

REQUEST TITLE: PUBLIC WEBSITES DIGITAL EXPERIENCE MODERNIZATION

REQUEST FOR PROPOSALS NUMBER: 27COR-RFP002

DATE OF ISSUE: July 23, 2026

CLOSING TIME: 2:00:00 PM Pacific Daylight Time, August 31, 2026

DELIVERY OF PROPOSALS: Proposals must be in English, must include a signed Proponent Declaration Letter (Appendix A) and must be submitted using BC Bid.

BC BID ELECTRONIC SUBMISSION: Proponents must submit an electronic proposal using BC Bid. Proposals must be submitted in accordance with the BC Bid requirements and e-bidding key requirements (found at www.bcbid.ca). Only pre-authorized electronic bidders registered on the BC Bid system can submit an electronic proposal using the BC Bid system.

Proposals must be received before Closing Time to be considered.

Pricing proposals should be submitted in a separate file. Proponents should deliver electronic Proposals in a format that can be viewed without conversion in either Microsoft Office or Adobe Acrobat, secured against accidental modification by the Corporation, and with the ability to print the document.

CORPORATION CONTACT: Enquiries related to this RFP, including any requests for information or clarification, may only be directed in writing to the following person who will respond if time permits before the Closing Time. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses providing new information will be recorded and posted to BC Bid or otherwise distributed to prospective Proponents.

Contact person:

Angela Bennett, Procurement & Contract Advisor, Procurement Services

Email: tenders@pensionsbc.ca

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1 Summary of the Opportunity

BC Pension Corporation (the “Corporation”) currently operates twelve (12) public-facing web properties consisting of eleven (11) websites and one (1) public landing page (collectively the “Websites”). These static Websites provide information, guidance, and resources to plan members, employers, and the public.

The Websites are publicly accessible:

- Five (5) plan websites – member focused;
- Five (5) employer websites – employer focused;
- One (1) corporate website – public focused; and
- One (1) landing page – public focused.

These Websites represent 6 brands (5 plans plus the Corporation’s corporate branding).

The 5 member websites share a standard design and information architecture and are primarily differentiated by logo and colour palette. (There are also some content differences across the plans).

The 5 employer websites are similar, primarily differentiated by logo and colour palette. The corporate website has stand-alone architecture, layout, logo and colour palette.

The Websites are currently hosted on Liferay platform, and the Corporation intends to replace this platform.

The title of this initiative, ***Public Websites Digital Experience Modernization***, reflects the scope, approach, and intended outcome as follows:

- ***Public Websites:*** describe the public-facing web properties within scope.
- ***Digital Experience:*** reflects the focus on improving how members, employers, and the public interact with and consume information through the Websites.
- ***Modernization:*** The redesign and re-platforming of the Websites and supporting capabilities to create a more effective, sustainable, and future-ready digital experience, including improved content management, service journeys, and operational efficiency.

The Corporation is seeking to contract with a single Proponent acting as the prime vendor to provide a comprehensive digital experience modernization solution, including website redesign and platform modernization (the “Solution”) for the Websites. The Solution is expected to achieve the following objectives:

- **Website Content and Information Architecture:** Improve clarity, findability, and user confidence through redesigned information architecture and content models; content rationalization and restructuring; and alignment of content to user needs, service journeys, and policy requirements.
- **Website Redesign:** Deliver a modern, accessible, responsive visual design language following atomic design principles for styles, components, patterns and page templates, documented in a design system.
- **Website Development, Maintenance and Governance:** Establish a sustainable and efficient content operating model, including reusable templates, structured content, governance

standards, workflows, training, and knowledge transfer to enable long-term in-house content management and continuous improvement.

- **Hosting and Platform:** Provide a secure, managed hosting and platform solution that supports performance, monitoring, updates, backup and recovery, platform support, and Canadian data residency requirements.
- **Future State Preparedness:** Create a scalable foundation for analytics, test-and-learn capabilities, feedback mechanisms, multilingual readiness, AI-enabled search, and future digital service enhancements.

Regardless of the delivery model proposed, the Proponent will retain full contractual, delivery, and performance responsibility for all services, including those delivered by the Proponent, partners or subcontractors.

Further details regarding the scope of this opportunity and the requirements can be found in Sections 3, 4 and 5 of this RFP.

Estimated Schedule

The following table outlines the anticipated schedule for this RFP. All times shown are in Pacific Daylight Time.

Event	Anticipated date
Issue Date of RFP	July 23 rd 2026
Enquiries deadline	August 21 st 2026
RFP closing time	August 31 st 2026
Short-listed Proponents advised by	September 14 th 2026
Short-list Proponent presentations	September 21 st – 25 th 2026

2 Terms and conditions

2.1 Acceptance of Terms and Conditions

Submitting a proposal indicates acceptance of all the terms and conditions set out in the RFP, including those that follow and that are included in all appendices and any Addenda.

A proposal must be signed by a person authorized to sign on behalf of the Proponent with the intent to bind the Proponent to the RFP and to the statements and representations in the Proponent's proposal. A scanned copy of the Proponent Declaration Letter (Appendix A) is acceptable as is a cover letter identifying the Proponent, identifying the RFP, and including a signature of an authorized representative of the Proponent that confirms the Proponent's intent to be bound.

Provisions in proposals that contradict any of the terms of this RFP will be as if not written and do not exist.

2.2 Definitions

Throughout this document, the following definitions will apply:

Term	Definition
Addenda	All additional information regarding this RFP including amendments to the RFP
BC Bid	Means the BC Bid website located at www.bcbid.ca
Closing Location	Includes the location or email address for submissions indicated on the cover page of this RFP, or BC Bid, as applicable
Closing Time	Means the closing time and date for this RFP as set out on the cover page of this RFP
Contract	The written agreement resulting from this RFP and executed by the Pension Corporation and the contractor
Contractor or Supplier	The successful proponent who enters into a written contract with Pension Corporation
Corporation Contact	Means the individual named as the contact person for the Corporation in the RFP
Corporation or Pension Corporation	The British Columbia Pension Corporation
Must or Mandatory	A requirement that must be met in order for a proposal to receive consideration.
Proponent	A person or entity (excluding its parent, subsidiaries, or other affiliates) with the legal capacity to contract, that submits a proposal in response to the RFP
Proposal	A written response to the RFP that is submitted by a Proponent
Proponent's Representative	The person, identified in the Proponent Declaration Letter (Appendix A), who is fully authorized to represent the proponent in any and all matters related to its proposal
Resource	A person proposed by the proponent to perform the services.
Request for Proposals (RFP)	The solicitation described in this document including any attached or referenced appendices, schedules or exhibits and as may be modified in writing from time to time by the Corporation by Addenda
Should, may, weighed or desirable	A requirement having a significant degree of importance to the objectives of this RFP

2.3 Definitions specific to this RFP

Term	Definition
UX	User Experience
AI	Artificial Intelligence
Managed Hosting	Hosting service that is provided comprehensively for professional administration of the hosting for security, performance, and maintenance updates, including comprehensive support.
IA	Information Architecture

2.4 Submission of Proposals

Proposals must be submitted before Closing Time to the Closing Location using the submission method set out on the cover page of this RFP. The Proponent is solely responsible for ensuring that the Corporation receives a complete Proposal, including all attachments or enclosures, before the Closing Time.

For electronic submissions (BC Bid), the following applies:

- i. The Proponent is solely responsible for ensuring that the complete electronic Proposal, including all attachments, is received before Closing Time;
- ii. Attachments must not be compressed, must not contain a virus or malware, must not be corrupted and must be able to be opened. Proponents submitting by electronic submission are solely responsible for ensuring that any attachments are not corrupted. The Corporation may reject proposals that are compressed, cannot be opened or that contain viruses or malware or corrupted attachments.

Only pre-authorized e-bidders registered on BC Bid can submit electronic bids on BC Bid. BC Bid is a subscription service, and the registration process may take days or weeks to complete. Proponents should refer to the BC Bid website or contact BC Bid Helpdesk at 250-387-7301 for more information. An electronic proposal submitted on BC Bid must be submitted using the e-bidding key of an authorized representative of the Proponent. Using the e-bidding key of a subcontractor is not acceptable.

The Corporation strongly encourages Proponents using electronic submissions to

submit proposals with sufficient time to complete the upload and transmission of the complete proposal and any attachments before Closing Time.

The Proponent bears all risk associated with delivering its Proposal by electronic submission, including but not limited to delays in transmission between the Proponent's computer and the Corporation's Electronic Mail System or BC Bid.

An alternate submission method may be made available, at the Corporation's discretion, commencing one half hour before the Closing Time, and it is the Proponent's sole responsibility for ensuring that a complete proposal (and all attachments) submitted using an approved alternate submission method is received by the Corporation before the Closing Time. The Corporation makes no guarantee that an alternative submission method will be available or that the method available will ensure that a Proponent's proposal is received before Closing Time.

2.5 Additional Information

All Addenda will be posted on BC Bid. It is the sole responsibility of the Proponent to check for Addenda on BC Bid. Proponents are strongly encouraged to subscribe to BC Bid's email notification service to receive notices of Addenda.

2.6 Late Proposals

Proposals will be marked with their receipt time at the Closing Location. Only complete proposals received and marked before the Closing Time will be considered to have been received on time. Proposals received late will be marked late and not considered or evaluated. In case of a dispute, the proposal receipt time as recorded by the Corporation at

the Closing Location will prevail whether accurate or not.

2.7 Proposal validity

Proposals will be open for acceptance for at least 120 days after the closing time.

2.8 Firm pricing

Prices will be firm for the entire contract period unless this RFP specifically states otherwise.

2.9 Completeness of Proposal

By submitting a proposal, the Proponent warrants that, if the RFP is to design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the Contractor at no additional charge.

2.10 Changes to proposals

By submitting a clear and detailed written notice, the Proponent may amend or withdraw its proposal before the Closing Time. Unless the RFP otherwise provides, Proponents should use a consistent submission method for submitting proposals and any amendments or withdrawals. Upon Closing Time, all proposals become irrevocable. The Proponent will not change any part of its proposal after the Closing Time unless requested by the Corporation for purposes of clarification.

2.11 Conflict of Interest/No Lobbying

- a) A Proponent may be disqualified if the Proponent's current or past corporate or other interests, or those of a proposed subcontractor, may, in the Corporation's opinion, give rise to an actual or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by a Proponent

in the preparation of the RFP or a relationship with any employee, contractor or representative of the Corporation involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the Corporation Contact prior to submitting a proposal. By submitting a proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.

- b) A Proponent must not attempt to influence the outcome of the RFP process by engaging in lobbying activities. Any attempt by the Proponent to communicate for this purpose directly or indirectly with any employee, contractor or representative of the Corporation, including members of the evaluation committee, or with the media, may result in disqualification of the Proponent.

2.12 Subcontractors

- a) Unless the RFP states otherwise, the Corporation will accept proposals where more than one organization or individual is proposed to deliver the services described in the RFP, so long as the proposal identifies the lead entity that will be the Proponent and that will have sole responsibility to deliver the services under the Contract. The Corporation will enter into a Contract with the Proponent only. The evaluation of the Proponent will include

evaluation of the resources and experience of proposed sub-contractors, if applicable.

- b) All subcontractors, including affiliates of the Proponent, should be clearly identified in the proposal.
- c) A Proponent may not subcontract to a firm or individual whose current or past corporate or other interests, may, in the Corporation's opinion, give rise to an actual or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by the firm or individual in the preparation of the RFP or a relationship with any employee, contractor or representative of the Corporation involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract. If a Proponent is in doubt as to whether a proposed subcontractor might be in a conflict of interest, the Proponent should consult with the Corporations Contact prior to submitting a proposal. By submitting a proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.
- d) Where applicable, the names of approved subcontractors listed in the proposal will be included in the Contract. No additional subcontractors will be added nor other changes made to this list in the Contract without the written consent of the Corporation.

2.13 Evaluation

- a) Proposals will be assessed in accordance with the evaluation criteria. The Corporation will be under no obligation to receive further information, whether written or oral, from any Proponent. The Corporation is under no obligation to perform any investigations or to otherwise verify any statements or representations made in a proposal.
- b) Proposals from not-for-profit agencies will be evaluated against the same criteria as those received from any other Proponents.
- c) The Corporation may consider and evaluate any proposals from other jurisdictions on the same basis that the Corporation purchasing authorities in those jurisdictions would treat a similar proposal from a British Columbia supplier.

2.14 Contract

- a) By submitting a proposal, the Proponent agrees that should its proposal be successful the Proponent will enter into a Contract with the Corporation on substantially the same terms and conditions set out in Appendix B, a data security schedule, and such other terms and conditions to be finalized to the satisfaction of the Corporation.
- b) Written notice to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for the goods or services, and no Proponent will acquire any legal or equitable rights or

privileges relative to the goods or services until the occurrence of both such events.

2.15 Contract Finalization Delay

If a written Contract cannot be finalized with provisions satisfactory to the Corporation within thirty days of notification of the successful Proponent, the Corporation may, at its sole discretion at any time thereafter, terminate discussions with that Proponent and either commence finalization of a Contract with the next qualified Proponent or choose to terminate the RFP process and not enter into a Contract with any of the Proponents.

2.16 Debriefing

At the conclusion of the RFP process, an award notice will be posted on BC Bid. Proponents may request a debriefing meeting with the Corporation.

2.17 Proponents' Expenses

Proponents are solely responsible for their own expenses in participating in the RFP process, including costs in preparing a proposal and for subsequent finalizations with the Corporation, if any. The Corporation will not be liable to any Proponent for any claims, whether for costs, expenses, damages or losses incurred by the Proponent in preparing its proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

2.18 Limitation of Damages

By submitting a proposal, the Proponent agrees that it will not claim damages, for whatever reason, relating to the Contract or in respect of the competitive process, in excess of an amount equivalent to the reasonable costs incurred by the Proponent in preparing its proposal and the Proponent, by submitting a proposal, waives any claim for loss of profits if no Contract is made with the Proponent.

2.19 Liability for Errors

While the Corporation has used considerable efforts to ensure information in the RFP is accurate, the information contained in the RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Corporation, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

2.20 No Commitment to Award

The RFP should not be construed as an agreement to purchase goods or services. The lowest priced or any proposal will not necessarily be accepted. The RFP does not commit the Corporation in any way to award a Contract.

2.21 No Implied Approvals

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 by-law.

2.22 Legal Entities

The Corporation reserves the right in its sole discretion to:

- a) disqualify a proposal if the Corporation is not satisfied that the Proponent is clearly identified;
- b) prior to entering into a Contract with a Proponent, request that the Proponent provide confirmation of the Proponent's legal status (or in the case of a sole proprietorship, the Proponent's legal name and identification) and certification in a form satisfactory to the Corporation that the Proponent has the power and capacity to enter into the Contract;

- c) not to enter into a Contract with a Proponent if the Proponent cannot satisfy the Corporation that it is the same legal entity that submitted the Proponent's proposal; and
- d) require security screenings for a Proponent who is a natural person, subcontractors and key personnel before entering into a Contract and decline to enter into a Contract with a Proponent or to approve a subcontractor or key personnel that fail to pass the security screenings to the Corporation's satisfaction.

2.23 Reservation of Rights

In addition to any other reservation of rights set out in the RFP, the Corporation reserves the right, in its sole discretion:

- a) to modify the terms of the RFP at any time prior to the Closing Time, including the right to cancel the RFP at any time prior to entering into a Contract with a Proponent;
- b) in accordance with the terms of the RFP, to accept the proposal or proposals that it deems most advantageous to itself;
- c) to waive any non-material irregularity, defect or deficiency in a proposal;
- d) to request clarifications from a Proponent with respect to its proposal, including clarifications as to provisions in its proposal that are conditional or that may be inconsistent with the terms and conditions of the RFP, without any obligation to make such a request to all Proponents, and consider such clarifications in evaluating the proposal;
- e) to reject any proposal due to unsatisfactory references or unsatisfactory past performance under contracts with the Corporation, or any material error, omission or misrepresentation in the proposal;

- f) at any time, to reject any or all proposals; and
- g) at any time, to terminate the competition without award and obtain the goods and services described in the RFP by other means or do nothing.

2.24 Ownership of Proposals

All proposals and other records submitted to the Corporation in relation to the RFP become the property of the Corporation and, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and the RFP, will be held in confidence. For more information on the application of the Act, go to http://www.cio.gov.bc.ca/cio/priv_leg/index.page.

2.25 Copyright

This document is subject to copyright and may be used, reproduced, modified and distributed to the extent necessary for the Proponent to prepare and submit a proposal.

2.26 Confidentiality Agreement

The Proponent acknowledges that prior to the Closing Time it may be required to enter into a confidentiality agreement with the Corporation in order to obtain access to confidential materials relevant to preparing a proposal.

2.27 Alternative Solutions

If more than one approach to deliver the services described in the RFP are offered, Proponents should submit the alternative approach in a separate proposal.

2.28 Collection and Use of Personal Information

Proponents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal

information concerning employees and employees of any subcontractors. If the RFP requires Proponents to provide the Corporation with personal information of employees who have been included as resources in response to the RFP, Proponents will ensure that they have obtained written consent from each of those employees before forwarding such personal information to the Corporation. Such written consents should specify that the personal information may be forwarded to the Corporation for the purposes of responding to the RFP and used by the Corporation for the purposes set out in the RFP. The Corporation may, at any time, request the original consents or copies of the original consents from Proponents, and upon such request being made, Proponents will immediately supply such originals or copies to the Corporation.

2.29 Trade Agreements

This RFP is covered by trade agreements between the Corporation and other jurisdictions, including the following:

- a) Canadian Free Trade Agreement;
- b) New West Partnership Trade Agreement;
and
- c) Trade, Investment and Labour Mobility Agreement.

For more information, Proponents may contact the Corporation Contact.

3 Situation/Overview

3.1 About the British Columbia Pension Corporation

The Corporation is one of the largest professional pension service providers in Canada. We serve over 780,000 active and retired members and more than 1,000 plan employers in five pension plans and one retirement benefit trust. One in eight BC citizens is a member of one of the pension plans we serve.

Our services include providing plan information to members and employers, managing contributions and member records, paying pension benefits, and providing policy, financial and communication services to plan boards. These services require the communication of **complex, regulated, and often life-event-driven information** to diverse audiences with varying levels of familiarity and expertise. As a result, the Corporation's public websites play a critical role in supporting members and employers to understand their benefits, make decisions, and complete key tasks.

To learn more about our work, visit www.bcpensioncorp.ca

3.2 Background

The Corporation operates the Websites, which were redesigned and redeveloped between 2016 and 2018. We are looking to modernize these Websites to improve the user experience and manageability of the content.

The following table outlines the target future state for a modern, user-centric, and strategically aligned digital platform acting as a primary channel for service delivery, communication, and engagement.

Dimension	Target State
User Experience (UX)	A cohesive and coherent experience that helps users, with varying pension knowledge and digital skills, find information, complete key tasks, and make informed decisions quickly and confidently.
Mobile Experience	Responsive, mobile-first experience optimized for common tasks, accessibility, readability, and consistent performance across smartphones and tablets.
Content Quality & Consistency	Clear, current, plain-language content supported by structured content models and strong governance practices, aligned to defined readability standards and measurable readability scores.
Visual Design	Modern, responsive visual design language, following atomic design principles for styles, components, patterns, and page templates, documented in a design system that is consistent and maintainable across sites, while allowing for key variations expressing the different plan brands.
Search & Findability	User centered information architecture that reflects common tasks and search patterns making information easy to find and navigate.
Technology Platform	Modern, scalable, modular, and flexible digital platform
Accessibility	WCAG 2.2 Level AA compliant across all devices with accessibility embedded throughout design, content, and development processes and validated through accessibility testing and ongoing monitoring

Dimension	Target State
Use as Strategic Channel	Digital channel that serves as the first point of engagement for members and employers, providing trusted information and guidance.
Content Operations & Governance	Defined governance, lifecycle management, and ownership
Data & Analytics	Designed and developed following best practices for analytics integration, ensuring data can be captured to support continuous improvement.
Artificial Intelligence	Future ready AI website optimization, automation and enhancements that efficiently improve the user outcomes, while maintaining trust and privacy.

The Corporation is seeking a single proponent to strategically modernize the Websites digital experience, visual design and implement a modern and maintainable platform, including all associated professional services required to deliver and operationalize the solution. The proponent must demonstrate a sustainable, maintainable and strategic approach that targets a mid-sized organization, aligns with the Corporation's requirements, and enables successful delivery of the Public Websites Digital Experience Modernization initiative by **November 13, 2027 (the "Target Implementation Date")**.

3.3 Scope

3.3.1 In Scope

The Websites in scope are listed below (click on links below for more information):

1. The public landing page – (<https://www.pensionsbc.ca/>)
2. Municipal Pension Plan - (<https://mpp.pensionsbc.ca/>)
3. College Pension Plan - (<https://college.pensionsbc.ca/>)
4. Public Services Pension Plan - (<https://pspp.pensionsbc.ca/>)
5. Teachers' Pension Plan - (<https://tpp.pensionsbc.ca/>)
6. WorkSafe BC Pension Plan - (<https://worksafe.pensionsbc.ca/>)
7. BC Pensions Corporate site - (<https://www.bcpensioncorp.ca/>)
8. Employer sites (Pre-login landing page only and supporting tabs)
 - Public Services Pension Plan – Employer sign in landing page - (<https://pspp-employer.pensionsbc.ca/>)
 - Municipal Pension Plan – Employer sign in landing page – (<https://mpp-employer.pensionsbc.ca/>)
 - College Pension Plan – Employer sign in landing page – (<https://employer.pensionsbc.ca/web/college-employer>)
 - Teachers' Pension Plan – Employer sign in landing page – (<https://employer.pensionsbc.ca/web/teachers-employer>)
 - WorkSafe BC Pension Plan – Employer sign in landing page – (<https://employer.pensionsbc.ca/web/worksafebc-employer>)

The single Proponent will be fully accountable for end-to-end delivery, including implementation, integration, stabilization, and transition to steady-state operations for the following scope:

- Redesign the public-facing Websites for a modern and engaging digital-first experience.
- Assess the current information architecture and content model to support a digital first experience for members and employers with improved wayfinding and defined user journeys (both task-based and information).
- Websites content evaluation and audit to align with architecture and model and alignment with accessibility and readability guidelines. This includes the approach for prioritization for keep, rewrite, edit, move (e.g., My Account service support), remove, do now or address later.
- Content should be AI-ready and multilingual-ready, have relevant metadata assigned to it to support modern digital platform tools.
- Development of a governance model for website and content management.
- Provision of a re-platform solution, including all required platform capabilities and features.
- End-to-end delivery of all implementation and transition services including platform configuration, linking, website content migration, testing, training, and production cutover.
- Provision of in-flight training and development of training materials, governance models, and documentation to support the design, build, configuration, operation, and maintenance of the Websites and platform.
- Provision, configuration, and management of all required development, test/staging, and production environments, including environment readiness, access controls, deployment pipelines, content and configuration migration, and controlled promotion of releases through each phase of delivery, testing, and production launch.
- Provision of post-implementation support and stabilization services, including Hypercare and transition to steady-state operations.
- The Solution and all supporting services must be designed, delivered, and operated on a security-by-design, least-privilege basis, with all Corporation data hosted in Canada in accordance with FOIPPA, and must meet the Corporation's requirements for application, identity, data, network, AI, and operational security.

3.3.2 Out of Scope

The following are out of scope:

- Secure authenticated member and employer portals, including My Account, employer portal functionality, identity provider implementation, and post-login portal pages.
- Authentication for public website visitors.
- Net-new content creation.
- Custom AI model training and custom model development.
- Translation of content into French/other languages.
- Mobile native apps.
- Legacy data warehouse/CRM changes.
- VUE Forms.

3.4 Other Opportunities

The Corporation reserves the right to negotiate additional related services with the successful Proponent based on other requirements that may arise. Alternatively, the Corporation may obtain competitive proposals for additional related services. If the Corporation seeks competitive proposals, the successful Proponent to this RFP will be eligible to submit a proposal for these future opportunities.

4 Contract

4.1 Contract Terms and Conditions

The Corporation intends to offer the following contracts to the successful Proponent:

(1) Professional services (Redesign and Re-platform)

The Corporation intends to offer a service contract commencing from the date of the contract signing to March 31, 2028, which will include post-deployment Hypercare.

(2) Platform licensing/subscription

The Corporation intends to offer an initial three (3) year service contract commencing from the date of implementation with a maximum of two (2) optional renewals of two (2) years each.

(3) Managed hosting

The Corporation intends to offer an initial three (3) year service contract commencing from the date of implementation with a maximum of two (2) optional renewals of two (2) years each.

(4) Ongoing support and maintenance

The Corporation intends to award an initial three (3) year service contract for ongoing support and maintenance, commencing upon completion of Hypercare for all the Websites, with a maximum of two (2) optional additional terms of two (2) years each.

The form of contract will include terms and conditions substantially similar to the Master Service Agreement set out in Appendix B and include a privacy schedule and a data security schedule, and such other terms and conditions to be finalized to the satisfaction of the Corporation. Auto-renewal clauses will not be accepted.

4.2 Service Requirements

The Contractor will be expected to deliver a complete end-to-end solution that includes website redesign, website re-platforming, and implementation by the Target Implementation Date, and ongoing operational support and maintenance services. The Contractor will remain fully accountable for all services, deliverables, subcontractors, and outcomes required to successfully implement, operate, and support the Solution throughout the contract term.

4.3 Optional Services

While the primary scope of the Solution is outlined in Section 3.3.1, the Corporation welcomes proposals for optional services that are not explicitly included within the requirements but may provide additional benefit to the Corporation and its Websites ecosystem.

Proponents should clearly describe and itemize any such optional services separately within their cost proposals.

5 Requirements

For a proposal to be considered, a Proponent must clearly demonstrate that they meet the mandatory requirements set out in Section 7.1 (Mandatory Criteria) of the RFP.

Proponents are expected to provide clear, complete, and structured responses aligned with the requirements outlined in this RFP. Responses will be evaluated in accordance with the weighted criteria defined in section 7.2.

This section includes information intended to assist Proponents in the development of their proposals in respect of the weighted criteria set out in Section 7.2 of the RFP. The information is not intended to be comprehensive. Proponents should use their own judgement in determining what additional information to provide to demonstrate that the Proponent meets or exceeds the Corporation's expectations.

Please address each of the following items in your proposal in the order presented.

5.1 Corporate Capabilities

5.1.1 Experience and Capability	
5.1.1.1 Organizational Overview	Provide a brief overview of your organization, including: • Years in operation • Core areas of expertise • Experience in digital experience, UX, and website design and delivery
5.1.1.2 Multi-Site Website Experience	Describe your and subcontractor(s) combined experience delivering multi-site website programs that included both: (a) redesign of the user experience, information architecture, and visual design; and (b) migration or re-platforming to a new content management or digital experience platform. Include: • Number of sites delivered under a single program • Use of shared design systems or components • Experience with platform consolidation • Links to reference sites
5.1.1.3 Regulated Environment Experience	Describe experience delivering solutions for customers in highly regulated industries where web content must reference technical regulations. • Include how regulatory or compliance requirements were addressed.
5.1.1.4 Technical Capability	Describe your technical capabilities, including: • In-house vs. partner delivery • Experience in implementation (not just strategy)

5.1.2 Proven Track Record

5.1.2.1 Case Studies (Minimum 2)

Provide at least two case studies (**under 2 pages each**) that include:

- Client / Sector
- Number of Websites
- Scope of Work
- Platform(s) Used
- Key Challenges
- Solution Delivered
- Outcomes / Benefits
- Partner/Subcontractor, if applicable
- Approximate number of pages of content
- Duration from start to implementation
- Demonstrate how the business teams were integrated in development and delivery

****Preferably case studies with multi-sites, UX design, accessibility, content modeling and development, information architecture; training business teams**

5.1.3 Vendor Profile and Fit

5.1.3.1 Organizational Fit

Describe why your organization is well-suited for this engagement, including:

- Specialization in foundational digital service design and delivery, including:
 - Assessments and development of content inventories, content models, information architecture, content governance frameworks, content optimization strategies, metadata models, and site architecture.
 - UX research and digital experience design principles
 - Digital services strategy and delivery
- Experience with similar scale/complexity
- Value you will bring to this engagement
- Client operation/engagement model

5.1.4 Delivery Model and Vendor Structure

5.1.4.1 Prime Vendor Accountability

Confirm that you will act as the **prime vendor** and describe your accountability for overall delivery and governance of the engagement.

5.1.4.2 Partner Model

Describe:

- Any partners involved (platform, implementation, etc.)
- Roles and responsibilities
- How coordination will be managed

5.1.5 Platform and Technology Expertise

5.1.5.1 Platform Experience

Describe your experience with platform-based website delivery, including:

- Content management system / digital experience platforms used
- Experience supporting multi-site architecture within a single platform
- Examples of delivering standardized websites using shared components and templates

5.1.6 Operational and Practical Requirements

5.1.6.1 Location and Availability

Confirm:

- Presence and customer base in Canada
- Ability to work in Pacific Daylight Time (PDT hours)

5.1.6.2 Workshop and Engagement Model

Confirm:

- Willingness to attend on-site or hybrid workshops
- Approach to stakeholder engagement if there is no local presence in Victoria BC

5.2 References

Proponents must provide a minimum of three (3) client references for engagements comparable in size, complexity, and scope to this RFP. At least two (2) of the references must demonstrate experience delivering both website redesign and website re-platforming as part of a single engagement or program. References should collectively demonstrate the Proponent's ability to successfully deliver the services contemplated in this RFP. Each reference should include the organization's name, contact name, title, email address, telephone number, project summary, and relevance to this RFP. Where subcontractors are proposed, the Corporation reserves the right to request additional references related to subcontractor-delivered services. References from the Proponent's own organization or subcontractors are unacceptable.

Note: The references are excluded from the 30-page limit prescribed in section 5.7 Response Guidelines. Please limit each reference to 1-2 pages each.

The Corporation may in its sole discretion, but is under no obligation to, check Proponent and subcontractor references without first notifying the Proponent or its subcontractors. The Corporation reserves the right to seek additional references independent of those supplied by the Proponent, including internal references in relation to the Proponent's and any subcontractor's performance under any past or current contracts with the Corporation or other verifications as are deemed necessary by it to verify the information contained in the proposal and to confirm the suitability of the Proponent.

Further to the Corporation's reservation of rights under Section 2.23, if the Proponent is deemed unsuitable by the Corporation in its sole discretion due to unsatisfactory references, or if the proposal is found to contain material errors, omissions or misrepresentations, the Proponent's proposal may be rejected.

5.3 Approach

5.3.1 Approach	
5.3.1.1 Integrated Delivery Approach	• End-to-end approach for delivering both website redesign and re-platforming as a single integrated program • Approach to integrate and train the Corporation operations team • Phasing model (e.g., discovery, design, build, migration, launch), aligned with the Target Implementation Date • Approach to balancing speed, cost, and long-term sustainability (aligned to pragmatic, value-driven modernization) • Approach to using AI to support delivery and website redesign
5.3.1.2 Project Plan and Governance	• Comprehensive project plan, including: ○ Delivery timeline and critical path ○ Key milestones and deliverables mapped to phases • Defined approval and sign-off framework, including governance checkpoints (e.g., requirements, design, testing, go-live readiness) • Vendor expectations of the Corporation, including: ○ Stakeholder engagement and participation ○ Timely decisions and approvals ○ Access to systems, data, and resources
5.3.1.3 Key Personnel and Team Structure	• Identify the key personnel assigned to the engagement, including project leadership, solution architects, UX leads, content strategists, information architecture specialists, technical leads, and other critical resources. For each key resource, provide: ○ Proposed role and responsibilities ○ Relevant qualifications and certifications ○ Experience in comparable engagements ○ Anticipated level of involvement throughout the project ○ Employment relationship (employee, contractor, or subcontractor) ○ Include a delivery team structure or organizational chart showing reporting relationships, governance responsibilities, and the roles of any proposed partners or subcontractors. Note: Team profiles are excluded from the 30-page limit prescribed in section 5.7 Response Guidelines. Please limit each profile to 1-2 pages each.
5.3.1.4 Baseline Milestones and Deliverables	Baseline minimum milestones and deliverables, including (at a minimum): • Discovery outputs and requirements validation • Content inventory and content assessment report • Information architecture deliverables (site structure, navigation model, taxonomy, wireframes) • Content rationalization and optimization recommendations • Metadata, taxonomy, and search optimization recommendations • Design system and templates • Content governance framework, workflows, and operating model recommendations • Configured environments and platform readiness • Content migration completion • Testing and validation artifacts • Go-live readiness checklist and approvals • Key assumptions, dependencies, and constraints

5.3.1 Approach

5.3.1.5 Multi-Site Delivery Model

- Approach to delivering multiple websites within a unified platform
- Strategy for:
 - Standardization vs. plan-specific flexibility
 - Cross-site consistency and branding
 - Shared vs. site-specific components
- Approach to sequencing delivery across sites (e.g., phased rollout, pilot, waves)

5.3.1.6 Discovery and Validation Approach

- Method for conducting discovery, including:
 - Stakeholder engagement
 - Current-state assessment, including:
 - Content inventory and content quality assessment
 - Information architecture assessment
 - Search and findability assessment
 - Analytics review
 - Technology assessment
 - User needs validation
- Approach to refining requirements based on discovery outputs

5.3.1.7 Information Architecture (IA) and UX Approach

- Approach to redesigning navigation, structure, and findability
- Methodologies for improving search experience and user journeys
- Integration of usability testing and iterative refinement

5.3.1.8 Content Strategy and Migration

- Approach to content inventory and assessment to fit into new model and information architecture.
- Approach to consolidation, rewriting, restructuring existing content to fit into new content model and architecture and improving findability while aligning to WCAG 2.2 Level AA standards for accessibility and readability and maintaining alignment with plan rules and compliance with regulations.

5.3.1.9 Design System and Component Strategy

- Approach to creating reusable design components and templates
- Development of a scalable design system aligned to brand
- Enablement of consistency and future scalability

5.3.1.10 Platform Implementation Approach

- Approach to implementation and configuration of the proposed solution including how it supports content management, governance, accessibility, search, analytics, security, and multi-site website administration requirements.
- Strategy for multi-site architecture within a single platform
- Environment strategy based on platform capabilities and the Corporation's needs (e.g. development, testing, staging, and production)
- Approach to managing deployments across environments
- Describe how the proposed solution maximizes the use of standard platform capabilities and configuration while minimizing customization and custom development.

5.3.1.11 Migration and Transition Strategy

- Approach to migrating content, assets, metadata, and URLs (including SEO considerations)
- Strategy to ensure business continuity and minimal disruption during transition

5.3.1 Approach	
5.3.1.12 Accessibility, Security, and Compliance	• Approach to meeting WCAG 2.2 Level AA (or higher) and applicable web development standards • Approach to security, privacy, and Canadian data residency requirements • Testing and validation methods
5.3.1.13 Performance, Analytics, and Optimization	• Approach to performance optimization and scalability • Integration of analytics and measurement • Strategy for ongoing optimization and user behavior tracking
5.3.1.14 Future Readiness and Innovation	• Approach to AI-ready content structures and enhanced search capabilities • Strategy for multilingual readiness and future expansion
5.3.1.15 Governance and Operating Model	• Approach to governance, workflows, and roles/responsibilities • Resource plan, including key roles and level of effort • Strategy for long-term operational sustainability
5.3.1.16 Testing and Quality Assurance	• Approach to functional, usability, accessibility, and performance testing • Use of pilot phases and validation gates
5.3.1.17 Deployment, Launch, and Hypercare	• Deployment strategy (phased vs. big bang) • Release and deployment management processes, including: ○ Version control ○ Rollback procedures ○ Change promotion across environments ○ Approach to soft launch and stabilization ○ Hypercare support and issue resolution ○ Transition to steady-state operations
5.3.1.18 Risk Management and Mitigation	• Identification of key risks (technical, content, stakeholder, timeline) • Risks specific to a Canadian public sector pension environment • Mitigation strategies and contingency planning
5.3.1.19 Collaboration and Delivery Model	• Team structure and roles (including partners/subcontractors) • Approach to stakeholder engagement, governance cadence, and escalation • Requirements for access to the Corporation's resources • Tools and delivery methods (e.g., sprint-based delivery)
5.3.1.20 Internal Training, Change Management, and Adoption	• Approach to training for staff, supervisors, and administrators • Change management and internal user adoption strategy
5.3.1.21 Post-Implementation Support and Stabilization	• Defined stabilization period of 3–6 months post go-live • Go-live readiness criteria, including entry/exit and acceptance thresholds • Dedicated stabilization (Hypercare) support: monitoring, incident management, defect resolution

5.3.1 Approach

- Service levels and response/resolution targets during stabilization
- Continuity of key implementation resources
- Structured knowledge transfer (documentation, shadowing, reverse shadowing, training)
- Transition-to-operations criteria and acceptance checkpoints
- Transition-out plan, including handover artifacts and future provider onboarding support
- For Managed hosting support and maintenance, provide service levels including:
 - Platform availability (uptime).
 - Incident response times.
 - Incident resolution targets by severity level.
 - Service request fulfillment targets.
 - Escalation procedures.
 - Reporting and performance review processes.
 - Standard service level commitments.
 - Measurement and reporting methodology. Service credits, financial remedies, or other corrective actions applicable when agreed service levels are not achieved

5.3.1.22 Overall

- Provide sample delivery artifacts (e.g., IA, design systems, migration plans)
- Include lessons learned from similar multi-site implementations

5.4 Key Differentiators

To help the evaluation committee, Proponents should summarize their top three differentiators for this engagement and explain how they set them apart from other potential vendors. The response should focus on the specific capabilities, experience, delivery approach, innovations, or value-added services that are most relevant to the Corporation's objectives and demonstrate why the Proponent is uniquely positioned to deliver a successful outcome. Proponents should limit their response to **one (1)** page.

5.5 Functional and Technical Requirements

The functional and technical requirements for the Solution are provided in Appendix C1 and Appendix C2.

Proponents must complete and submit Appendix C1 and Appendix C2 as part of their proposal. Responses should clearly indicate the extent to which each requirement is supported and identify any assumptions, dependencies, limitations, constraints, required customizations, or alternative approaches.

Responses provided in Appendix C1 and Appendix C2 will be used to assess the Proponent's ability to meet the Corporation's functional, technical, operational, security, accessibility, and future-state requirements. Proponents should ensure that their responses are consistent with their proposed approach, solution architecture, implementation methodology, service model, and pricing submission.

Where a requirement cannot be fully met, the Proponent should clearly describe the gap, the proposed alternative, and any associated impacts, risks, dependencies, timelines, or additional costs. Where customization is proposed, the Proponent must clearly explain why the requirement cannot be met through standard out-of-the-box functionality or configuration, describe the nature and extent of the customization, and identify any associated implementation, maintenance, upgrade, operational, or support implications.

5.6 Price

Pricing must be submitted in Canadian dollars, exclusive of applicable taxes, and should be submitted as a separate file using Appendix D. **Any deviation from the pricing template could result in a mis-scoring of the proposal.**

Proponents are requested to provide pricing in the following four (4) categories:

- (1) One-Time Website Redesign Costs** – including all services associated with discovery, user experience, information architecture, content assessment and optimization, content governance, design systems, templates, visual design, and other redesign-related activities.
- (2) One-Time Website Re-platforming and Implementation Costs** – including all services associated with platform implementation, configuration, development, integrations, migration, testing, deployment, training, stabilization, and transition activities.
- (3) Ongoing Recurring Costs** – including platform licensing/subscriptions, managed hosting, support, maintenance, managed services, and any other recurring operational costs. Where applicable, these costs should be priced and identified separately.
- (4) Optional Services** – include any optional services that are not explicitly included within the requirements but may provide additional benefit to the Corporation and its Websites ecosystem. Proponents should clearly describe and itemize any such optional services separately within their cost proposals in this section.

For the one-time Website Redesign and Website Re-platforming cost categories, Proponents should provide a breakdown aligned to their proposed delivery approach. The Corporation is not prescribing a specific breakdown methodology; however, the pricing submission should provide sufficient transparency to identify the major phases, deliverables, workstreams, milestones, or activities being priced. The pricing submission should clearly show traceability between the proposed approach and the associated costs. Where applicable, recurring pricing should separately identify platform licensing/subscription, managed hosting, and ongoing support and maintenance costs to align with the Corporation's intended contract structure.

Recurring costs should be presented separately and clearly distinguish between all ongoing fees, including licensing, hosting, support, maintenance, managed services, optional services, and usage-based charges.

Proponents should provide separate, clearly itemized pricing for the following, as applicable:

- One-time Website Redesign costs.
- One-time Website Re-platforming and Implementation costs.
- Annual platform subscription fees (e.g., per-user, named user, concurrent user, usage-based, enterprise licensing, or other applicable licensing models).
- Managed hosting services.
- Application support and maintenance services.
- Website support and maintenance services.
- Managed content services, if proposed.
- All required feature add-ons, extensions, or optional modules.
- Integration and interface development costs, including APIs, middleware, and third-party system integrations.
- Training costs, including administrator, supervisor, and staff training.
- Post-implementation stabilization (Hypercare) services, including duration and resourcing assumptions.
- Knowledge transfer and transition-to-operations services.

Proponents should clearly distinguish between:

- One-time Website Redesign Costs.
- One-time Website Re-platforming and Implementation Costs.
- Ongoing Recurring Costs.
- Fixed-price, recurring, and usage-based pricing components.
- Optional services and optional features.

Third-party costs and Proponent-delivered services - Proponents should clearly distinguish between one-time costs, recurring costs, and any usage-based pricing components (including AI and consumption-based services) in their pricing submissions.

Proponents should state any assumptions used in developing pricing based on this information.

Where detailed information is not available at the time of proposal submission, Proponents should:

- Clearly state all assumptions, dependencies, and exclusions and any pricing elements that are indicative or subject to refinement following further discovery or clarification.
- Provide estimates based on comparable implementations and clearly articulate the basis for such estimates.

Proponents should provide unit-based pricing (e.g. per integration, per interface, per migration object, per training session, per environment) where applicable to support future scalability and cost transparency.

Additionally, Proponents are requested to disclose any additional fees, minimum volume commitments, or potential price escalation mechanisms at renewal.

Please submit pricing as a separate file.

Note that the pricing categories are intended to provide cost transparency and evaluation clarity.

Proponents are expected to propose a complete end-to-end solution encompassing website redesign, website re-platforming and implementation, and ongoing recurring services.

5.7 Response Guidelines

Proponents are expected to provide clear, complete, and structured responses aligned with the requirements outlined in this RFP. Responses will be evaluated in accordance with the weighted criteria defined in section 7.2.

Proponents are asked to confine their proposal to a maximum of 30 pages for Section 5 of the RFP.

Exception to the 30 pages limit applies to the following sections:

- ***5.1.2.1. Case Studies (Minimum 2)***
- ***5.2 References***
- ***5.3.1.3 Overall Strategy Key Personnel and Team Structure***

Proponents should note the following:

a) General Response Expectations

- Clearly address each requirement and subsection with specific and detailed responses, referring to the applicable section and / or subsection number (e.g., Appendix C1 and/or C2) where appropriate.
- Ensure consistency across all sections of the proposal, particularly between approach, technical solution, and pricing.
- Clearly identify any assumptions, dependencies, limitations, or exclusions associated with the response.
- Distinguish between standard (out-of-the-box) functionality and any configuration or customization required.

- Identify any components that rely on third-party solutions or subcontractors, including their roles and responsibilities.
- Include supporting evidence where applicable (e.g., diagrams, sample architectures, or prior implementation examples).

b) Alignment with Evaluation Criteria

Proponents should structure their responses to align with the weighted evaluation criteria outlined in Section 7.2. In particular:

- Provide detailed and well-structured responses:
 - Approach (Section 5.3)
 - Key Differentiators (Section 5.4)
- Complete and submit Appendix C1 and C2 Functional and Technical Requirement Matrix:
 - Appendix C1 for the redesign, and
 - Appendix C2 for the re-platforming

using the following guidelines for each requirement:

 - Indicate the level of compliance (Fully Meets, Partially Meets, Does Not Meet);
 - Provide a clear description of how the requirements are met.
 - Identify whether the capability is:
 - Standard (out-of-the-box).
 - Configuration-based, or
 - Requires customization or development.
 - Identify any dependencies on third-party components, integrations, or additional licensing.
 - Provide any relevant notes, assumptions, or constraints.

The completed Appendix C1 and C2 will form a primary input to the evaluation of the requirements. Responses in Appendix C1 and C2 should be consistent with the Proponent's overall proposal. Any discrepancies may impact evaluation scoring.

- Ensure that pricing (Section 5.6) is consistent with the proposed scope, approach, and delivery model, including clear identification of one-time, recurring, and usage-based components.
- Provide detailed information on Corporate Capabilities (Section 5.1), including relevant experience delivering implementations of comparable scale, complexity, and integration scope. Proponents should demonstrate experience in public sector or pensions sector or regulated environments, and their ability to deliver end-to-end services, including implementation, integration,

stabilization, and transition to steady-state operations. Client references (Section 5.2) for similar engagements should be included.

6 Proposal format

Proponents should ensure that they fully respond to all requirements in the RFP to receive full consideration during evaluation.

The following format, sequence, and instructions should be followed to provide consistency in Proponent response and ensure each proposal receives full consideration. All pages should be consecutively numbered.

- a) Signed cover page (see section 7.1 Mandatory Criteria).
- b) Table of contents including page numbers.
- c) A short (one or two page) summary of the key features of the proposal.
- d) The body of the proposal, i.e. the “Proponent Response.”
- e) Appendices appropriately labelled and referenced.
- f) Identification of Proponent (legal name).
- g) Identification of Proponent contact (if different from the authorized representative) and contact information.

7 Evaluation

Evaluation of proposals will be by a committee formed by the Corporation and may include employees and contractors of the Corporation and other appropriate participants.

The Corporation’s intent is to enter into a Contract with the Proponent who has met all mandatory criteria and minimum scores (if any) and who has the highest overall ranking

Proposals will be assessed in accordance with the entire requirement of the RFP, including mandatory and weighted criteria.

7.1 Mandatory Criteria

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration during the evaluation process.

Mandatory Criteria

The proposal must be received at the Closing Location before the Closing Time.

The proposal must be in English.

The proposal must be submitted using one of the submission methods set out on the cover page of the RFP and in accordance with Section 2.4.

Completed and signed Proponent Declaration Letter, Appendix A, must be included.

Appendix C2 contains mandatory requirements. All listed mandatory requirements must be acknowledged as “Meets Requirement”.

7.2 Weighted Criteria

Proposals meeting all the mandatory criteria will be further assessed against the following weighted criteria.

Weighted Criteria	Weight
Corporate Capabilities (section 5.1)	15%
Approach (section 5.3)	40%
Key Differentiators (section 5.4)	5%
Functional and Technical Requirements (Appendix C1 and C2)	25%
Price (section 5.6)	15%
TOTAL	100%

7.3 Price Evaluation

Pricing will be evaluated using the following approach: the lowest compliant total cost of ownership (TCO) over the 3-year initial term will receive full marks (10 points). All other Proponents will be scored proportionally using the formula: $\text{Score} = (\text{Lowest Price} / \text{Proponent Price}) \times 10$. Pricing should account for all components as described in Section 5.6.

5-year pricing is requested for information only.

7.4 Presentation

A maximum of four (4) Proponents will be short-listed. The short-listed Proponents will be invited to present via Microsoft Teams or on-site at the Corporation's offices in Victoria, BC. The Proponents' proposed lead resources should attend. During the presentation, the evaluation team may clarify and/or verify statements made in the written proposal.

Presentations will be used solely to validate and clarify proposal content. The Corporation reserves the right to adjust scores where information presented materially confirms, contradicts, or clarifies the written proposal.

Appendix A – Proponent Declaration Letter

Letterhead or Proponent's name and address

Date

British Columbia Pension Corporation
2950 Jutland Road
Victoria, BC V8T 5K2

Attention: Angela Bennett, Procurement & Contract Advisor

Subject: PUBLIC WEBSITES DIGITAL EXPERIENCE MODERNIZATION - 27COR-RFP002

The enclosed proposal is submitted in response to the above-referenced RFP, including all amendments. We have carefully read and examined the RFP and have conducted such other investigations as were prudent and reasonable in preparing the proposal. We agree to be bound by statements and representations made in our proposal.

By submission of our proposal, we agree to all of the terms and conditions of the RFP, and we confirm that we meet all mandatory criteria as listed under section 7.1.

Yours truly,

Signature

Signatory's name:	_____
Title:	_____
Telephone number:	_____
Email address:	_____
Legal name of Proponent:	_____
Doing business as name:	_____
(if applicable)	

Note to Proponents: A person authorized to sign on behalf of the proponent to bind the proponent to statements made in response to this RFP must complete and sign this declaration letter. Modifications to this letter, other than the addition of the requested information, may disqualify the proponent. Any questions and/or concerns about this letter are to be submitted to the contact person identified on the cover page.

Appendix B – Contract

By submission of a proposal, the Proponent agrees that should its proposal be successful, the Proponent will enter into a contract with the Corporation that includes the terms set out in this Appendix (or substantially similar terms), and a data security schedule.

Refer to the separate Appendix B for the Corporation Master Service Agreement Template.

Appendix C – Functional and Technical Requirement Matrices (Appendix C1 and Appendix C2)

Appendix C1 for the redesign, and

Appendix C2 for the re-platforming

Refer to the separate Appendix C1 and Appendix C2 spreadsheets for the Functional and Technical Requirement Matrices.

Appendix D – Pricing

Appendix D - Tab “Pricing” for one-time website redesign costs, one-time website re-platforming and implementation costs, ongoing recurring costs, and optional services/add-ons.

Please include hourly rates in the “Hourly Rate” tab.

Refer to the separate Appendix D spreadsheet for Pricing requirements.