



Department of Finance
Procurement Services

REQUEST FOR STANDING
OFFER

Tender Number: 5214

Closing Date: 8-March-2019

Closing Time: 12:00PM

Software to Monitor and Audit Website Content - Department of Finance

1. Check for changes to this request

Before submitting this proposal, visit the Procurement website www.gov.pe.ca/tenders to see if any Addenda detailing changes have been issued on this tender. Changes may be posted up until the tender closing time. It is your responsibility to acknowledge and take into account **ALL** Addenda.

2. Give your business information (please print)

Name of Company: _____
(if you are not a registered company, give your name)

Street Address: _____

City: _____ Province: _____

Postal Code: _____ Email Address: _____

Mailing Address (if different): _____

Phone Number: _____ Fax Number: _____

HST/GST Registration Number (BN): _____ (leave blank if NOT applicable)

3. Review the following documents, which will form part of your proposal

(All documents can be found on the Procurement Services website at <http://www.gov.pe.ca/tenders>)

- **Atlantic Standard Terms and Conditions**
 - **Applicable Trade Agreements**
 - **This tender opportunity is issued in accordance with the provisions of the Atlantic Procurement Agreement. Vendors are encouraged to read the Atlantic Provinces Standard Terms and conditions, prior to submitting any bid. The tender results will comply with section 29.1 of the Atlantic Standard Terms and Conditions, and will be extended to include the broader public sector (MASH).**
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4. Additional Information

- Prices are to be in Canadian Funds.
- Price to include: Freight & Delivery.
- **It is the intention of the Province to award the item(s) listed in this tender to one (1) vendor.**
- The results of this tender shall be open to all Government Departments, Crown Corporations, Agencies, Boards and Commissions including the Broader Public Sector as described in the Atlantic Standard Terms and Conditions (MASH Sector).
<http://www.atlanticsuppliers.ca/acts-regulations/atlantic-provinces-standard-terms-and-conditions-goods-and-services/>
- Vendors are advised that all documents forming part of the RFSO process, including all submitted proposals, are subject to the *Freedom of Information and Protection of Privacy Act* R.S.P.E.I. 1988, Cap. F-15.01 (“FOIPP”). A copy of FOIPP is available at:
<https://www.princeedwardisland.ca/en/legislation/all/all/a>

5. Give your delivery and payment terms

Delivery Required by:		Goods will be delivered by:	
Delivery Location:			
FOB:	Destination <input type="checkbox"/>	Other <input type="checkbox"/>	(Please Specify) _____
Payment Terms:	Net 30 <input type="checkbox"/>	Other <input type="checkbox"/>	(Please Specify) _____

6. Acknowledge receipt of addenda (if any)

ADDENDUM	SIGNATURE
Addendum #1	
Addendum #2	
Addendum #3	

Were there more than 3 addenda for this proposal? YES NO

Indicate the number of additional Addendums you have received.

Please sign indicating that you acknowledge the additional addenda noted above _____

7. Sign your Proposal

I confirm that the information I provided on this proposal is complete and accurate and that I am authorized to sign on behalf of the company.

Name (please print): _____ Position or Title: _____

Signature: _____ Date: _____

8. Submit Proposal To:

PROCUREMENT SERVICES

95 Rochford Street
2nd Floor South, Shaw Building, Room 27
PO Box 2000, Charlottetown, PE, C1A 7N8
Telephone: (902)368-4040
Fax # 902-368-5171
procurementservices@gov.pe.ca

When submitting your bid to the above address, please ensure your company name and tender number are clearly marked on the outside of the envelope.

Acceptable methods to submit your bid; email, courier, mail, hand deliver and fax.

9. CONTACT INFORMATION

About the good or service:

Name: Beth Doucette
Phone: 902-213-6237
E-mail: bethdoucette@gov.pe.ca

About the procurement process:

Name: Melanie Barlow
Phone: 902-368-4042
E-mail: mcbarlow@gov.pe.ca

10. Fill in your unit price, extended price, and total price of all items
Quote prices in Canadian dollars, before taxes. Quantities listed are estimates only; an increase or decrease may occur, depending on Government's requirements. Government may choose some, all or none of the services and quantities below.

Line	Quantity	Description	Unit Price	Extended Price
Quality Assurance, Accessibility and SEO Service web page scan				
1	13,000 pages			
2	15,000 Pages			
Quality Assurance, Accessibility and SEO Service PDF scan				
3	3,000 PDFs			
4	5,000 PDFs			
Analytics and User Behaviour web page scan				
5	13,000 Pages			
6	15,000 Pages			
Monitoring and Alert Checkpoints on websites				
7	3 points			
8	5 points			
9				
			Total	

APPENDIX A:

Objective

The objective of this request for quotation is to procure a cloud hosted software as a service solution to monitor and audit the Government of Prince Edward Island's digital presence (content, SEO, accessibility, etc.).

The solution will be expected to provide the following functionality and support:

1. Services

Describe how some or all of the following services are provided by the solution:

- 1.1. Quality Assurance – identify and provide linkable reporting for issues such as broken links, spelling errors, content inventory, readability measures, usability, etc.
 - 1.2. Accessibility – identify and provide linkable reporting for accessibility issues following Web Content Accessibility Guidelines (WCAG) with the ability to prioritize resolution based on levels A, AA and AAA and role.
 - 1.3. Search Engine Optimization – ability to provide reporting on duplicate content, keywords, backlinks, etc. with diagnostic dashboards to track improvement.
 - 1.4. Customizable – ability to customize usage to create policies, reports, exclusions, page scan limits and schedules customized to the Governments' websites including web content, pdfs, etc.
 - 1.5. Monitoring and alerts – ability to provide real time alerts for website performance based on slow response time, down time, etc.
 - 1.6. Access – ability to create and manage user accounts and segmented groups with varied access and permissions based on url, tags, etc
 - 1.7. Reporting – ability to send automated reports and notification to users at specified intervals and the ability to generate reports and access progress dashboard on demand.
 - 1.8. Analytics and User Behaviour – optional ability to report and analyze website traffic including analytics, heat maps, etc. Access to analytic data should be based on user role.
2. Describe how the solution can be used with minimal training and no technical training.
 3. References
Provide two references for an implementation similar in size and nature to requirements defined in this RFQ. One reference must be an existing Government implementation. Describe the implementation and provide a contact name, along with their phone number and email address.
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4. Initial Set up
Describe the initial setup requirements needed for the service to be fully functional with accurate results including technical specifications, time estimate of working with Government and time estimate for training staff. If there is an additional cost, it must be identified separately in the response.
 5. Support
Describe the support available for the Government. Include the details of the types of communication that will be available for support including phone numbers (toll free), type of messaging service, hours of operation etc. It should be noted that availability of live support that has a working knowledge of the account during the hours of 8am-5pm Monday – Friday Atlantic Standard Time Zone is preferred.
 6. Pricing
 - 6.1. Provide pricing for services described above based on incremental services levels for websites, pages, pdfs and urls.
 - 6.2. Do not include any Provincial or Federal sales taxes in the price
 - 6.3. All prices should be quoted in Canadian dollars.
 - 6.4. All charges must be included in the total price.
 7. Contract Length:
 - 7.1. Pricing to be in effect for a 12 month period following date of award, with options to extend for 2 additional terms of 12 months each. (3 years in total)
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