

**PART 4
FORM OF PROPOSAL**

PROPONENT INFORMATION:

Full Legal Name: _____

Address: _____

GST Registration No: _____ PST Registration No. _____

Business License No. _____ Jurisdiction: _____

(Note: If the scope of work results in services being performed in the City of Surrey, the terms of the City's Business License By-law apply and the Proponent will be required to provide proof of compliance prior to the contract start date)

AUTHORIZED REPRESENTATIVE / KEY CONTACT DETAILS:

Name and title: _____

Phone: _____ Email: _____

TO: SURREY POLICE SERVICE ("SPS") - via email: bids@surreypolice.ca

RE: REQUEST FOR PROPOSALS 1887-004-2024-003 ("RFP") – WEBSITE MAINTENANCE AND ENHANCEMENTS

In furtherance of the RFP issued on behalf of SPS, we hereby certify we have read and fully understand the RFP documents and hereby submit our offer to participate in this project.

SPS may, at its option, accept our proposal for the performance of all or any portion of the work.

Signed on _____ on behalf of the Proponent by its authorized signatory(ies):
(date)

Signature
Name (please print):
Title (please print):

Signature
Name (please print):
Title (please print):

Attachments:

- Attachment 1 – Proponent Profile, Mandatory Requirements, Technical Requirements, Service Requirements, Feature and Enhancement Requirements
- Attachment 2 – Financial Proposal

ATTACHMENT 1 - PROPONENT PROFILE, MANDATORY REQUIREMENTS, TECHNICAL REQUIREMENTS, SERVICE REQUIREMENTS, FEATURE AND ENHANCEMENT REQUIREMENTS

Notes:

1. If space is insufficient, additional rows/lines or additional pages may be added as necessary.
2. While there is no limit on the number of pages to be submitted, to facilitate the evaluation process provide only relevant information. The inclusion of corporate brochures and other advertising materials is discouraged.

PROFILE

A. Form of Business Organization - check and complete as applicable

- Sole Proprietorship
- Partnership – jurisdiction and date of establishment: _____
- Corporation – jurisdiction, date of incorporation and incorporation number: _____
- Joint Venture – identify all joint venturers, and who has primary responsibility for this RFP¹ _____

B. Establishment: Year Established _____

C. Proponent Summary (Note: Provide background information (brief history, size, services offered, etc.))

Comments:

D. Key Personnel

By providing this information, we warrant we have the consent of the named individuals, in accordance with privacy laws, to disclose their personal information.

Name and Title	Area of Responsibility	Experience

E. Conflict of Interest – check as applicable

- To the best of our knowledge, upon undertaking appropriate investigation and due diligence, we are not aware of any employees or persons who may be involved in this project, being “Associates”² of SPS, Surrey Police Board or City of Surrey, employees or officers.
- We are aware of conflict(s) of interest or potential conflict(s) of interest, as follows: (Note: Identify parties and their role in the project, confirm their relationship based on the definition of “Associate”, and described the proposed solution to manage, minimize or eliminate any perceived or actual conflict(s).)

Comments:

¹ If the Proponent is a joint-venture/limited partnership, information requested in sections A and B should be submitted for each participant in the joint-venture/limited partnership. The primary representative who will assume all responsibilities for the Work should be identified.

² “Associate” means (a) a spouse, (b) a parent, sibling, son or daughter, or the spouse of any one of them, (c) a relative who lives in the person’s home, (d) a company in which a person owns shares carrying more than 10% of the voting rights attached to all shares

- F. **Client/Customer References** (Note: List 3 current/recent (within past 3 years) client/customer references (excluding SPS, Surrey Police Board or City of Surrey), preferably from police/law enforcement organizations, and preferably within British Columbia). We hereby consent to SPS contacting references for the purposes of evaluating our submission.

Company and Contact Name	Phone / Email	Work Description

- G. **Financial References** (Note: Provide bank references to demonstrate financial stability). We hereby consent to SPS contacting our financial institutions to obtain financial references:

Name and Address	Contact Name and Title	Contact Telephone Number

- H. **Performance History**
Has your firm defaulted on a contract or had work terminated for non-performance within the last five (5) years? Yes No. If "Yes", briefly describe the project, date and circumstances:

Comments:

MANDATORY REQUIREMENTS

- I. **Does the Contractor agree to Part 1 – Instructions to Proponents?**

Comments:

- J. **Support Intake. Have a dedicated ticket request form, support email, dedicated contact to submit requests for support.**

Comments:

- K. **Scheduled Tasks. Ability to support routine and ongoing Drupal Core and Contributed Models updates and security patches (weekly or monthly as needed).**

Comments:

of the corporation, (e) a person's business partner, or (f) a trust or estate of which a person is one of the main beneficiaries or for which the person serves as a trustee.

- L. **Feature improvements and enhancements.** In addition to CMS maintenance, proponent must have means and capacity to assist with small to medium size projects for feature enhancement requests.

Comments:

- M. **Process for QA on support tasks.** Proponents must have appropriate staff roles an QA process to ensure that any and all maintenance support and enhancement request do not introduce new issues or instability to existing applications.

Comments:

- N. **Outage Availability.** Available to SPS and hosting vendor during system outages, ie. a complete inability to use the system, a recurring temporary inability to use the system, or an inability to use the features or functions integral to the system's core purpose.

Comments:

- O. **Drupal Security Updates.** Follow Drupal Security Release Team release schedule to apply critical security release with 7 days.

Comments:

- P. **General Core and Contributed Module Updates.** Follow Drupal Security Release Team release schedule to apply general (non-security) release within 30 days.

Comments:

- Q. **Keep contributed modules up to date. In order to minimize disruption for major release updates, must keep contributed modules up to date (within 60 days of release) with minor releases, unless there is a critical issue that prevents applying new release efficiently.**

Comments:

- R. **Safe deployment with production rollback options. Prior to applying release updates, ensure backup of production database and code is made to be restored if deployment fails.**

Comments:

- S. **Ability to test updates. Use automated tests wherever possible, proponents are responsible for running basic manual tests to site prior to client UAT to provide SPS the opportunity to validate updates.**

Comments:

TECHNICAL REQUIREMENTS (Score: 30%)

- T. **Describe your relevant experience performing work as described in Part 2 – Scope of Work.**

Comments:

- U. **Demonstrate your capability to perform the work and your ability to meet the requirements of Part 2 – Scope of Work, and provide a clear description of your plan and methodology to successfully accomplish the work, including any assumptions made to establish your plan and work methodology. Proponents should provide an estimated project schedule, with major item descriptions and time indicating a commitment to perform the Services within the time specified.**

Comments:

ACTIVITY	Time in Days									
	10	20	30	40	50	60	70	80	90	100
(Insert Milestone Dates)										
Onboarding/Discovery										
Standard Maintenance										
Basic Enhancements										
Complex Enhancements										

SAMPLE

- V. **SSL certification records and updates. Proponent is to assist in tracking security certificate renewal schedule and applying new certificates prepared by SPS IT/Security team.**

Comments:

- W. **Provide solution for Drupal modules that are no longer supported. Identify and provide recommendations for alternative tools, modules, and enhancements that have reached EOL or are no longer supported.**

Comments:

- X. **Server updates by hosting provider. Proponents will be responsible to ensure that application is up to date and in compliance with server updates as released or notified by the hosting platform.**

Comments:

SERVICE REQUIREMENTS (Score: 30%)

Y. Describe your customer service approach, including issues management, etc.

Comments:

Z. Describe your escalation process to resolve dispute and manage issues that arise.

Comments:

AA. Experience with cloud hosting. Proponents should have experience working with sites built on cloud hosting platforms.

Comments:

BB. Drupal Training. Have staff capable to provide virtual training on content/CMS training, accessibility, design, feature enhancements as required.

Comments:

CC. Describe your ongoing support, including service desk phone number and hours of operation, and how SPS' needs will be addressed in critical times. Include depth and breadth of support.

Comments:

DD. Process for onboarding new projects and enhancement requests. Ability to define steps and process for new work, describe types consultation or meetings for discovery, design, and implementation.

Comments:

EE. **Public sector experience. Proponent is to provide demonstrated experience working for public sector, government, education or policing environments.**

Comments:

FEATURE AND ENHANCEMENT REQUIREMENTS (Score: 20%)

FF. **Estimation of effort for feature enhancement. Proponent to be able to provide effort estimation, scheduling, and expected delivery date for enhancement requests.**

Comments:

GG. **QA process for enhancement requests. Proponent to be able to apply testing or validation to changes prior to moving enhancements to UAT stage for SPS staff to review.**

Comments:

HH. **Ability to work on enhancements/feature that involves working with other vendors. Proponent is to be willing to collaborate with broad and diverse teams. Some enhancements may involve working with external application system vendors or other development teams.**

Comments:

II. **Customised integrations. Provide consultation on Drupal specific features and integrations, particularly where other applications and systems are integrated.**

Comments:

- JJ. Means to prioritize feature enhancement. Enhancement requests may need to be prioritized against other enhancements and/or issues, Proponent must provide process to track, adjust and manage competing priorities.

Comments:

ADDITIONAL INFORMATION

1. **Contract Terms** - Check one.

- We accept Part 3 (Contract Terms) of the RFP in its entirety.
- We accept Part 3 (Contract Terms) of the RFP with exceptions.
(Note: Identify and describe any proposed exceptions/changes.) (Nothing proposed in this section will apply unless incorporated into the Contract Terms).

Section	Change Proposed	Reason for Change

2. **Additional and Value-Added Services** *(Note: Describe in detail any additional or value-added services not specifically requested but offered. There will be no extra costs associated with these services unless such costs are specifically included and explained in Attachment 3 – Costs and Pricing. Nothing proposed in this section will apply unless incorporated into the Contract Terms)*

Comments:

3. **Other Information** *(Note: Provide any other details and information you consider relevant or applicable to the RFP and your proposal or that specifically differentiates your proposal from others.)*

Comments:

4. **Additional Attachments:** *(Note: Include the following attachments in your proposal.)*

- 1. **Reporting and Other Work Product Samples** Provide samples of some of the reports and other deliverables applicable to the performance of the work, including websites of other companies performed by you.
- 2. **WorkSafeBC** - Attach clearance letter from WorkSafeBC confirming you are registered and in good standing with WorkSafeBC.
- 3. **Security.** Information Security Management Policy or identify any security certifications that are held.

ATTACHMENT 2 – FINANCIAL PROPOSAL

Note: If space is insufficient, additional rows/lines or additional pages may be added as necessary.

A. PRICING AND PAYMENT TERMS:

1. Currency. All prices are expressed in Canadian dollars.
2. Firm Pricing. All Fees will be fixed during the initial term. **If Fees are subject to adjust for any renewal term(s), provide adjustment methodology (if any) to be considered for renewal.** If no methodology is provided, Fees will be subject to an increase as at the commencement date of each renewal term by a percentage no greater than the applicable percentage increase in the Consumer Price Index (All items) for Vancouver, British Columbia as published by Statistics Canada, or any successor government agency from the preceding year.
3. All Inclusive Pricing.
 - a. Fees are all inclusive for the performance of the Services.
 - b. The Contractor is responsible for the payment of its own costs related to the performance of the Services and compliance with the Agreement. If the Contractor is entitled to any reimbursement for expenses, such reimbursement will be at cost (without “mark-up”) for reasonable out-of-pocket expenses incurred and necessary for the performance of the Services provided such costs have been approved by SPS in writing prior to the costs being incurred.
 - c. Federal goods and services tax (“GST”) and Province of British Columbia provincial sales tax (“PST”) is not included in pricing.
4. Invoicing. A written claim for payment should be submitted at least monthly electronically to the email address for invoicing shown on the form of Agreement, setting out:
 - (a) invoice number;
 - (b) Contractor's name, address, and telephone number and GST registration number;
 - (c) Reference number as shown on page 1 of this Agreement or as otherwise provided in any Service request;
 - (d) Service details, including date(s) Services were performed, the work performed and the applicable fee/charge-out rate for the work;
 - (e) where the Fees include the cost of subcontractors, itemization of the work performed by the subcontractor during the invoice period with supporting documentation attached;
 - (f) listing of Expenses incurred during the invoice period, along with receipts or other documents verifying each Expense;
 - (g) Goods and Services Tax (GST) payable as a separate item.
5. Estimates. Prior to commencing work, the Contractor will provide SPS an estimate for that work based on the Fees and calculation methodology set out in this Schedule. The Contractor will not commence the work until SPS has approved the estimate. Any work and/or part which exceed the approved estimate will require SPS’s further approval prior to the expense being incurred.

B. DISCOUNT(S):

Early Payment Discount: A cash discount of _____% will be allowed if invoices are paid within ____ days.

Other Discounts: *(Note: Identity any currently available discounts, including based on volume of Work, etc.)*

Comments:

C. FEE CALCULATION / SCHEDULE OF RATES

(Note: Tables are provided as examples only to illustrate proposed scope and level of detail)

Schedule of Rates

Type of Service	Estimated Monthly Hours	Hourly Rate	Total Price
Maintenance			
Enhancements			
		Subtotal:	\$
		GST:	\$
		TOTAL PROPOSAL PRICE:	\$

D. ADDITIONAL / VALUE ADDED SERVICES (optional): *(Note: Describe in detail any additional or value-added services not specifically requested but offered. There will be no extra costs associated with these services unless such costs are specifically included and explained below. Nothing proposed in this section will apply unless incorporated into the Contract Terms)*

Description	Price
	\$
	\$
	\$
	\$
	\$

E. ADDITIONAL EXPENSES: *(Note: The contract terms provide that Fees are inclusive of all expenses. Identify expenses, if any, that would be payable in addition to the Fees)*

Description	Price
	\$
	\$
	\$
	\$
	\$