



**Edmonton Chamber
of Voluntary Organizations**

Project Overview

The Edmonton Chamber of Voluntary Organizations (ECVO) is requesting the submission of proposals from interested web design and development agencies to modernize and redesign our website, logo, and the portals through which our members, public and non-profit sector connect to our services and programs. Currently we have multiple websites that we would like to bring together under one URL, as well as integrate our website, CRM and LMS to create a fully integrated system that houses all our programs and services and streamlines workflow for staff. The existing websites can be found at <http://ecvo.ca>. We are looking to maintain the website in-house, but assistance post-launch may be requested.

About ECVO

The Edmonton Chamber of Voluntary Organizations (ECVO) is a member-based organization that amplifies the voices of Edmonton's non-profit sector. ECVO uses capacity building, advocacy, thought leadership, and a commitment to reconciliation, along with the support of more than 250 member non-profits to draw attention to the challenges and opportunities within the non-profit sector. The ECVO was founded in 2002 and has had a significant impact through its advocacy for the sector. Today, our team of governance, policy, government relations, volunteerism, communications, evaluative learning, and ethno-cultural diversity experts work across the region and in collaboration with Canada's wider non-profit sector to support strong and resilient non-profits that are able to meet the needs of those they support.

Scope of Work and Requirements

This project is a digital transformation and integration of ECVO's technology, including our member/customer relationship management system, learning management system and public facing infrastructure to ensure a smooth user experience.

ECVO currently uses WordPress and would prefer to continue with it. Also, ECVO uses a variety of different platforms such as Teachable to deliver on-demand and live classes,

Wild Apricot to manage our membership and sector events, a job board, directory for non-profit experts, Shared Space (rental listing space) and payment.

Additional Requirements

- Conduct an assessment of our current website against the services we are offering, including all of our infrastructure, in order to make recommendations on integrated LMS, CRM and payment systems that are suitable for an organization of our size. The assessment must include mapping members journey through our current LMS, CRM and payment portal to make software recommendations to meet our growing membership and user needs. ECVO will be looking for LMS, CRM and payment portal integration and not custom build;
- Re-design and re-develop the ecvo.ca website, integrating CRM and LMS, and migrating existing content to the new website;
- Re-configure and adjust Jobline, ACSN and Shared Spaces to allow them to exist under the ecvo.ca domain;
- Streamline and adjust website to improve functionality for ECVO staff, members and website visitors;
- Develop website architecture and determine hardware and software requirements;
- Design website - using UI/UX knowledge and SEO;
- Refresh the current ECVO logo and ensure design visual imagery for website and ensure they are in alignment with the new ECVO branding;
- Source, select and organize information for inclusion and design the appearance, layout and flow of the website through an accessibility lens;
- Ability to update and manage website inhouse;
- Develop policies, procedures and contingency plans to minimize the effects of security breaches;
- Train ECVO staff on the new integrated platform and key IT policies;
- Monitor, identify and communicate technical problems, processes and solutions; and
- Plan for ongoing monitoring, support and maintenance of website, if requested.

Timeline

1. RFP release: December 20, 2023
2. Queries/Question period ends: January 12, 2024 - 12:00 p.m. noon (MST)
3. Proposal Submission Deadline: January 26, 2024 - 5:00 p.m. (MST)
4. Interviews: Week of February 5, 2024

5. Selection of consultant/firm: February 15, 2024
6. Project kick-off meeting: March 4, 2024
7. Initial design: April 30, 2024
8. Final website/project launch: June 19, 2024

Evaluation Criteria

This project will be tendered at the discretion of the Edmonton Chamber of Voluntary Organizations. The Executive Director of the ECVO will review and decide based on a weighted point system considering experience in the sector 20%, plan to meet the proposal requirements 40%, consultant qualifications 20% and best overall value for the product 20%.

How to Submit a Proposal

Within the response, the vendor must describe:

1. Their approach to delivery of the scope of work and requirements outlined above;
2. Past experience working with similar organizations;
3. References from past clients and examples of similar projects;
4. The methods used to assess current website and organizational needs;
5. How the results will be captured/reported; and
6. The overall fee for this project, excluding software upgrades within the specified limit of \$55,000.

The ECVO would like to thank you in advance for your time and attention to this matter. Should you have any questions and/or comments, please do not hesitate to contact Cheryl Feldstein, Manager, Marketing and Communications at cheryl@ecvo.ca.

Please submit your quote via email to communications@ecvo.ca no later than January 26, 2024.