



# SURREY POLICE SERVICE

## REQUEST FOR EXPRESSION OF INTEREST ("RFEOI")

Reference Number: 1887-001-2024-001  
 Title: Pre-Qualification for Website Services  
 Issue Date: February 5, 2024

SUBMISSION INSTRUCTIONS	
<b>Email only</b>	Send your submission, in pdf format, to the following email address by the Submission Date: <p style="text-align: center;"><b>bids@surreypolice.ca</b></p> Submissions made in any other manner <b>will not be accepted.</b> Emails should state the Reference Number and the Respondent name in the subject line.
<b>Confirmation of Receipt</b>	If you do not receive a receipt confirmation email after submitting your Submission, promptly contact the Address for Inquiries below.
<b>File Size Restrictions</b>	Maximum file size limit per email is 10MB. Partition and number large emails and identify the number of transmissions.
KEY DATES	
<b>Submission Date:</b>	<b>3:00 pm, Pacific time on March 1, 2024</b>
ADDENDA AVAILABILITY	
<b>Delivery Method:</b>	Addenda will be posted to: <a href="http://www.bcbid.gov.bc.ca">www.bcbid.gov.bc.ca</a> and <a href="http://www.surreypolice.ca">www.surreypolice.ca</a> . If SPS delivered this RFEOI directly to Respondents, SPS may deliver addenda directly to those Respondents.
INQUIRIES	
All inquiries should be submitted to: <b>bids@surreypolice.ca</b> (the "Address for Inquiries") no later than the 4 business days prior to the Submission Date, quoting the Reference Number above. <b>No telephone inquiries, please.</b>	

This RFEOI is comprised of the following parts:	
COVER PAGE	PART 3 Form of Submission
PART 1 Instructions	Cover letter
PART 2 Project Details and Requirements	Attachment 1 – Profile and Qualifications

## PART 1 – INSTRUCTIONS

### SECTION A - GENERAL

#### **1.0 PURPOSE AND SCOPE**

- 1.1 Surrey Police Service (“SPS”) is inviting submissions (each, a “Submission”) from respondents (each, a “Respondent”) that describe its desire, relevant experience, capability and capacity to undertake the project requirements and perform the work and/or services, all as described in Part 2.
- 1.2 Based on Submissions received, if SPS elects to proceed with the project, SPS intends to initiate a further competitive process and may, in its sole discretion, invite one or more Respondents to participate in that further process.
- 1.3 Any right, discretion or authority of SPS hereunder is exercisable by SPS and/or Surrey Police Board (the “Board”), and any right or benefit conferred on SPS extends to the Board.
- 1.4 This RFEOI is not a tender or a request for proposals. This RFEOI does not commit SPS to select a contractor, to negotiate a contract, or to award a contract.

#### **2.0 INQUIRIES AND ADDENDA**

- 2.1 Respondents should submit inquiries in accordance with the instructions on the cover page.
- 2.2 SPS may issue addenda using the delivery method set out on the cover page. All addenda form part of this RFEOI.

#### **3.0 LOBBYING AND INDIRECT COMMUNICATION**

- 3.1 Respondents shall not attempt to communicate (directly or indirectly) with any representative of SPS, the Board or the City about this RFEOI other than as permitted in this RFEOI. Respondents shall not discuss this RFEOI or the RFEOI process at any Board or City council meeting or with the media at any time prior to completion of any resulting competitive process. Such actions will constitute grounds for disqualification.
- 3.2 No communications, written or oral, will affect or modify this RFEOI unless contained in this RFEOI or any addenda issued.
- 3.3 Respondents are advised the Board’s and SPS’s conflict of interest policies impose restrictions on accepting gifts or receiving personal benefits from third parties.

### SECTION B – SUBMISSION PROCESS

#### **4.0 SUBMISSION INSTRUCTIONS**

- 4.1 Respondents should comply with the instructions on the cover page. SPS prefers to receive Submissions by the Submission Date.
- 4.2 A Respondent makes a Submission at its sole risk. A Respondent bears all risk the receiving equipment functions properly. Submissions that cannot be opened or viewed by SPS will be rejected.

### SECTION C – CONTENTS OF SUBMISSION

#### **5.0 FORM AND CONTENTS**

- 5.1 To facilitate evaluation, Respondents are encouraged to use the form set out in Part 3. Submissions should be in English and should not include web-links or hyperlinks.

#### **6.0 AGREEMENT BETWEEN RESPONDENT AND SPS**

- 6.1 By submitting a Submission, a Respondent:
  - (a) acknowledges receipt of all addenda issued;
  - (b) authorizes SPS to conduct investigations and enquiries to verify information, whether contained in a Submission or not;
  - (c) acknowledges SPS’s rights under this RFEOI, agrees it has no claim against SPS, and waives any right of action against SPS, for failure to accept a Submission and for damages or costs of any nature arising out of SPS’s use of its discretion; and
  - (d) waives, indemnifies and holds harmless SPS, the Board and the City against any claims which arise out of or are related to this RFEOI.

### SECTION D – EVALUATION AND SELECTION

#### **7.0 EVALUATION**

- 7.1 Respondents will be considered based on their Submission and information obtained during the RFEOI process, which may include past dealings with SPS, the City or the Board.
- 7.2 SPS will consider the Respondent’s qualifications, business and technical reputation and experience and expertise, and may consider any other criteria SPS identifies as relevant during the evaluation process. Evaluation criteria may be applied on a comparative basis of Submissions received. All criteria will be applied evenly and fairly to all Submissions.

#### **8.0 CLARIFICATIONS, PRESENTATIONS AND INTERVIEWS**

- 8.1 SPS may, in its discretion, :
  - (a) conduct interviews and discussions with, and seek further information from, one or more Respondents;
  - (b) require one or more Respondents to conduct demonstrations, participate in question/answer sessions and/or deliver presentations, at times and locations to be scheduled by SPS; and
  - (c) seek different information from different Respondents.
- 8.2 SPS is under no obligation to interview, enter into discussions with, or solicit further information from, any Respondent.

#### **9.0 VERIFICATION AND INVESTIGATIONS**

- 9.1 SPS may, in its discretion, verify information regarding a Respondent, whether contained in its Submission or not, and to conduct any background investigations, searches and enquiries SPS considers necessary.

## **SECTION E – ADDITIONAL TERMS AND CONDITIONS**

### **10.0 EXERCISE OF DISCRETION AND RESERVATION OF RIGHTS**

- 10.1 Despite any other provision of this RFEOI or customs/trade practices to the contrary, SPS has sole and absolute discretion in considering Submissions. SPS is not obligated to provide reasons with respect to use of its discretion.
- 10.2 SPS reserves the right, in its discretion, for any reason and as SPS deems most advantageous to SPS, to:
- (a) accept or reject any or all Submissions even if it is the only Submission received,
  - (b) accept or reject all or any part of a Submission, including if non-compliant with, or which deviates from, requirements of this RFEOI;
  - (c) accept unsolicited Submissions;
  - (d) reject a Submission if the Respondent, or any officer or director of the Respondent, is or has been engaged (directly or indirectly) in a legal action against SPS, the Board or the City in relation to any other matter; and
  - (e) invite one or more parties (whether or not they have submitted a Submission) to participate in a further competitive process.
- 10.3 SPS further reserves the right, in its discretion, to:
- (a) amend or clarify this RFEOI and issue addenda;
  - (b) cancel, suspend or postpone the RFEOI process;
  - (c) not proceed with a further competitive process; or
  - (d) re-issue the RFEOI.
- 10.4 SPS may, in its discretion, elicit submissions from others who have not responded to this RFEOI, engage in another procurement process (including re-issuing a substantially similar RFEOI) or negotiate a contract for the whole or any part of the scope of the project with any party, if:
- (a) only one suitable Submission is received; or
  - (b) a suitable Respondent has not been selected.

### **11.0 WAIVER OF CLAIMS**

- 11.1 SPS shall not, under any circumstances, be responsible for any damages whatsoever arising out of or related to this RFEOI or the RFEOI process. No Respondent shall have

any claim for compensation of any kind whatsoever against SPS, the Board or the City with respect to this RFEOI or its process.

### **12.0 COSTS AND EXPENSES**

- 12.1 Respondents are solely responsible for their own costs in connection with this RFEOI.

### **13.0 GOVERNING LAW**

- 13.1 This RFEOI will be governed by and construed in accordance with the laws of British Columbia and within the sole jurisdiction of the courts of British Columbia.

### **14.0 OWNERSHIP AND CONFIDENTIALITY**

- 14.1 All Submissions become the property of SPS and SPS may use any information contained therein for any purpose. Respondents must clearly indicate in their Submission any information or elements that are patented, trademarked, copyrighted or otherwise proprietary and enclose proof of such proprietary nature where possible. SPS agrees not to disclose those portions except as required by the evaluation process or as otherwise required by law.
- 14.2 The contents of this RFEOI and any information pertaining to SPS, its operations, stakeholders or other persons obtained by the Respondent through participation in this RFEOI is confidential and must not be disclosed without the prior written consent of SPS except as required to prepare a Submission. Respondents may disclose the information on a need-to-know basis to prepare a Submission provided that anyone to whom disclosure is made is legally bound to maintain the confidentiality of that information. Failure to maintain confidentiality may result in disqualification.
- 14.3 All Submission information supplied to SPS by Respondents is understood to be supplied explicitly in confidence. However, the British Columbia *Freedom of Information and Protection of Privacy Act* applies to all Submissions and other information provided by Respondents, or collected by SPS, as part of the RFEOI process. SPS will comply fully with that Act and cannot guarantee any information provided to, or obtained by, SPS can be held in confidence.

**PART 2  
PROJECT DETAILS AND REQUIREMENTS**

**A. GENERAL**

1. **Purpose.**

- (a) This schedule provides a general description of the project and requirements to enable SPS to identify and shortlist Respondents who have experience and can implement a proven solution for SPS. The actual requirements may vary following completion of the RFEOI process and will be refined and established in a future competitive solicitation document.
- (b) At this stage, SPS is interested in understanding more about Respondents that are interested, are qualified, and that may be drawn upon to deliver this type of project. A subsequent procurement process may supply more detail about the expertise required.
- (c) Actual requirements, scope and potential phasing may vary following completion of this RFEOI process and may be established, refined, expanded, and amended in a future competitive solicitation document.

2. **Project Details.** Through this RFEOI, SPS invites respondents meeting the qualifications to pre-qualify as consultants to provide website services as more particularly described in this Part 2. These general descriptions of the project are subject to change and refinement, including based on input from, and the expertise of, the selected consultants.

3. **Confidentiality.** Given the nature of the project and the need to maintain certain project elements and information confidential, additional details may be provided to Respondents on the condition that Respondents preserve the confidentiality of that information and submit a confidentiality agreement, in the form required by SPS, prior to further dissemination of information. Confirmation of compliance with confidentiality obligations will, at the discretion of SPS, be a pre-condition to participation in any subsequent procurement processes.

4. **Minimum Requirements.**

- (a) It is a minimum requirement for participating in the RFEOI process that a Respondent has a current and proven record of successfully implementing projects of a similar type and scope, preferably in a police and law enforcement environment within British Columbia and/or the Lower Mainland.

5. **Experience and Qualifications.** Respondents should have:

- (a) Experience developing and maintaining websites for other large organizations.

**B. PROJECT SCOPE**

**Background:**

Surrey Police Service (SPS) is seeking a website development company to provide services for website enhancements, feature developments, and CMS security and maintenance for surreypolice.ca and surreypoliceboard.ca, both sites built in Drupal CMS. Respondents will also be required to maintain SPS' current infrastructure and aid in the planning and creation of a new website once SPS becomes the police of jurisdiction for the City of Surrey (the City).

The focus of surreypolice.ca is to inform the public of transition information, and recruit new and experienced officers to join SPS. As the transition continues, there will be a need to redevelop and restructure the website to serve as an operational police site, with important functional requirements such as: reporting a crime, how to access important services like fingerprinting or police reports, and accessible maps and crime statistics. As SPS progresses, the scope of work for this project will include maintaining the current web infrastructure and guiding our team on the planning and execution as we shift to police of jurisdiction for Surrey.

The surreypoliceboard.ca site also requires important enhancements and a site structure overhaul to assist in creating a more user-friendly interface. There will also be changes needed in the police board's infrastructure in conjunction with the police of jurisdiction web project.

### **Objectives:**

- Creating a roadmap that defines the current state priorities and goals for both surreypolice.ca and surreypoliceboard.ca;
- Building out the police of jurisdiction structure and necessary enhancements; and
- Determining what can be improved on the current site, and to suggest analytics and metrics to better track success.

Through planning meetings, we'll establish a set of current and future goals to track success and allow us to:

- Achieve more monthly visitors that spend longer on the page
- Improve user experience with more functionality, and more engaging content.
- Increase experienced officer, recruit, and civilian applicants to SPS.
- Build and develop an industry leading police of jurisdiction website that is easy to navigate

### **Deliverables:**

#### Maintaining Existing Sites

This area of focus consists of ongoing website support and maintenance of our Drupal CMS. There will need to be site monitoring software in place that can be used as to alert and address any functionality or useability concerns. There should also be a plan in place to implement regularly scheduled CMS and plugin updates to both Surrey Police Service sites.

**Potential Tasks:** CMS Updates, Core Updates, Plugin Updates, Security Compliance Updates, Bug and Feature Support, Service Requests.

#### Improving Existing Capabilities

This area of focus consists of providing ongoing improvements for existing features, functionality, and user experience. Working directly with our team at SPS to address current-state functionality, accessibility, and web best practices. Google Analytics and other potential analytic programs will be used to help guide decision making.

**Potential Tasks:** Reviewing existing analytics; Reviewing user behaviour, Proposing improvements; collaborative prioritization sessions; Collaborative backlog grooming; Feature research; Feature design; Feature rollout and implementation.

#### New Website Enhancements

This area of focus consists of research, implementation and design of new features for the existing sites, and

planning future enhancements for the police of jurisdiction project. Regular updates and planning meetings will need to be established to go through plans on all backlogged features and their potential rollout on the sites. Prioritization of these features will be established collaboratively with the SPS team.

**Potential Tasks:** Reviewing existing analytics; Proposing improvements; Collaborative prioritization sessions; Collaborative backlog grooming; Feature research; Feature design. Feature rollout and implementation.

**PART 3**  
**FORM OF SUBMISSION**

See Separate Part 3 – Form of Submission document