Website Request for Proposal (RFP)
Frequently Asked Questions

Thank you for your interest in submitting a proposal for the development of a website for the Town of Portugal Cove-St. Philip's. We've included additional answers to provide further clarity and enhance the quality of submitted proposals. Drawing on your expertise, we look forward to receiving proposals that aim to enhance the user experience for council, staff, and residents alike.

Is there a budget for this project?

A: Currently, we are not releasing a specific budget for this project. We encourage your organization to submit your proposal based on the outlined requirement and professional assessment of the scope of work. This will allow us to evaluate proposals on a competitive basis, considering value, expertise and alignment with project goals.

Town Branding, or stock?

A: The Town does have its own branding, the new website should mirror those guidelines. We also have a large inventory of real imagery that we use over stock items. There are no plans for 2025 to change any of the branding.

Project Timeline?

A:We anticipate that this project will take time, starting with the design phase, site creation, then onto training and implementation phase. The overall goal would be to have the site launched by the end of the third quarter in 2025, or early of the fourth.

Migration and Archived items

A: Any information/content that is currently on the website, or archived items are due to be migrated to the new website and platform. The website library dates to 2016.

Is there a current incumbent, and/or will you accept someone from outside the province?

A:We are open to all organizations that wish to submit an RFP for this project.

Is maintenance a part of total cost for submission? Any what should be included for training, for set up and ongoing operations?

A: Yes, all cost associated with the website design, any hosting cost, and maintenance costing must be included in the submitted budget. Training should include in depth trainings for staff, along with access to assistance when needed, preferably available 24/7, with a quick response time. We do have a dedicated staff member who is knowledgeable in website development, but we have the expectation for the selected vendor to do the set up and provide services.

Webpage Traffic

A: Currently the site doesn't detail traffic or other analytics. However, the site is used as the main hub for sharing information to the community. We expect that current peak usage is around busy event periods, budget time in the fall and tax season in early winter.

Are there any sub – domains to be incorporated and third party integrations?

A: The Town uses icompass and TownSuite, which must be imbedded. We are also internally using Envisio software, which will eventually become an outward facing software. As well as typical social media, and GIS.

Accessibility and Security

A: Accessibility must meet WCAG compliance requirements, but we are striving to have a site that exceeds the general service level, and better meets the needs of the community.
Security shall be under SSL certificate, and patches completed one a month.

Project Management for implementation?

A: Preference is a mix of agile and waterfall to meet needs of operations and timelines.

How often do you do plugin upgrades?

A: Under our current system, we do not have access to plugin management, therefore cannot provide that information.