



DRUMHELLER

DINOSAUR CAPITAL OF THE WORLD



REQUEST FOR PROPOSAL

PROPOSAL: PROVISION OF A TOWN APP

DATE: JULY 30, 2019

FROM: JULIA FIELDING
TOWN OF DRUMHELLER REPRESENTATIVE

DATE PROPOSAL REQUIRED:

YEAR: 2019 MONTH: AUGUST DAY: 15 TIME: 2:00 PM Local Time

SUBMIT PROPOSAL IN A CLEARLY MARKED & SEALED ENVELOPE

SEND TO MAILING ADDRESS: TOWN OF DRUMHELLER
224 Centre Street
Drumheller, Alberta T0J 0Y4
Attention: Darryl E. Drohomerski, C.E.T.
Chief Administrative Officer

RFP: PROVISION OF A TOWN APP

YOUR FIRM IS INVITED TO SUBMIT A PROPOSAL, PURSUANT TO THE GENERAL CONDITIONS FOR THE SCOPE OF WORK AS DESCRIBED THE PROPOSAL MUST INCLUDE LABOUR, MATERIALS, EQUIPMENT AND OVERHEAD. THIS REQUEST SHALL NOT BE CONSIDERED AUTHORIZATION TO PROCEED WITH THE WORK HEREIN DESCRIBED.

Project Overview

The Town of Drumheller seeks the services of an App provider to create an App with an easy to use interface which allows users to quickly find the information they require and connect with the Town of Drumheller.

The successful applicant must have extensive experience in App creation including:

- Experience of working with municipalities,
- Creative concept development and
- App production
- A proven track record of demonstrated results

A maximum of three shortlisted companies will be requested to give a presentation of their proposal and app services to town council at a council meeting.

Project Timeline

Activity	Date	Time (MDT)
RFP Issued	July 30 2019	09:00 AM
Close of Questions Deadline	August 14 2019	12:00 Noon
RFP Closing Date	August 15 2019	14:00
Selection of final shortlist	August 30 2019	12:00 Noon
Notification of Results	August 30 2019	10:00
Presentation to Council	September 9 2019	16:30
Selection	September 13 2019	10:00 AM
Notification of Results	September 13 2019	12:00 Noon

Background

The Town of Drumheller wishes to increase community engagement, keep citizens better informed and build two way communication between our residents and administration. Goal Three of our communication plan is to 'boost participation in local government and the public process' and one technique for meeting this aim is 'to create and promote the use of online civic engagement tools.'

Of note in 2019 the Town of Drumheller will be re-designing its website and therefore the creation of the App will need to run parallel with this.

Detailed Scope of Services

The scope of services as outlined in this RFP is preliminary. The final scope of services is conditional on negotiating with the selected firm and modified as needed, depending on potential changes and unforeseen conditions. In the proposal please include information on the following elements:

- Report a problem options
- How schedules such as recreation and council meetings with minutes will be included and updated
- Emergency Alerts
- Upcoming work alerts- using geo-fencing or similar technologies to localize the alert
- Ease of use for both citizens and staff
- Technical support for staff
- The level of training available for staff
- How the App works for both Apple and Android devices
- Ability of the APP to be cached
- Location of company servers

Reporting

The Town of Drumheller's Communication Officer will be the lead contact and work directly with the Contractor's Project Manager to oversee the delivery of all aspects of this project. The Communication Officer will lead a project team of Town of Drumheller staff to deliver the project. There will be an initial project development meeting with the chosen company, and this will determine items such as timelines, roles and responsibilities and information required.

It is expected that the Contractor's Project Manager will connect regularly with the Communication Officer to ensure timelines are being met for this project.

Final Selection

Final Selection will be based on determining which proposals will best meet the needs of the Town of Drumheller as described in this RFP. Here is a table informing proponents on how the proposals received will be evaluated.

Item	Weighting
References and client relations	10%
Price	30%
Technical support	20%
Ease of Use- for both user and administrators	20%
Level of Integration with website	20%

The Final Product

As well as the APP it is expected that the successful company will:

- Deliver training
- Create training materials
- Offer ongoing technical support

Point of Contact
Julia Fielding Communications Officer jfielding@dinosaurvalley.com 403 823 1320

Freedom of Information and Protection of Privacy Act (FOIPP)

The Consultant will enter into an agreement regarding the access to Town of Drumheller records compliance with FOIPP if required.

Schedule and Resources

The Consultant shall complete all work under this request for proposal by or before December 31st 2019.

The Consultant will list in their proposal all the resources necessary, at their cost, to complete the project by the date(s) specified. This listing will include the names and credentials of all personnel.

Award of Contract

The Town of Drumheller may require the potential Consultant(s) selected to participate in negotiations, and to submit price, technical, or other revisions of their proposal as may result from negotiations. It is the Town of Drumheller's sole discretion to extend an agreement with the Consultant to include additional services or to ascertain additional services through a separate RFP.

Other Information

Acceptance or Rejection of Proposals. This RFP does not commit the Town of Drumheller to award a contract. Town of Drumheller reserves the right, in its sole discretion, to accept or reject any proposals; to waive minor informalities of proposals; or to cancel, revise or extend solicitation. Proposals shall remain open valid and subject to acceptance anytime within thirty (30) days after the proposal opening and up to the end of the agreement period. The Town of Drumheller realizes that conditions other than a price are important and will award contract(s) based on the proposal that best meets the needs of Town of Drumheller.

Modifications to the RFP

Town of Drumheller reserves the right to issue addenda or amendments, or change the timelines to this RFP. Deadline for questions will be August 14th 2019 at 2pm addenda and responses will be posted on the town's website. The RFP closes at 2pm on Thursday 15th 2019 August. www.dinosaurvalley.com

Incurred Costs

This RFP does not commit the Town to any costs incurred in the preparation of a proposal in response to this request and Consultant(s) agree that all costs incurred in developing their proposals are the Consultant's responsibility.

Final Authority

The final authority to award a contract rests solely with the Town of Drumheller's representative.

Disputes Relating to Proposal Process and Award

In the event a dispute arises concerning the proposal process prior to the award of the contract, the party wishing resolution of the disputes shall request in writing to the Chief Administrative Officer for Town of Drumheller, within ten (10) days of notification of non-selection. Grounds for an appeal are that Town of Drumheller failed to follow the selection procedures and adhere to requirements specified in the RFP or any addenda or amendments; there has been a violation of Provincial or Federal Law. Appeals will not be accepted on any other grounds. Town of Drumheller will consider only those specific issues addressed in the written appeal. The Chief Administrative Officer for Town of Drumheller or designee shall consider the request and respond in writing within ten (10) days of receipt. The decision of the Chief Administrative Officer for Town of Drumheller shall be final with respect to matter of fact. All disputes must be submitted to:

Chief Administrative Officer Darryl Drohomerski
Town of Drumheller 224 Centre Street, Drumheller. T0J 0Y4