



4195P – Supply, Delivery and Implementation of a Web-based Events Calendar

1. Introduction

The City of Richmond (the “City”) requires a web-based events calendar (the “Calendar”). This Request for Proposal includes, but is not limited to, the development, customization, implementation, and any ongoing support and maintenance of the Calendar.

The City requires a user-friendly online Calendar for Event Organizers to market their Events. The City requires additional functionality and flexibility for Event Organizers and website customers. The City will consider proposals for new Calendars and proposals that enhance the current calendar.

The objective of this Request for Proposal is to provide the City with qualified proponents capable of carrying out the work herein defined. The subsequent proponent submissions will form the basis for evaluation, interview and selection.

2. Definitions

2.1 Throughout this Request for Proposal the following definitions apply:

- a) “Acceptance Testing” means system testing to verify that the System meets the specifications and functions accordingly;
- b) “Approved Event” refers to a particular status of an event application within the Event Application System.
- c) “BC Bid” means the electronic tendering service maintained by the Province of British Columbia located online at www.bcbid.ca, or any replacement website;
- d) “Calendar Entry” means a transaction that the Calendar stores relative to an “Event”;
- e) “City” means the City of Richmond, British Columbia;
- f) “CMS” means Content Management System;
- g) “Contract” means the written agreement resulting from this Request for Proposal executed by the City and the Vendor for the Work;

- h) “Event” means a scheduled gathering of people in the City for some common purpose;
- i) “Event Application System” means an existing system in the City that contains applications to hold events in the City. It is independent of this RFP.
- j) “Event Calendar Administrator” is a City employee who administers the Event Calendar Entries on behalf of the City. They are charged with the responsibility of reviewing all Event Calendar Entries for appropriateness before the entries are made visible to Website Customers.
- k) “External Event Organizer” means someone who wishes to advertise an event on the City Website who is not internal to the City.
- l) “Featured Event” means an Event that is highlighted in some way so that it stands out relative to the other Events in the Events Calendar;
- m) “Internal Event Organizer” means someone who wishes to advertise an event and who has access to the City Intranet.
- n) “Intranet” means the internal web-based system at the “City”;
- o) “Intranet Profile” is a database table contained in the “Intranet”;
- p) “Lead Proponent” is the Proponent whose Proposal, as determined through the evaluation criteria described in this RFP, provides the best overall value in meeting the requirements of the RFP, and with whom a Contract will be considered;
- q) “Network Login ID” means a character string that belongs to and uniquely identifies an Internal Event Organizer. It allows them access to the Intranet.
- r) “Organization” means a workgroup to which an Internal Event Organizer belongs. This could be a department, division, section or community organization within the Intranet users.
- s) “Proposal” means a proposal submitted by a Proponent in response to this Request For Proposal;
- t) “Proponent” means an individual or a company that submits, or intends to submit, a Proposal in response to this Request for Proposal;
- u) “RFP” or “Request for Proposals” means this request for proposals, inclusive of all appendices and any addenda that may be issued by the City;

- v) “Shall”, “Will” and “Must” means a requirement that must be met in order for a Proposal to receive consideration;
- w) “Should” or “May” means a requirement having a significant degree of importance to the objectives of the Request for Proposal which will be considered in analysing the Proposals;
- x) “Submission” means a proposal submitted by a Proponent in response to this RFP;
- y) “Successful Proponent” means the same as “Vendor”
- z) “System Testing” means verification that the computer system functionality works in total and together, e.g. integration between all new features and the City website.
- aa) “Unit Testing” means verification that the computer system functionality works for each portion of the system, e.g. one feature by itself;
- bb) “User ID” means a unique identifier of an External Event Organizer. This identifier is stored in the System in order to connect the External Event Organizer to their transactions when they log in again;
- cc) “User Type” defines the level of authority of a person accessing the Web-based Events Calendar;
- dd) “Vendor” means the Successful Proponent to this Request for Proposal who enters into a written Contract with the City to perform and to oversee the Work;
- ee) “Website” means the City of Richmond’s public website – www.richmond.ca;
- ff) “Website Customer” means anyone who accesses the City of Richmond’s public website.
- gg) “Widget” means a reusable element of a graphical user interface that displays a standardized information arrangement. It would occupy a limited portion of the web page on which it is used.
- hh) “Work” means the provision of all labour, services, material and equipment, and any action as necessary for the Preferred Proponent to complete and perform its obligations in accordance with the terms and conditions of the Contract.

3. Submission Details

- 3.1 Five (5) copies of proposals marked “**Contract 4195P – Web-based Events Calendar**” addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until **Wednesday, January 26, 2011 at 12:00 Noon PST**. Submissions received after this time will be returned to the sender.

4. Enquiries

- 4.1 Clarification of terms and conditions of the proposal process shall be directed to:

Purchasing

Sumita Dosanjh, Buyer II – Contracting Specialist
E-mail: purchasing@richmond.ca
Purchasing Section
City of Richmond

- 4.2 The City, its agents and employees shall not be responsible for any information given by way of oral or verbal communication.
- 4.3 The City will only respond to questions that are submitted in writing. Any questions that are received and answered by City of Richmond Staff that affect the Proposal Process, any interpretation of, additions to, deletions from, or any other corrections to the Request for Proposal document, may be issued as written addenda by the City of Richmond. It is the sole responsibility of the potential Proponents to check with the following websites to ensure that all available information has been received prior to submitting a proposal:
- a) City of Richmond: <http://www.richmond.ca/busdev/tenders.htm>
 - b) BC Bid: <http://www.bcbid.gov.bc.ca/open.dll/welcome?language=En>

5. Terms of this Request for Proposal

- 5.1 Proposals shall be open for acceptance for 90 days following the submission closing date.
- 5.2 The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at its own discretion.

- 5.3 Proposals may be withdrawn by written notice only provided such notice is received at the office of the City's Purchasing Section prior to the date/time set as the closing time for receiving proposals.
- 5.4 Except as expressly and specifically permitted in these instructions, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in the RFP, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.
- 5.5 Proponents are advised that the City will not necessarily accept any Proposal and the City reserves the right to reject any or all Proposals at any time without further explanation or to accept any Proposal considered advantageous to the City.
- 5.6 A Proposal which contains an error, omission, or misstatement, which contains qualifying conditions, which does not fully address all the requirements of this RFP, or which otherwise fails to conform to the requirements in this RFP may be rejected in whole or in part by the City at its sole discretion.
- 5.7 The City may waive any non-compliance with the RFP, specifications, or any conditions including the timing of delivery of anything required by the RFP and may, at its sole discretion, elect to retain for consideration Proposals which are non-conforming, which do not contain the content or form required by the RFP or because they have not complied with the process for submission set out herein.
- 5.8 The City may choose, at its sole discretion, to proceed with all of the components of the Work, none of the components or selected components of the Work.
- 5.9 All Proposals will remain confidential, subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

6. Negotiations

- 6.1 The award of the contract is subject to negotiations with the Lead Proponent. Such negotiations include, but are not limited to, the following:
 - a) changes or work refinements in the service requirements or scope of work proposed by the Lead Proponent;
 - b) price – if directly related to a change or refinement in the proposed scope of work proposed by the Lead Proponent and
 - c) specific contract details as deemed reasonable for negotiation by the City of Richmond.

- 6.2 If a written contract cannot be negotiated within 60 days of notification to the Lead Proponent, the City may, at its discretion at any time thereafter, terminate negotiations with the Lead Proponent and either enter into negotiations with the next qualified Proponent or cancel the RFP process and not enter into a contract with any Proponent.

7. Project Background

The City of Richmond is a scenic and vibrant city that is evolving and growing. Council has adopted a Major Events Plan 2007 – 2012 which contains strategies for enhancing the City’s identity and profile regionally, nationally and internationally. By recently being a Venue City for the 2010 Olympic Winter Games, Richmond has raised its visibility on the world stage.

The ‘event market’ is an extremely valuable one. Special events bring in visitors, economic gains and exposure. Annual hosting allows these events to mature and grow over time, making them more attractive and valuable to the City.

The current calendar was launched in 2008 and the clerk’s utilities and additions to the user interface were launched in 2009. The calendar was created by the City of Richmond IT Division and it is hosted and maintained by the City. The calendar interface is fully integrated within the City’s current website.

The City would like to upgrade its current calendar to an integrated, user-friendly, efficient and affective on-line event Calendar for our Event Organizers and website customers.

8. Project Scope

The Calendar will be used by Internal and External Event Organizers to post information about up-coming events in the City.

The Calendar will include sports events, arts & cultural events, community events, exhibits, workshops, conferences and council meetings.

The Calendar must provide an effective and attractive marketing tool for Event Organizers, and should be accessible and usable by all sections of Richmond’s population regardless of browser and platform.

All current functionality must be available in the Calendar and the user interface must remain fully integrated with the City website.

All Calendar Entries should be stored in a single database so that accessing any of the various types of Events is seamless and all Events are available in real time.

9. Web-based Events Calendar – Design

9.1 Calendar Overview

The Calendar consists of Event Calendar Entries from both Internal and External Event Organizers.

City personnel will be responsible for entering Internal Events for various organizations in Richmond. They will access the calendar entry through the Intranet and will not need to log in to the System. Internal Events Organizations includes, but is not limited to, City Clerk’s Office, City Hall, Parks Rentals, Public Works, the Recycling Depot, Richmond Olympic Oval, London Farm, Richmond Nature Park, Terra Nova Park, Richmond Fire-Rescue, RCMP, Minoru Aquatic Centre, Minoru Arenas, Richmond Ice Centre, Watermania, Minoru Place Seniors Centre, Richmond Art Gallery, Richmond Museum, Gateway Theatre, Richmond Public Library, Cambie Community Centre, City Centre Community Centre, Sea Island Community Centre, South Arm Community Centre, Steveston Community Centre, Thompson Community Centre, Hamilton Community Centre and West Richmond Community Centre.

External Event Organizers includes website customers who wish to advertise their Event on the City website. If they do not create a profile, they will be limited to creating a one-time Calendar Entry which may not be edited. If they create a profile, the Calendar will remember which Events they have entered and allow modification up until the Event has been Approved. It will also allow them to mark an Event as Cancelled if the Event has been Approved.

External Events Organizers may represent either non-profit or for-profit organizations. Non-profit organizations may include their website link in the Event posting, but for-profit may not.

The Event Application System¹ will automatically create Unapproved calendar entries for submitted Events. When the Event is Approved, the Event Application System will update the calendar entry and set it to Approved.

Events that recur in multiple time slots should be easily entered and displayed in a manner that is industry standard. This means that it will seem familiar to users and easy to understand. The current handling of Calendar Entries for events that recur in multiple time slots should be replaced.

¹ This functionality is mentioned for information only and not to be covered in this RFP.

The Calendar Entries will be categorized in three ways. The content of these lists may change. The categories are Event Type, Venue Type and Neighbourhood. When a Calendar entry is made, the Event Organizer must select one option from each of these categories. These three lists will be available for selection in the calendar entry search.

Event Types
City Council / Committee Meeting
Public Hearing / Open House
Sports Meet / Tournament
Sporting Event
Music Concert
Art Exhibit
Arts Event
Community Event / Recreation
Education
Meetings / Conferences

Venue Types
Park
Open Air Route
Open Air Seating
Arena
Civic Building / City Hall
Museum / Art Gallery
Hotel / Conference Centre
Retail Centre

Neighbourhoods
City Centre
East Richmond
Hamilton
Sea Island
South Arm
Steveston
Thompson
West Richmond

These categories are intended to be fairly broad and do not cover all required details. The Calendar will provide a text box and encourage the Event Organizer to enter special notes about the Event. Suggestions will be presented on the screen to remind the Organizer of what the attendees may need and may want to know. For example:

- Great for kids 9 to 12 years old

- Pets allowed
- Restricted parking – please take transit or carpool

9.2 User Types

The Calendar will define four user types that will have differing authority to use the functionality of the Calendar – Event Calendar Administrator, Internal Event Organizer, External Event Organizer, Event Calendar System Administrator

Authority levels are as follows:

- Event Calendar Administrators can enter an Approved Calendar Entry. They can view and approve any Unapproved Calendar Entries. They can highlight a Featured Event. They can set an Approved calendar entry to Unapproved. They can cancel any Event. They can manage permissions of Internal Event Organizers.
- Internal Event Organizers can access the Calendar functionality through the Intranet without logging in again. The Calendar will recognize their organization. They can enter Unapproved Calendar Entries for their organization. They can update Unapproved Calendar Entries for their organization. They can access and copy past Calendar Entries for their organization. When they do this, the status of the newly created entry is automatically set to Unapproved. They can cancel an Event in any status for their organization.
- External Event Organizers have the option of making a ‘one time’ entry. With no login they can enter Unapproved Calendar Entries. They also have the option of creating a login. Then, with a login:
 1. They can enter Unapproved Calendar Entries.
 2. They can update Unapproved Calendar Entries that they created.
 3. They can access and copy past Calendar Entries that they created. When they do this, the status of the newly created entry is automatically set to Unapproved.
 4. They can cancel an Event that they created in any status.
- The Event Calendar System Administrator can promote internal users to Event Calendar Administrator or to Event Calendar System Administrator.

9.3 Calendar Entry Status

Unapproved: A Calendar Entry created by an Event Organizer.

Approved: A Calendar Entry that has been created or Approved by a Calendar Administrator.

Cancelled: An Approved Calendar Entry that was changed to cancelled. The Calendar Entry appears on the calendar, but has the word “Cancelled” prominently displayed the public calendar view.

9.4 Requirements

The Calendar should include as many of the features listed below as possible. These features are in addition to or enhancements to our current calendar. The features of the Calendar must be implemented in such a way that they interface seamlessly with the City website, do not clutter the interface, and do not overwhelm users. The Calendar must also be branded so that it fits in with the City website look and feel.

Calendar Entry/Update Functions

- The ability to add photos, posters and map links to Calendar Entries.
- The ability for Event Organizers to easily add recurring Events to the Calendar. Odd patterns such as the first Friday of every month, or every other Tuesday and Wednesday must be supported.
- The ability for Event Organizers to add a publication start date to their Event posting request, so that Event Organizers can put in requests far in advance without having them published right away.
- Event Organizers can add a link to a registration or ticket sales page. This feature will only be available for non-profit Event Organizers.

Website Customer Functions

- View all search criteria at once when the calendar opens. Select All/None for each of the three search criteria dropdown boxes. Ability to select/deselect any combination of search criteria.
- An option where customers can easily add Events to their personal calendars including Facebook, Yahoo, Outlook, Apple I Cal, and Google Calendars.
- An option where customers can email themselves event details and/or arrange to be reminded by email about upcoming Events.
- An option where customers can text message themselves event details and/or arrange to be reminded by text message about upcoming Events.
- An option where customers can arrange to be notified if Event information changes.

- An option where customers can arrange to email Event information to their friends.
- An option where customers can set-up RSS feeds and/or subscribe to calendar emails so that information about new and updated Events is delivered to them automatically on a weekly or bi-weekly basis for all Events or specific categories of Events.

Look and Feel Features

- A modern look and feel that fits in with the City of Richmond website look and feel standards. The Calendar should be very easy to use, fun to use, attractive to look at and show information with little effort by the website users.
- The ability for a user to change the style of the Calendar to suit their preferences. For example, the ability to view a daily, weekly, or monthly calendar or the ability for a user to switch between list view and graphical monthly view.

Promotional Features:

- An interactive event promotion function, that allows us to promote Events in different areas of the website and link back to the Calendar. For example, a filtered list of Steveston Community Centre Events represented by a current month calendar icon on their main page of the City website. Mouse-over would show a summary of their Events without having to switch screens.
- The ability to highlight Featured Events on the Calendar that are chosen by the Calendar Administrators. For example, the Featured Events would be highlighted by bolding the text, a larger font, and a frame around the entry.
- The ability to add promotional features such as a summary of upcoming Events or a rolling summary of Featured Events to other areas of the website. For example, having a section on the main page of the website that automatically lists Featured Events for a selected time period.
- Promotion tools where the customer can mouse-over a date on a calendar, or an Event name in a list and instantly view the details.

Venues:

- A pre-defined list of common venues will be provided for Event Organizers. Event Organizers will be able to search for venues not on the common venues list. Each venue will have:
 - Name
 - Address
 - Area/Community

- Venue Type
- Link to Google Map
- (optionally) Link to webpage with further information about the venue.
This may be a link to a page on Richmond.ca, or to an external site.
- The ability to search for venue information. The search should first present a short list of common venues. Secondly, if the venue is not found, the Event Organizer should have an option to use an advanced search. Lastly, if the venue is still not found by using the advanced search, then they should be given the option of sending an email to City of Richmond: Parks Rentals requesting Parks Rentals to create the missing venue.

Reports:

- The Calendar should provide a reporting feature to allow Event Calendar Administrators to view information regarding authenticated users and Calendar Entries in the database.
- The System should provide Page View statistics, and Calendar Entry counts by organization and date ranges.

9.5 Screens

Organizational Information Screen – the Event Calendar Administrator sets up organization name, phone number, web link, email and authorized login id's for each internal organization.

Event Organizer Profile Screen

Internal Event Organizer This screen is accessed through a menu option on the Intranet. It displays the name, phone number, web link and email of the organization for which they are authorized. This information comes from the Organizational Information Table. It also displays the first name, last name, phone number and email of the Internal Event Organizer. This comes from previously stored information, ideally from the Intranet Profile. This screen should not allow changes. When the Event Organizer presses submit, the navigation then presents to them the Calendar Entry screen.

External Event Organizer – One Time Entry This screen is accessed through the City website. It allows entry of the name, phone number, web link and email of the organization for which they are entering an Event. It allows entry of the first name, last name, phone number and email of the Event Organizer. When the Event Organizer presses submit, the navigation then presents to them the Calendar Entry Screen.

External Event Organizer – Login Option This screen is accessed through the website. For first-time users, it allows entry of the name, phone number, web link and email of the organization for which they are entering an Event. It allows entry of the first name, last name, phone number and email of the Event Organizer.

The email will be used as the User ID and this screen then accepts a password and password confirmation. When the Event Organizer presses register, an email is sent to them with their login information. The navigation then presents to them the Calendar Entry Screen. For returning users, they only need to enter their email and password. When they press login, they will be taken to the Calendar Entry Screen. This screen also has a forgotten password feature.

Calendar Entry Input/Edit Screens – This screen will display the status of the Calendar Entry. Possible statuses should be Unapproved and Approved. It will also accept a Publish Date. Calendar Entries will not be shown to the Calendar Entry Administrator for approval until one week before the Publish Date. This allows Event Organizers to edit or delete the Calendar Entry up until a week before the Publish Date.

When the Calendar Entry is completed, the information entered for the Event will be emailed to the Event Organizer as it will appear in the Event Calendar.

Public Calendar View – This screen will display the Event information from the Calendar Entries. Only Approved Calendar Entries that have a publish date on or before the current date will appear on this screen.

The information shown on the event display screen will be taken directly from Calendar Entries. The information should be displayed using a new, modern look and feel that fits in the City of Richmond website look and feel standards.

Event Search Screen – This screen will provide three selection boxes, each containing a dropdown menu. The selections will be for Event Category, Event Venue and City Area or Neighbourhood. All three boxes should be open at all times. There may be scrolling required in order to view all options, but eight to ten items should be visible on each box at any time. Each selection box should have an option to select 'All' or 'None' of the items that may be selected.

Widget for Community Centre Pages – This screen will display the Events for the City Organization on the page where it appears. For example, each community centre has a main website page. This page will have a calendar Widget added that looks like a current month calendar page and that will just show Events entered for that particular community centre. This calendar icon will show a summary of

current Events in a list format on mouse-over. This will make it easy to see how many Events have been entered for the particular organization.

Widget for Parks / City Facilities Pages – This screen will display the Events for the park or City facility on the page where it appears. For example, each park has a main website page. This page will have a calendar Widget added that looks like a current month calendar page and that will just show Events happening in that park. This calendar icon will show a summary of current Events in a list format on mouse-over. This will make it easy to see how many Events are happening at a particular park.

Widget for City Area Pages – This screen will display the Events for the City area on the page where it appears. For example, each City area has a main website page. This page will have a calendar Widget added that looks like a current month calendar page and that will just show Events happening in that city area (neighbourhood). This calendar icon will show a summary of current Events in a list format on mouse-over. This will make it easy to see how many Events are happening at a particular park.

Event Cancellation Screen – This screen will display the Event information from a Calendar Entry and allow the Event to be Cancelled.

9.6 Event Calendar Processes

Calendar Entry Approval Process – The Event Calendar Administrator will be presented with Unapproved Calendar Entries in reverse date order. They can view, edit, approve, or reject each event.

Event Cancellation Process – An Internal Event Organizer, or an External Event Organizer who has created a login may cancel any of their Events that are in the Approved status. This process should cause a cancellation message (at the minimum, the word CANCELLED), to display in a prominent position on any display screen for this Event.

An External Event Organizer who did not create a login must phone or email the Event Calendar Administrator and request a cancellation.

9.7 Proposed Data Model

The following is a description of processes, participant roles and data required for the Calendar. This can be compared to the Existing System Conceptual Design following.

Process 1.0

The City Clerk's meeting scheduler utility will generate Calendar Entries automatically for Approved Events.

Process 2.0

The City Clerk's meeting scheduler utility will update the Events they created.

Process 3.0

The Calendar must allow Administrators to assign internal users to specific organizations and roles.

Process 4.0

The Calendar must allow City and Association Staff to enter proposed Calendar Entries through a menu option on the Intranet.

Process 5.0

The Calendar must allow Outside Event Organizers to enter proposed Calendar Entries on the City website by creating a login or submitting a one time entry.

Process 6.0

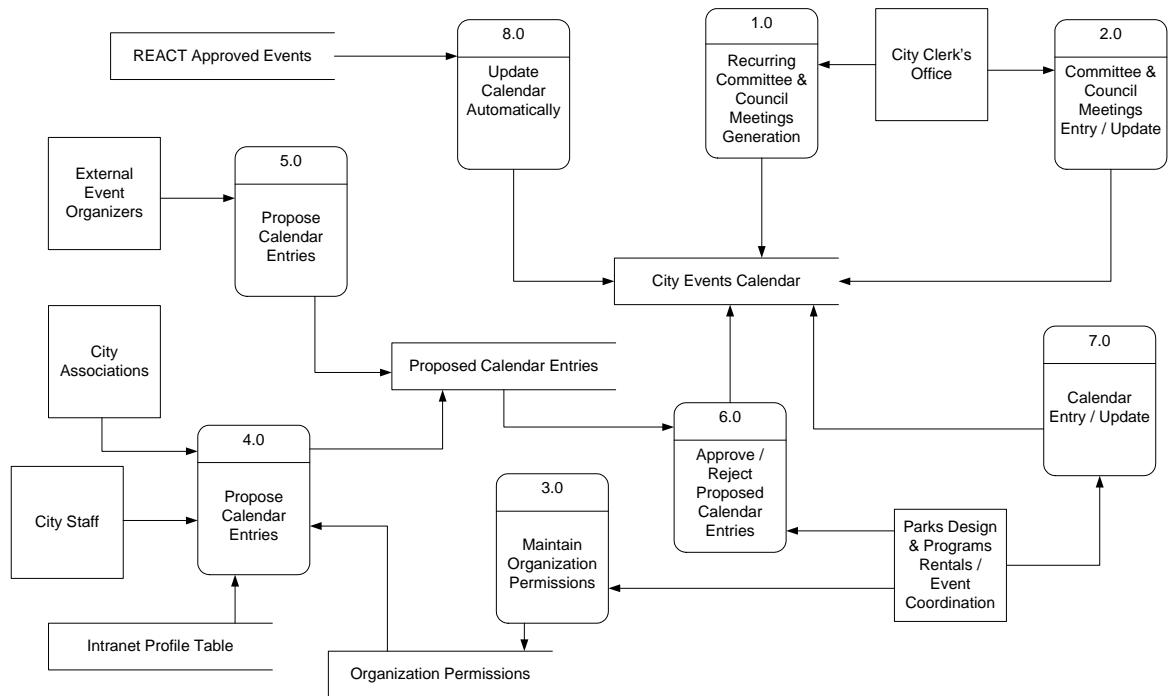
The Calendar must allow Parks & Recreation, Rentals Clerk to Approve or Reject Calendar Entries proposed by City staff, City Associations and Outside Event Organizers.

Process 7.0

The Calendar must allow entry and update of Calendar Entries by Parks, Design & Programs, Rentals/ Event Coordination.

Process 8.0

The Event Approvals Online System will generate Calendar Entries automatically for Approved Events.



Data

City Events Calendar

This Calendar is a database that includes all City Events.

Approved Events

This is approved Event Applications from the online Event Applications form system.

Intranet Profile

This is an existing data table from the Intranet database.

Organization Permissions

This is a new table in the Calendar database that will contain organization names along with the network login ID's of persons who are permitted to submit Unapproved Events for the respective organization.

Proposed Calendar Entries

This is Calendar Entries entered by City Staff, City Association Staff and Outside Event Organizers. It is either accepted and added to the City Events Calendar, or rejected and not added to the City Events Calendar.

10. Existing System

10.1 Existing System Conceptual Design

The following is a description of processes, participant roles and data currently available for the Calendar.

Process 1.0

The current Calendar system generates Calendar Entries automatically for City Clerk's recurring Committee & Council meetings.

Process 2.0

The current Calendar system allows entry and update of Calendar Entries by the City Clerk's Office for the Committee & Council Meetings.

Process 3.0

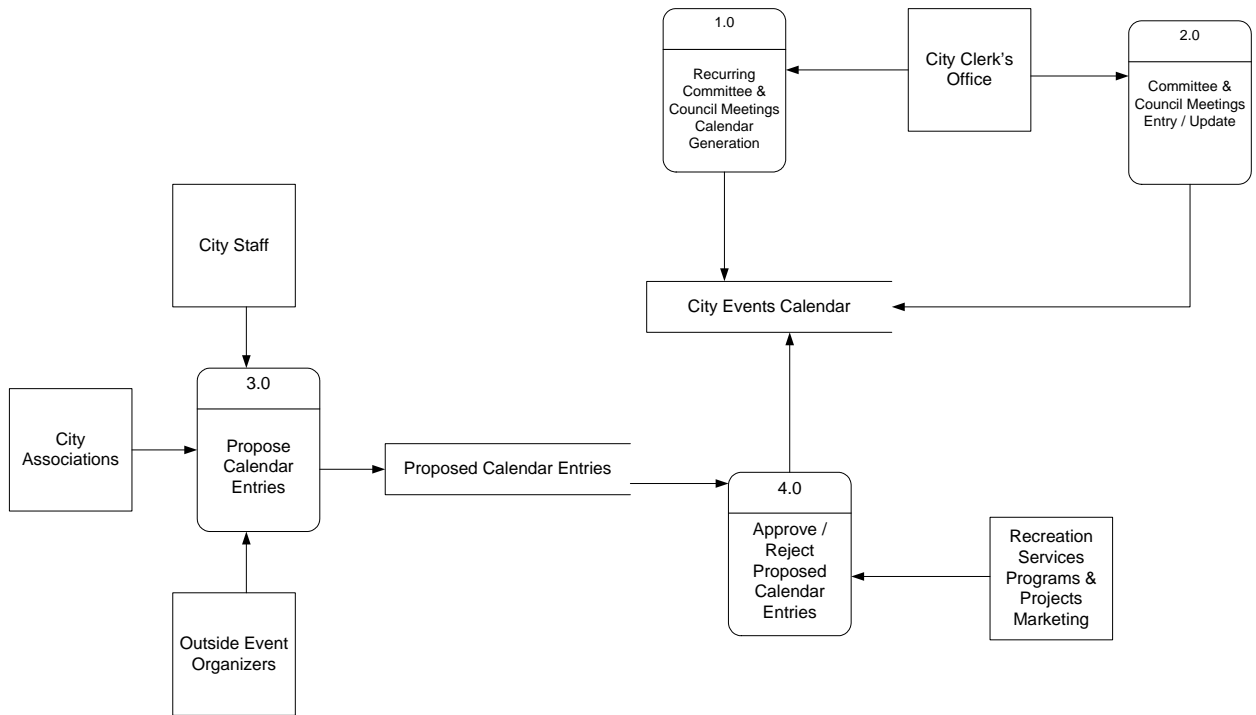
The current Calendar system allows City staff, City Associations and Outside Event Organizers to enter proposed Calendar Entries.

Process 4.0

The current Calendar system allows Recreation Services, Programs & Projects, Marketing to Approve or Reject calendar entries proposed by City staff, City Associations and Outside Event Organizers.

Process 5.0

The current Calendar system allows entry and update of Calendar Entries by Recreation Services, Programs & Projects, Marketing.



Data

City Events Calendar

This calendar is a database that includes all City events.

Proposed Calendar Entries

This is Calendar Entries entered by City Staff, City Association Staff and Outside Event Organizers. It is either accepted and added to the City Events Calendar, or rejected and not added to the City Events Calendar.

10.2 Existing System Functionality

The current calendar system has two components to the Calendar – an Events Calendar, and a Council & Community Meeting Calendar with extended functionality that feeds information into the Events Calendar.

Events Calendar

The City of Richmond has a coordinated calendar of events for all events in Richmond (major, sport, community, arts, heritage, festivals, etc.).

Events may be viewed for different categories by selecting values from dropdown menus on a search screen.

When you click on a link to go to the calendar, all of the calendar searching options are shown. If you then click on a calendar day, you see the events for that day. If you click on the calendar's month, then you see the first page of events for the month. The calendar displays the events ten (10) at a time with page numbers that you click on to see another (10) events. A typical month generates five or six pages.

You may search on a dropdown called Quick Search. Some of the Quick Searches generate no results. The one for Major Events for the Year generated five events.

There are various ways to select events under Advanced Search –

- Keyword Search
- Event Type
- Venue Type
- Area
- Age Group

These searches are done for a date range which you provide. These may be selected individually or as a group to narrow events further.

Events Calendar Entry

In order to place an entry into the calendar, the person submitting the event must log in and create a personal profile.

Then they go through a series of four steps to provide the event information:

Step 1 – Event Information

Step 2 – Venue Details

Step 3 – Event Date/Time

Step 4 – Confirmation

These steps provide guided drop-down menus to maintain conformity in the calendar entries. The answers to these questions are used to build the Event page. You cannot attach pictures or PDF documents.

Once a event organizer has logged in, they can see a list of events that they have already submitted. This allows them to copy a previous event, to reduce data entry if they want to submit a similar event. Event organizers can also view the status of the events they have already submitted to be posted on the calendar. Possible status are: Waiting for Approval, Approved, Rejected (with reason), or removed (with reason). They can also submit a new event.

When an event is submitted, the event organizer is sent an email saying that the event was successfully submitted, informing them how much time they can expect the approval process to take, and providing them with contact information for the calendar administrator. The calendar administrator must be contacted if the event organizers has questions, wishes to have a change made to their event, or wish to have their event removed from the calendar or approvals queue. The calendar administrators are also sent an email informing them that there is a new event waiting for approval.

When an event is Approved, or rejected, an email is sent to the event organizer informing them of that decision, and for rejections, the email includes the reason that the event was rejected, as provided by the person that rejected the event.

Event administrators also have several other functions available to them:

- The ability to edit an event, both before and after it has been Approved.
- The ability to remove an Approved event from the calendar.
- Access to a searchable list of all registered event organizers with their contact information.
- The ability to see all events that a particular person has submitted.
- The ability to edit venues, which is then reflected on all events already in the calendar which occur at that venue.

10.3 Council & Committee Meeting Calendar

The current system has two components to the Calendar – an Events Calendar, and a Council & Community Meeting Calendar with extended functionality that feeds information into the Events Calendar.

Events Calendar

The City of Richmond has a coordinated calendar of events for all events in Richmond (major, sport, community, arts, heritage, festivals, etc.).

Events may be viewed for different categories by selecting values from dropdown menus on a search screen.

When you click on a link to go to the calendar, all of the calendar searching options are shown. If you then click on a calendar day, you see the events for that day. If you click on the calendar's month, then you see the first page of events for the month. The calendar displays the events 10 at a time with page numbers that you click on to see another 10 events. A typical month generates five or 6 pages.

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Step 3 – Event Date/Time

Step 4 – Confirmation

These steps provide guided drop-down menus to maintain conformity in the calendar entries. The answers to these questions are used to build the Event page. You cannot attach pictures or PDF documents.

Once an event organizer has logged in, they can see a list of events that they have already submitted. This allows them to copy a previous event, to reduce data entry if they want to submit a similar event. Event organizers can also view the status of the events they have already submitted to be posted on the calendar. Possible status are: Waiting for Approval, Approved, Rejected (with reason), or removed (with reason). They can also submit a new event.

When an event is submitted, the event organizer is sent an email saying that the event was successfully submitted, informing them how much time they can expect the approval process to take, and providing them with contact information for the calendar administrator. The calendar administrator must be contacted if the event organizers has questions, wishes to have a change made to their event, or wish to have their event removed from the calendar or approvals queue. The calendar administrators are also sent an email informing them that there is a new event waiting for approval.

When an event is Approved, or rejected, an email is sent to the event organizer informing them of that decision, and for rejections the email includes the reason that the event was rejected, as provided by the person that rejected the event.

Event administrators also have several other functions available to them:

- The ability to edit an event, both before and after it has been Approved.
- The ability to remove an Approved event from the calendar.
- Access to a searchable list of all registered event organizers with their contact information.
- The ability to see all events that a particular person has submitted.
- The ability to edit venues, which is then reflected on all events already in the calendar which occur at that venue.
- The ability to approve or reject new venues which are entered by event organizers who have an event venue that is not already in our database, or to assign the correct venue to an event when the organizer could not find the proper venue in the list provided to them.

Council & Committee Meeting Calendar

There are many council and committee meetings held on a regular basis. Software has been created to assist with the creation and maintenance of the annual calendar for council and committee meetings.

The City has custom software to provide the following functionality:

1. automatically create a new schedule of repeating meetings for the upcoming calendar year
2. automatically generate statutory holidays
3. facilitate re-booking meetings that fall on statutory holidays
4. review the year in a calendar view before applying the entries for the upcoming year to the City Event Calendar under the Event Type Council & Committee Meetings
5. add special meetings anytime during the year
6. cancel and reschedule meetings
7. provide custom queries at various points on the web site
8. automatically generate an Event in the Calendar of events for each meeting including links to Meeting Agendas and Meeting Minutes.

10.4 Existing System Business Process

The current business process for the calendar of events is to allow persons outside of the City to submit their events for consideration of publication in the City of Richmond Events Calendar.

In order to identify the persons submitting an event, they are required to fill out a personal profile.

Since the creation of events is by outside persons who are not familiar with the City, extensive drop-down selections have been created with the goal of publishing a cohesive set of Events with the best information possible for the attendees.

Currently all Event Calendar submissions are reviewed and Approved by Recreation Services, Programs & Projects, Marketing personnel.

The same process for outside persons submitting events is used by the Community Centres.

10.5 Existing System Screen Samples

The Existing calendar can be viewed at www.richmond.ca

You are also welcome to try the event submission process. Please include the word TEST in the event title or description.

Calendar of Events - Sample Event Entry screens:

CITY OF RICHMOND

Submit a Calendar Event

Create Your Profile

Required fields are identified by an asterisk (*) preceding the title of the field and might be needed to contact you about your submitted events. Once the required information is entered, you may proceed to entering your event by clicking the Continue button below.

For an explanation of what each form field means, click on its link.

* asterisk indicates a required field, you cannot continue to the next step if required fields are left blank.

* Organization Name:

* Public Contact Phone Number:

Organization Web Link:

Organization Email:

[Obtain permission from Email Box Owner](#)

Private Contact Information

The information requested below will not be displayed on the site and is required, in case our editors need to contact you regarding your submission.

* First Name:

* Last Name:

Phone:

* Email:

[Obtain permission from Email Box Owner](#)

Login Information

This will be your login credentials for future entry into your account. An email will be sent to the above email regarding account information.

* User Name:

The password you enter must be entered in twice to Confirm.

* Password:

* Re-Type Password:

CITY OF RICHMOND

Submit a Calendar Event

Step 1 Event Info **Step 2** Venue Details **Step 3** Event Date/Time **Step 4** Confirmation

Step 1: Event Details
To proceed to the next step, you must provide the Event's details on this page. After all the details have been entered, press the Continue button below.

For an explanation of what each form field means, click on its link.

* asterisk indicates a required field, you cannot continue to the next step if required fields are left blank.

* [Name of Event](#):

* [Event Description](#):

* [Is this a free event?](#) Yes No

[Admission Price/Information](#):

* [Attendance Expectations](#): Please Choose One Option

* [Event Type](#): -- Select Primary Event Category --

* [Event Type \(secondary\)](#): -- Select Secondary Event Category --

* [Age Participation](#): All Ages
 Preschool (Ages 5 and under)
 Child (Ages 6-12)
 Youth (Ages 13-17)
 Adult (Ages 18-54)
 55+ (Ages 55 and over)

* [Disabled Access](#): Yes No Partial

* [Are there designated disabled parking spaces?](#) Yes No

[URL for more information](#):

CITY OF RICHMOND

Submit a Calendar Event

Step 1 Event Info **Step 2** Venue Details Step 3 Event Date/Time Step 4 Confirmation

Step 2: Venue Information
After you have selected the appropriate venue from the fields below, click on the Continue button to proceed to the next Step.

If your venue is not available from the Venue Name list, you may insert a new venue by clicking on the Create New Venue button below.

For an explanation of what each form field means, click on its link.

* asterisk indicates a required field, you cannot continue to the next step if required fields are left blank.

Select the type of Venue that will be hosting your event from the dropdown below.

* Type of Venue:

Please select the Name of the Venue where your event will be held from the dropdown list below.

* Venue Name:

Additional Venue Details:

Street Address:

Venue City:

CITY OF RICHMOND

Submit a Calendar Event

Step 1 Event Info **Step 2** Venue Details **Step 3** Event Date/Time Step 4 Confirmation

Step 3: Time/Date Info
To proceed to the next step press the Continue button below. The next step will allow you to Confirm your event information.

For an explanation of what each form field means, click on its link.

* asterisk indicates a required field, you cannot continue to the next step if required fields are left blank.

Event Occurrence:
 Once MultiDay Weekly Monthly

* Event Date: (www-mm-dd)

* Event Time Details:

Is it possible this event will re-occur next year? Yes

CITY OF RICHMOND

Submit a Calendar Event

Step 1 Event Info Step 2 Venue Details Step 3 Event Date/Time **Step 4 Confirmation**

Step 4: Confirmation
If you are satisfied with the information below, press the Submit button below to Confirm your Event entry.
If you are not satisfied with the results below, press the Edit button below to modify the information that you entered.
If you would like to start over, press the Cancel button below to clear all the information and start over.

Another Fine Event

Date: Thursday, 13 August 2009
Time: 4:00pm - 11:00pm
Place: Bakerview Gospel Chapel
8991 Francis Rd, Richmond
Price: This event is **Free!**
Free Admission, food extra

Discriptifying stuff goes here.

For more information visit

This event is for All Ages!

Disability access is not available .

For more information contact: City of Richmond
Phone: 604-276-4000
Email: info@richmond.ca
or Visit <http://www.richmond.ca>

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Co-ordinator Information
Name: Katherine Irvine
Phone: 604-247-4933
Email: kirvine@richmond.ca

Event Details
Attendance Expectations: Medium (500 - 5000 people/day)
Primary Category: Arts & Cultural Events
Secondary Category: Literary/Library
Venue Type Church/Temple/Mosque

Time/Date Information
Occurence Type: Single Day.
Will this event re-occur next year? No

11. Technical Architecture

The solution proposed should interface seamlessly with the City of Richmond website. The calendar must meet the technical requirements of our CMS system.

JavaScript may not be used to embed widgets or calendar elements onto our webpages, as our CMS system will strip any JavaScript from the content area of a webpage. Both calendar pages and widgets can be integrated into our website using iframes. JavaScript may be used in pages which are embedded using iframes.

The site needs to be branded so that it fits in with the City of Richmond web site look and feel. The look and feel must be easy to update when the City redesigns the website.

The site should be hosted at the City of Richmond. The City's Information Technology Division will need to be able to maintain the System including having access to the source code.

The System should be able to upload images and PDF documents provided by the Event Organizer.

The City may provide Java Script which will need to be embedded on the pages.

The preferred relational database management system is MS SQL to be compatible with the City's current reporting software. The database may not be MS Access.

The current calendar is written in ASP. NET. Proposals for an entirely new system are not restricted to ASP. NET. Our server runs .NET 3.5.

12. Project Responsibilities

Vendor Duties

The Vendor shall build the System according to functionality specified. Ideally, the Calendar should be fully cross platform compatible. Minimum requirement is IE 6, 7, and 8, Safari, Chrome, and Firefox.

The Vendor shall be available through a combination of off-site and on-site work during the project.

The Vendor shall complete all Unit Testing and System Testing.

The Vendor shall ensure the System has the look and feel of the City site using City standards.

The Vendor shall work with the City's web developer to ensure that the Calendar integrates fully with the City website.

City Provided Items

The City project team will be available on-site during the development period to answer questions.

The City will provide all required hardware and software.

The City will provide all content and supporting documentation for the System.

The City will provide any required assistance with the look and feel of site.

The City will provide assistance with System Testing as required.

The City will conduct Acceptance Testing.

13. Project Schedule

The project is to be completed by March 25, 2011, with work commencing as soon as possible. We are interested in proposals that can come as close as possible to this date. A project schedule, broken down for each phase is to be submitted with the proposal.

14. Project Phase Definition

Phase	Features Included	Comments

Please include comments for features that may be relatively expensive or time consuming. This information will assist us in our prioritization of features.

15. Proposal Submissions

All proponents are required to provide the following information with their submissions, and in the order that follows:

1. A Corporate profile of their firm outlining its history, philosophy and target market.
2. A detailed listing of web software development experience.
3. A description of the consultant's understanding of the project objectives/outcomes and vision, and how these will be achieved.
4. A detailed listing of all required hardware and software.
5. A completed Project Phase Definition Chart (as per Section 14)

6. A detailed project methodology explaining each project task including what will be expected of both the consultant and the City with respect to each task.
7. Team Composition – a complete listing of all key personnel who will be assigned to this project. This will include their relevant experience, qualifications for this project, roles and responsibilities, leadership, etc., in addition to their availability for this project.
8. A detailed proposal of what will be delivered, including the expected outcome and benefits to the City of Richmond.
9. A complete definition of the process that will be employed to meet the objectives of this project, e.g., approach to be taken, feasibility and market study, etc.
10. A detailed schedule that is broken down by each phase of the project. Include all activities, including milestones, project meetings, interim reports and progress reports required for this project.
11. Provision of a priced methodology complete with a time allotment for each identified phase, this shall form the basis for payments to the successful proponent. An all inclusive fixed price budget for the delivery of the project and work is to be submitted with the proposal. The pricing submission must be itemized separately, detailing the cost for each phase of the project. Supplement this with a schedule of fees for staff to be assigned to the project. These rates shall be the basis for adjustments to the value of the contract in the event the scope of work varies from that proposed.
12. A detailed proposal for providing ongoing support, bug fixes, and site maintenance.
13. A minimum of three (3) client references from projects of a similar size and scope.

16. Review of Proposals

- 16.1 The City will review the Proposals submitted to determine whether, in the City's opinion, Proponents have demonstrated the required experience and qualifications to fulfill the obligations of the services identified in this RFP.
- 16.2 The City, in its sole discretion and without having any duty or obligation to do so, may conduct any inquiries or investigations, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Proposal and may seek clarification from the Proponent's clients regarding any financial and experience issues.

16.3 Proposals shall be evaluated to determine the best value offered to the City against conformance to the following criteria:

- a) Understanding of project objectives/outcomes and vision.
- b) Project Methodology.
- c) Team Composition – Experience and Qualifications of those staff to be assigned to the project.
- d) Project Deliverables.
- e) Value for Money.
- f) References.

16.4 Proponents may be scheduled for an interview at the discretion of the City.

17. Non-Conforming Proposals

17.1 Proposals which fail to conform to the Format Requirements or which fail to conform to any other requirement of this RFP may be rejected by the City. Notwithstanding the foregoing or any other provision of this RFP, the City may at its sole discretion elect to retain for consideration Proposals which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of this RFP except the requirement of delivery of the Proposal prior to Closing Time.

18. RFP Process

18.1 The City may unilaterally take the following actions, and shall not be liable for any such actions:

- a) amend the scope and description of the products and services to be procured as described in this RFP, and the qualifications that may be required to meet those requirements;
- b) reject or accept any or all Submissions;
- c) cancel the RFP process at any time and reject all submissions; or
- d) cancel the RFP process and recommence in respect of the same RFP with the same or an amended set of documents, information and requirements.

18.2 The Proponent acknowledges and agrees that any RFP is in no way whatsoever an offer to enter into an agreement and submission of a Request of Proposal by any Proponent does not in any way whatsoever create a binding agreement. The

Proponent acknowledges that the City has no contractual obligations whatsoever arising out of the RFP process.

19. Working Agreement

- 19.1 The successful proponent will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful proponents submission and any modifications thereto.
- 19.2 Proponents may include their standard terms of engagement with the Proposals.

20. Information Disclaimer

- 20.1 The City and its directors, officers, employees, agents, consultants and advisors are not liable or responsible for any verbal or written information, or any advice, or any errors or omissions, which may be contained in this RFP or otherwise provided to any Proponent pursuant to this RFP.
- 20.2 The Proponent shall conduct its own independent investigations and interpretations and shall not rely on the City with respect to information, advice, or documentation provided by the City. The information contained in this RFP is provisional and will be superseded by other agreement documents.
- 20.3 The City makes no representation, warranty, or undertaking of with respect to this RFP and the City and its directors, officers, employees, agents, consultants and advisors, shall not be liable or responsible for the accuracy or completeness of the information in this RFP or any other written or oral information made available to any interested person or its advisors, and any liability however arising, is expressly disclaimed by the City.