



Rideau Lakes

The Township of Rideau Lakes
Request for Quotations (RFQ)

Municipal Website Upgrades
CS 2026-01

Contents

- 1.0 Information to Supplier 3
 - General Description 3
 - Inquiries During RFQ Period 6
 - Quote Submission..... 6
 - Price Submission 7
 - Cost of Submission 7
 - Terms of Payment and Invoices 7
- 2.0 Submission Forms 8
 - Form “A” – Supplier’s Information Form 8
 - Form “B” – Price Form 9
 - Form “C” – Tax Compliance Declaration11

1.0 Information to Supplier

General Description

The Township is seeking qualified vendors to provide professional services to upgrade and enhance the municipality’s existing website. The current site is built using the Joomla Content Management System (CMS). The primary objective of this project is to ensure the website remains secure, up-to-date, accessible, and user-friendly while improving overall functionality for residents, visitors, and municipal staff.

The successful proponent will complete required technical upgrades and content migration while maintaining the integrity of existing website functionality. In addition, proponents are invited to provide pricing for a menu of optional website enhancements that may be implemented at the Township’s discretion based on priorities and available budget.

Project Objectives

The objectives of this project are to:

- Ensure the municipal website platform is updated to current, secure versions of required software.
- Maintain and improve website stability, security, and performance.
- Ensure the website supports accessibility standards and best practices.
- Improve usability and navigation for residents and visitors.
- Expand the website’s functionality through optional enhancements that support improved service delivery.
- Ensure the new website is operational prior to the municipal election in 2026, preferably by September 1, 2026
- Ensure that all URLs and friendly URLs are maintained, specifically:
 - www.rideaulakes.ca
 - www.ExperienceRideauLakes.ca
 - www.InvestRideauLakes.ca
 - www.election.rideaulakes.ca

Evaluation

Optional enhancements will be evaluated separately and may be implemented in whole or in part depending on budget and project priorities.

Specific variations or elaborations may be employed depending on the Department and the nature of services requested. The general criteria are:

- Experience of the Firm doing similar projects; 40%
- Qualifications of personnel assigned to work; 20%
- Approach to the work and methodology; 5%
- Commitment of the Firm's resources to the work, and; 5%
- Total fees, upset limits, per diem or hourly fees and 30% disbursements.

3. Required Services (Core Scope)

The successful proponent will complete the following mandatory components of the project.

3.1 CMS Upgrade

- Upgrade the existing Joomla Content Management System to **Joomla Version 6**.
- Ensure compatibility of all existing components, modules, and plugins.
- Identify and replace any unsupported or incompatible extensions as required.

3.2 PHP Upgrade

- Upgrade the website's PHP environment from **PHP Version 8.1.32** to the current stable and secure supported version compatible with Joomla 5.

3.3 Content Migration and Compatibility

- Ensure all existing website content, pages, media, and documents are properly migrated and functional following the CMS upgrade.
- Confirm compatibility of all key website features and components following migration.

3.4 Testing and Quality Assurance

- Conduct comprehensive testing following upgrades, including:
 - Website functionality
 - Page rendering
 - Forms and integrations
 - Mobile responsiveness
 - Accessibility compliance

3.5 Staff Training

- Provide training for municipal staff responsible for website content management.
- Training should include guidance on managing content within the updated Joomla platform.
- Provide written documentation or reference materials for staff use.

3.6 Implementation Support

- Provide technical support during implementation and for a short stabilization period following launch.

4. Optional Website Enhancements (Priced Independently)

Proponents are requested to provide **separate itemized pricing** for the following optional enhancements. The Township may choose to implement some, all, or none of these enhancements depending on available budget and project priorities.

4.1 Website Accessibility Enhancement

Provide a solution to improve website accessibility for all users. This may include the implementation of an accessibility tool or plugin (for example, an accessibility interface similar to accessiBe or equivalent) that assists users in customizing the website display for improved accessibility.

4.2 Accessible Online Forms

Design and implement accessible online forms for multiple municipal departments using a tool such as **ConvertForms** or a comparable solution. This work will include consultation with staff to determine form requirements and workflows.

4.3 AI-Powered Search / Virtual Assistant

Source and implement an AI-powered virtual assistant or chatbot that enhances the website search function by helping users quickly locate relevant information or answers to common questions without returning multiple pages of search results.

4.4 Website Navigation Improvements

Work with municipal staff to improve the overall website navigation structure and user experience. This may include reorganizing content, reducing duplicate pages, and implementing clearer navigation pathways.

4.5 Third-Party Booking Integration

Provide the ability to integrate with a third-party booking or reservation system (to be selected) that supports online bookings and payments for **hall rentals and recreation programs**.

4.6 Media Optimization Tool

Provide a tool or plugin that automatically compresses and optimizes photos and videos when uploading content to the website or updating photo galleries, improving website performance and load times.

4.7 A-to-Z Index

Develop an **A-to-Z index feature** that allows users to browse all website pages alphabetically as an alternative navigation method.

4.8 Online Payment Integration

Provide the ability to integrate with **Paymentus** or another compatible online payment portal to allow residents to make payments through the website.

4.9 Font Size Adjustment Tool

Provide functionality that allows users to increase or decrease font size on website pages to improve readability and accessibility.

5. Deliverables

The successful proponent will deliver:

- A fully upgraded Joomla CMS environment
- Secure and stable website operation
- Migrated and verified website content
- Keep existing website live while new website is developed for easy transition
- Staff training and documentation
- Optional enhancements as selected by the Township
- **Completion Date/New Website Live on: September 1, 2026**

6. Pricing Requirements

Proponents must provide:

- A **fixed price for the core upgrade work** outlined in Section 3.
- **Separate itemized pricing for each optional enhancement** listed in Section 4.

- Any applicable **licensing or subscription costs** associated with recommended tools or plugins.

Inquiries During RFQ Period

All inquiries relative to these RFQ documents shall be directed to:

Marie White
Economic Development and Cultural Heritage Coordinator
mwhite@rideaulakes.ca

No information provided orally by the Township shall be binding, nor shall it alter the requirements in any way.

Quote Submission

The supplier shall comply with the following instructions. Those failing to do so may be subject to disqualification.

- Quotes shall be made in response to the information within section 1.0 and include the completed forms provided in section 2.0.
- A workplan with timeline or Gantt chart
- **Quotes will be received until 4:00p.m. E.S.T., April 20, 2026.** It is the Bidder's responsibility to ensure that the submission is received by the Township prior to the submission deadline.

All submissions received will be held, unopened, and in strict confidence until after the closing date and time.

- All submissions must be clear and legible, and made in ink. All items shall be bid according to the any instructions in this document and with entries made for a unit price, lump sum, extensions and totals as appropriate.

Submissions that are incomplete, illegible and obscure or have reservations, erasures, alterations, additions not called for, or irregularities of any kind may be rejected. Erasures, overwriting or strikeouts are to be initialed by the person signing for the Supplier.

- The forms must be signed in the space provided by an authorized official of the Supplier. If a joint bid is submitted, it must be signed on behalf of each Supplier. Quotes must be mailed to or dropped off at the below address.

Township of Rideau Lakes
c/o Marie White
1439 County Road 8
Delta ON
K0E1G0

Price Submission

The price shall include total costs, in Canadian Dollars. All prices in Form “B” Quote Form shall not include HST.

Cost of Submission

The Township will not be liable nor reimburse any Supplier for any costs incurred in developing a quote submission, attending meetings/interviews, demonstrating the goods and or services, legal services, or any other services that may be required in responding to this RFQ.

Terms of Payment and Invoices

The Township shall pay for services supplied upon receipt of an itemized invoice received by the Township of Rideau Lakes, noting the name of the project. Generally, the Township of Rideau Lakes’ terms of payment are net thirty (30) calendar days upon receipt of invoice. Direct invoices to:

Accounts Payable

accountspayable@rideaulakes.ca

c/o Marie White

Economic Development and Cultural Heritage Coordinator

mwhite@rideaulakes.ca

2.0 Submission Forms

Form "A" – Supplier's Information Form

File No. CS 2026-01

Company _____

Name of Firm or Individual (Hereafter referred to as "Supplier") _____

Address _____

City _____ Postal Code _____

Telephone _____ Fax _____

Name _____

Name of Person Signing for Firm (please print) _____

Position _____

Email _____

Signature _____

HST No. _____

Dated at _____ this _____ day of _____, 2026.

THIS PAGE MUST BE COMPLETED AND SUBMITTED WITH QUOTE

Form "B" – Price Form

**QUOTE FORM
File No. CS 2026-01**

Description	Unit Price

ALL PRICES NOT TO INCLUDE HST OR FREIGHT

Company Name: _____

Dated at _____ this _____ day of _____, 2026.

Bidder's Signature: _____

OR

Please complete the chart noted below and submit as a price form:

DESCRIPTION	COST (HST excluded)
TOTAL	
HST	
GRAND TOTAL	

THIS PAGE MUST BE COMPLETED AND SUBMITTED WITH QUOTE

Form “C” – Tax Compliance Declaration

I/We hereby certify that, _____ at the time of submitting this
(Legal Name of Company)

Quote, is in full compliance with all tax statutes administered by the Ministry of Finance for Ontario and that, in particular, all returns required to be filed under all provincial tax statutes have been filed and all taxes due and payable under those statutes have been paid or satisfactory arrangements for their payment have been made and maintained.

Dated at _____ this _____ day of _____ 2026.

(An Authorized Signing Officer)

(Title)

THIS PAGE MUST BE COMPLETED AND SUBMITTED WITH QUOTE