

Newfoundland & Labrador

College of Social Workers

Request for Proposals: New Website



Overview

This document constitutes a request for proposals (RFP) from qualified vendors to provide the following goods and services to the NLCSW:

- Design a new website utilizing a user-friendly Content Management System (CMS)
- Provide training on the new website
- Provide technical support as required, including any required security updates, of the above-mentioned website.

Background

The Newfoundland and Labrador College of Social Workers (NLCSW) is established by provincial legislation ([Social Workers Act](#)) to regulate the practice of social work in Newfoundland & Labrador. The primary purpose behind all NLCSW activities is to ensure members of the public are receiving social work services from a qualified practitioner. As such, NLCSW is responsible for ensuring that all social workers have met the qualifications to practice. NLCSW also sets standards for the professional practice of social work, ensures a fair process for the review of professional conduct, and supports continuing competency through the provision of educational events and development of practice resources.

NLCSW has had a web presence since the mid 1990s. The current website (nlcsw.ca) was redesigned in 2016. The website is currently hosted on an internal server. Content is regularly updated by NLCSW staff using Drupal 9.

The primary audience for the website includes registered social workers, new registrants/applicants, social work employers and members of the public. While the current website provides information for all these stakeholders, we have recognized a need to clearly delineate these primary stakeholders.

Deadline

Proposals are to be submitted electronically to proposals@nlcsw.ca by close of business day (4:30 pm Island time) on March 31, 2023. Questions regarding the proposal can be directed to the same email.

Submission Requirements

Please respond to the RFP in detail by addressing the following components:

- Company Overview: Tell us about your company including:
 - Length of time in business
 - Physical Location
 - Core competencies
 - Any experience you may have in working with similar clients
 - The team who will work on this project

- Overall approach to account management (e.g., one point of contact)
- Three business references. Please include contact information and a brief description of work done for those clients.
- Identify if any work will be outsourced and if so, provide an overview of that party and your contract/agreement with them.
- User training and support included for NLCSW staff along with the training support format (i.e., onsite/in-person, live web, chat, email, phone-based, hard copy, other documentation, etc.).
- Project schedule detailing the time required for each major step or phase of the project.
- Explanation of the testing plan.
- Process for providing technical support following website launch (e.g., ticketing system, expected response time).
- Specific requirements as outlined in Appendix A.
- A detailed price breakdown including cost for design, training, launch, any required technical support and maintenance fees. Prices should be firm for entire contract period. The price shall be in Canadian dollars with all applicable taxes included.

Evaluation Process

This is a competitive process. The following criteria will be used in reviewing and comparing the proposals, not necessarily listed in order of importance:

- Responsiveness of the quote to the submission requirements set forth in the RFP.
- Experience of the vendor in relation to the proposed work.
- Experience of the vendor in serving similar organizations.
- Ability of the vendor to perform the contract in a timely manner.
- Total costs for the proposed solution. Determination of best value may not result in the lowest cost being accepted.

During the evaluation process, NLCSW may require a vendor to answer questions with regard to the proposal and/or require a vendor to make a formal presentation.

Vendors shall bear all costs incurred in the preparation of the RFP and participating in the evaluation process.

Security and Privacy

The vendor shall treat any information acquired as a result of the contract in strict confidence and shall not disclose such information to other parties.

All rights, title and interest of whatever nature, including but not limited to proofs, layout, coding, logos, and templates, developed by the vendor or its employees on behalf of NLCSW shall belong to NLCSW at all times free from any interest of the vendor or its employees or any third party.

Appendix A:

The vendor must supply a Content Management System (CMS) that meets the following specifications:

- Ability to host externally with preference given to data hosted in Canadian data centres.
- Easy to update and maintain in-house including the ability for NLCSW staff to create, edit, manage, and publish a variety of content.
- Supports a variety of file types and attachments: PDF, Images (e.g. JPEG, PNG), Videos (MP4, links to YouTube).
- Provides page templates/page layouts.
- Allows comprehensive usage statistics to be gathered, including most popular pages, least accessed pages, daily usage, etc.
- If possible, the ability to restore pages from backups or previous versions.
- Integrate data from NLCSW's internal database to populate required fields under the [social worker search feature](#).
- Support plug-ins (e.g., FAQ modules).
- Integrated events calendar.
- Linked to our existing social media accounts and [MyNLCSW.ca](#).
- Easy to navigate.
- Optimized search feature using key words or phrasing that will identify content throughout the site.
- Meets website accessibility requirements.
- Visually appealing.
- Safe and secure.
- Responsive to mobile devices.
- Tested on all applicable platforms to ensure that the website functions properly across different platforms/devices.