

Request for Proposal

Citizen Reporting Software

RFP #COM-12-2019-01



Proposal Closing Time:

Proposals must be received by July 24, 2019 at 16:00 (MST),
as this date and time may be changed by addenda,
(the "Closing Time").

1. Introduction

Lac La Biche County is seeking citizen reporting software that allows residents to report local infrastructure issues, such as potholes, bent signs, damaged park equipment, burnt-out streetlights, etc. Using smartphones or a computer, citizens would be able to mark locations on a map, upload pictures and video, and write descriptions of the problem to send to the County. This would help County staff discover and prioritize infrastructure that needs fixing. The public would be able to view the map, see what fellow citizens have marked up, and learn what follow-up actions County staff are taking. Staff would moderate content and receive notifications to resolve matters that are time-sensitive.

The County currently has a few tools to receive public feedback. iWorQs software is used to triage mail and formal complaints, which staff then follow up on. There is the Public Participation Policy, which helps staff gather feedback on key programs or bylaws through surveys, open houses, and more. The County's Peace Officers man a complaint line, which residents use to report dogs-at-large, unsightly properties, excessive noise, or other violations of the County's bylaws. Finally, the County also has on-call numbers for after-hours transportation or utilities-related issues.

However, besides sending a message to the County's Facebook page or getting in touch directly with a specific department, residents lack a simple way to report problems with roads, signs, parks, walking trails, or other infrastructure. The complaint resolution process across departments is also inconsistent. County departments have had to design their own complaint follow-up processes, which change from department to department. This inconsistency makes it more difficult for the public to understand how to effectively report problems and find out how and when they've been resolved. Customer service standards (i.e. timelines for responding to citizens, the amount of follow-up after resolving an issue, etc.) also vary.

Citizen reporting software would solve these problems, providing a unified platform where residents can easily report problems or make service requests. Representatives from most County departments will help with managing the software and triaging tasks.

Respondents with software solutions that meet these criteria are encouraged to contact the Project Manager. Final proposals are to be received via email no later than the Closing Time.

2. Background

Serving around 8,500 urban and rural residents, Lac La Biche County is a specialized municipality in northeastern Alberta that covers more than 12,000 square kilometres. There are two urban centres in the County's borders (the hamlets of Lac La Biche and Plamondon), which contain about one-third of the municipality's population. The other two-thirds live in rural areas and subdivisions spread throughout the region.

Lac La Biche County is located in the South Athabasca Oil Sands Region. At the nexus of three major highways, our municipality is located on the only direct route to the region's oil developments. The County's top industries include oil and gas, tourism, agriculture, and forestry.

While the oil industry is an important economic driver in the region, the region's 152 lakes and numerous green spaces are a draw for thousands of visitors during the summer months. Lac La Biche County is a renowned fishing and recreation area.

The County provides water, gas, roads, and other vital infrastructure to residents, both permanent and seasonal. With more than 1,000 kilometres of roadways to maintain, along with systems of pipes, road signage, and parks, the County has an assortment of infrastructure that staff need to maintain.

3. Objective

Citizen reporting software is needed for residents, visitors, and others to:

- a. Report infrastructure (or other) issues with an intuitive smartphone app or browser tool;
- b. View other requests on an accurate County map; and
- c. Receive timely follow-up and closure from County staff.

4. Scope of Work

Citizen reporting software should integrate with the existing Lac La Biche County website (www.laclabichecounty.com), either via an HTML iframe or a link to a mobile-friendly browser portal. Citizens should be able to record their location on a map, upload supporting photos and videos, and type up a description of the problem. On mobile devices, the preferred method of accessing the software would be an app, available on both Android and iOS. On desktop or laptop computers, access to the web portal would support all modern browsers, including Google Chrome, Mozilla Firefox, Microsoft Edge, Safari, and more. Though the software is expected to be primarily smartphone app and computer-based, it would be a plus if the software would accept voice input from residents who call a 3-1-1 phone number, or another similar setup.

On the County's end, the platform should increase staff accountability. Staff should be able to assign tasks to specific departments and people, track their progress, request more information, and set deadlines, ensuring that issues are followed up on and resolved as quickly as possible. Staff should be able to access an employee-specific portal where they can accomplish the tasks listed above. They should also be able to receive notifications about time-sensitive problems.

Whether in browser or app form, the software should include the County logo and County design elements to ensure that the public recognizes it as part of the County brand. A similar look and feel throughout the software should be maintained. Intuitive navigational aids and links should be used throughout, and categories should be easy for users to understand.

Both the app and browser version should be quick-to-load and lightweight, especially for those in areas where upload and download speeds are slow, or those using older devices.

5. Design Standards

Design standards will be incorporated into the web and app versions. Design should be flexible, resolving properly for different screen resolutions. The app should be regularly updated on Android and iOS to support new devices' technology and screen sizes, and the browser version should adapt to the browser's window size.

The vendor will abide by the County branding guidelines that details standards for use of fonts and colours.

Providing a guidebook for using the software would be considered a plus.

6. Collaboration

The selected entity will work closely with the County's project manager and other project team members as required.

7. Supplied Materials

The County will supply brand documents, logos, photos, and other assets to align the software's visual design with the County brand.

8. Service Provider Communications

Any questions regarding the submission process and/or the technical aspects of the project may be made via email to the Project Manager at COM-12-2019-01@lACLabicheCounty.com.

Only email communication will be accepted. All responses will be provided via addenda posted on Alberta Purchasing Connection.

9. Proposal Format and Requirements

The proposal should include the qualifications requested below. Information should be complete and demonstrate that the Service Provider can perform the work requested.

Introduction

Prepare a brief introduction showcasing an understanding of the scope and complexity of the required work.

Personnel

Identify individuals and list qualifications of key personnel who would be assigned to this project. Detail experience in work related to the proposed assignment. Specify the Project Manager who will serve as the main contact person.

Experience and Client References

Provide company contact information, how long you have been in business, and what services you provide. Identify and briefly describe related work completed in the last three years. Describe only work related to the Lac La Biche County Citizen Reporting Software RFP.

Provide at least three examples of other municipalities or organizations where you have successfully implemented your software. Describe the outcome for each organization, and how your software improved staff follow-up and citizen satisfaction.

Three client references with contact names and phone numbers are required.

Project Plan and Timeline

Provide a description of the project plan and timeline, from initial design to the software's launch.

Pricing and Budget

Based on the preliminary scope of work, provide a breakdown of the estimated cost of this project, including expenditures for services, production, creative concept development, communication with client, and any other costs. Contract costs and fees will be negotiated with the finalists.

10. Evaluation Criteria

Proposals will be ranked based upon the merits of the written proposal and the qualifications and experience of the firm or consultant team. Each reviewer will award a score based on a 100 point total as follows:

- Demonstrated understanding of project goals (20%)
- Approach and methodology (15%)
- Innovation and creativity in approach (15%)
- Total cost (20%)
- Qualifications of project team and firm's relevant experience (30%)

The County reaffirms its right to make any selection it deems prudent, and responding firms or individual participants acknowledge through their participation that such selection is not subject to protest or contest.

The successful firm or consultant team selected will perform a variety of duties as agreed upon in the final negotiated Scope of Work. The selected vendor and the County will finalize the contract terms and conditions. If the County and the selected vendor are unable to agree on terms and conditions at this point, the County may exercise its right to negotiate with other vendors.

11. Submission

Interested Proponents will provide one PDF version of the proposal, referencing the RFP number and addressed to: COM-12-2019-01@laclabichcounty.com.

Proposals must be received in accordance with Section 1, and will not be accepted if received after the Closing Time.

The County reserves the right to amend or revise the Request for Proposal.

12. Mandatory Proposal Rejections

Proposals which omit any of the following may be rejected by Lac La Biche County at its sole discretion:

- Pricing and costs;
- Corporate profile and personnel qualifications; and
- Minimum of three references.

13. Shortlisted Proponents

A short-list of up to three of the highest evaluated Proponents will be determined. The Evaluation Team may schedule Consultant interviews/presentations with one or more Proponents in order to seek clarification and to provide a further opportunity to assess the short-listed Consultants'

understanding of the project requirements. Evaluations may be modified after interviews.

14. Award

Subject to the right to negotiate with other Proponents as described in sections 10 and 16.9, the Evaluation Team may seek to negotiate a contract with the Proponent that provided the proposal with the highest evaluated total score.

15. Procurement Method

Competitive method by Request for Proposal.

16. General Terms and Conditions

16.1 Notice of nonbinding solicitation

Lac La Biche County reserves the right to reject any and all bids received in response to this solicitation and is in no way bound to accept any proposal or to enter into a contract in relation to this Request for Proposal.

16.2 Confidentiality

All information provided by Lac La Biche County as part of this solicitation must be treated as confidential. In the event that any information is inappropriately released, the County will seek appropriate remedies as allowed. Proposals, discussions, and all information received in response to this solicitation will be held as strictly confidential, except as otherwise noted.

16.3 Communication

All communications regarding this solicitation shall be directed to appropriate parties at Lac La Biche County.

16.4 Acceptance

Acceptance of a proposal does not constitute an agreement. Lac La Biche County reserves the option to negotiate on the final terms and conditions. We additionally reserve the right to negotiate the substance of the finalists' proposals, as well as the option of accepting partial components of a proposal if appropriate.

16.5 Right to final negotiations

Lac La Biche County reserves the option to negotiate the final costs, scope of work and modified terms and conditions as well as the option to limit or include third parties at Lac La Biche County's sole and full discretion in such negotiations.

16.6 Rights to data

Lac La Biche County will have ownership rights to all data generated by the project. Lac La Biche county will collaborate with the contractor on publications of findings.

This RFP should not be considered as an agreement to purchase goods or services. Lac La Biche County is not bound to negotiate a contract with any Proponent. Proposals will be assessed in light of the evaluation criteria. The County will be under no obligation to receive further information, whether written or oral, from any Proponent.

Neither acceptance of a proposal nor execution of a contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or bylaw.

16.7 Definition of Contract

Only the full execution of a written contract will constitute a contract for the services, and no Proponent will acquire any legal or equitable rights or privileges relative to the services until this occurs. The attached form of contract shall form the basis of the negotiation of the final form of contract to be agreed to by the parties.

16.8 Right to Accept or Reject Proposals

Lac La Biche County reserves the right to accept or reject any or all proposals in whole or in part, whether irregular, non-conforming or non-compliant.

16.9 Delay in Negotiating a Contract

If a written contract cannot be negotiated with the successful Proponent, Lac La Biche County may, at its sole discretion at any time thereafter, terminate negotiations with the Proponent and either negotiate a contract with the next qualified Proponent or choose to terminate the solicitation process and not enter into a Contract with any of the Proponents.

16.10 Limitation of Liability

By submitting a Proposal, each Proponent agrees that any claim that the Proponent may have against Lac La Biche County (and its consultants, employees, agents, and elected officials) for damages, losses, or expenses or for any other legal relief whatsoever, arising, directly or indirectly, in relation to this procurement process (whether in contract, tort, or other legal theory) is limited to payment of the reasonable third party costs in preparing the proposal to a maximum of \$500.00. Further, each Proponent specifically waives as against the Lac La Biche County (and its consultants, employees, agents, and elected officials) any claim for consequential or indirect damages, loss of profit, loss of business opportunity, judicial review or injunctive relief.

17. Freedom of Information and Protection of Privacy

This Request for Proposal is subject to all applicable legislation including the Municipal Government Act, the Freedom of Information and Protection of Privacy Act, the bylaws and policies of Lac La Biche County, and all other relevant governing legislation.