

## Website Hosting & Maintenance Services Request for Proposal

This RFP is for hosting and maintenance services for the North Vancouver Chamber's website.

**Responses Due:** Friday, September 22<sup>nd</sup>, 5pm

**Send proposals and any questions to:**

Alexandra Yallouz

Marketing and Communications Lead

604.987.4488

[alex@nvchamber.ca](mailto:alex@nvchamber.ca)

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### Summary and Background

The North Vancouver Chamber (NVC) is currently accepting proposals for website hosting and maintenance services. Although NVC completed major upgrades to their website during the summer of 2016, it is also constantly looking to update and improve user experience. NVC is seeking reliable hosting and maintenance services on a long-term basis, as well as potential future upgrades.

The purpose of this Request for Proposal (RFP) is to solicit proposals from various candidate organizations, conduct a fair and extensive evaluation based on criteria listed herein, and select the candidate who best represents the direction the North Vancouver Chamber wishes to go.

The North Vancouver Chamber is a non-partisan organization dedicated to helping our local businesses succeed. NVC is comprised of 700 members and works with approximately 2/3 of the employment base in North Vancouver. Working with NVC will ensure exposure to and credibility with our membership, as well as the North Vancouver business community as a whole.

To learn more, please visit [nvchamber.ca](http://nvchamber.ca).

## **Proposal Guidelines**

All proposals must be signed by an official agent or representative of the company submitting the proposal. If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.

## **Request for Proposal Timeline**

All proposals in response to this RFP are due no later than 5pm PST September 22, 2017.

If any additional information or discussions are needed with any bidders during the evaluation of the proposals, the bidder(s) will be notified.

Notification will be provided to all bidders whether they are selected or not.

## **Bidder Qualifications:**

Please include the following in your proposal response:

- Overview of your company
- Web design, web build/programming, web hosting rates
- Website hosting security and technical details
- Description of the support services offered and response times your company currently delivers
- Description of the physical, procedural, and virtual safe guards you have in place to ensure the website and hosted data against corruption, loss, theft, vandalism, and unplanned outages
- URLs that serve as samples of your work
- References and contact information for at least two (2) clients

**Proposal Evaluation:**

NVC will evaluate all proposals based on the following criteria:

- Overall proposal: The proposal meets the scope and needs included herein and is presented in a clear and organized manner.
- Organizational experience: Bidders will be evaluated on their experience as it pertains to this request.
- Previous work: Bidders will be evaluated on examples of their work pertaining to web site design and hosting as well as client testimonials and references.
- Value and cost: Bidders will be evaluated on the cost of their services.
- Chamber membership: Although you do not have to be a Chamber member to bid, preference is that all contracted organizations obtain Chamber membership if they are not already members.

Each bidder must submit a PDF or MS Word copy of their proposal to the address below by September 22<sup>nd</sup> 2017 at 5pm PST:

[alex@nvchamber.ca](mailto:alex@nvchamber.ca)

Thank you for your interest in responding to this RFP. We look forward to your response.