to the nature of the Work to be performed herein, the Agency, by executing this Contract, unequivocally acknowledges that they are the Constructor within the meaning of *The Occupational Health and Safety Act*, and amendments thereto.

20. Workplace Safety and Insurance Board (WSIB) and Worker Rights

The submission shall include a current and valid WSIB Clearance Certificate (or other Provincial equivalent) to the satisfaction of the Municipality and have its validity updated as necessary.

The Agency shall ensure they retain WSIB coverage and are in good standing for the duration of the Contract. Prior to the release of any portion of the holdback, the Agency shall provide to the Municipality, a Clearance Certificate for the Workplace Safety and Insurance Board with the effective date following the completion of the Contract.

The Agency shall abide by the hours of Work and minimum wage rates for occupations involved in accordance with the regulations of the Ministry of Labour and/or other appropriate legislation of the Province of Ontario, and/or the Government of Canada.

The Agency shall be responsible for and shall pay any dues and assessments payable under *The Workplace Safety & Insurance Act*, *The Unemployment Insurance Act* or any other *Act*, whether Provincial or Dominion in respect to all employees or operators. The Agency shall, upon request, furnish the Corporation with satisfactory evidence that he has complied with the provisions of any such *Act*.

21. Accessibility for Ontarians with Disabilities Act (AODA) and Web Content Accessibility Guidelines (WCAG)

All Agencies performing work for the Municipality must comply with the Accessibility for Ontarians With Disabilities Act (AODA), 2005, in particular the Integrated Accessibility Standards, O. Reg. 191/11.

Without limitation, all contractors performing work for the Municipality shall maintain training records with respect to all accessibility standards training provided as prescribed in the Regulations under the AODA and in the Human Rights Code, including dates when training is provided, the number of personnel who received training, and individual training records.

Agencies shall submit to the Municipality if requested, documentation describing their accessibility training policies, practices and procedures, and a summary of the contents of training, together with a record of the dates on which training is provided and the number of attendees.

Unless determined by the Municipality to not be practicable, Agencies shall ensure that any information, products, deliverables and/or communication (as defined in the Integrated Regulation), including future updates, produced pursuant to a Contract shall be in conformity with [Web Content Accessibility Guidelines 2.0 Level AA](#) and shall be provided in accessible Word, Excel, PowerPoint, PDF or other electronic format.

22. Replacement of Personnel and/or Sub-Agencies

When specific persons have been named in the Contract as the persons who must perform the Work, the Agency shall provide the services of the persons so named unless the Agency is unable to do so for reasons beyond its control.

If at any time, the Agency is unable to provide the services of any specific person named in the Contract, it shall provide a replacement person who is of similar ability and attainment.

The Agency shall, before replacing any specific person named in the Contract, provide notice in writing to the Corporation. The replacement must be acceptable to the Project Manager.

23. Successors and Assigns

The Contract shall ensure to the benefit of, and shall be binding upon, the successors and permitted assignees of the Corporation and of the Agency.

24. Fraud or Bribery

Should the Agency or any of his/her agents give or offer any gratuity to or attempt to bribe any member of the awarding body, officer or servant of the Corporation, or to commit fraud against the Corporation, the Corporation shall be at liberty to declare the proposal void forthwith, or to take the whole or any part of the contract out of the hands of the Agency and to invoke the provisions of termination.

25. Award

Any award resulting from this Request for Proposal will be in accordance with the Corporation Procurement By-Law 2019-57 and may be subject to Municipality Council approval.

26. Severability

If any provision of this Contract becomes illegal or unenforceable in whole or in part, the remaining provisions shall nevertheless be valid, binding, and subsisting.