CATIE
Request for Proposal (RFP)

Website Development Services
July 8, 2016

*** Important Notice ***

Please e-mail to the following address to notify us of your intention to respond to this RFP. Failure to do so may result in you not being informed of relevant updates and/or modifications to the RFP.

e-mail: jobs@catie.ca

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Contact Person	Name of Organization

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1. About CATIE

1.1 CATIE (legal name: Canadian AIDS Treatment Information Exchange) is a national, not-for-profit charity committed to improving the health and quality of life of all people in Canada living with, or at risk of, HIV or hepatitis C. We provide information in various formats to healthcare professionals and many different community-based organizations whose clients are living with, or at risk of, these viruses and, potentially, other sexually transmitted and blood-borne infections (STBBIs).

CATIE writes and publishes resources, either developed in-house or collaboratively with research, medical and healthcare organizations, that are distributed free to healthcare and frontline service providers across Canada.

Beyond CATIE's principal website (www.catie.ca) and CATIE's Ordering Centre website (www.orders.catie.ca), CATIE manages the HIV411.ca / HCV411.ca website (www.HIV411.ca). This website is a portal that uses Google maps functionality to list and show the location of healthcare and community-based agencies across Canada that serve people living with and at the risk for HIV or hepatitis C. Please note that HIV411.ca and HCV411.ca are aliases for the same website.

This RFP is for work that will enhance the functionality, usability and readability of the site with the aim of making it mobile-friendly and easy to administer. This project would entail an initial assessment to determine the degree to which the site would need to be revamped, and then the subsequent work that would be required.

CATIE is open to either improving and upgrading the current website or replacing the existing website with a new application. Respondents are encouraged to provide pricing for both options.

2. Background to the RFP

HIV411.ca and HCV411.ca were developed in order to provide ready information to people who are living with HIV/AIDS and hepatitis C (HCV), or who may be at risk of acquiring these viruses, about where they can go to find the health services they need.

The site has a long history – first developed with a sole focus on HIV, then expanding to include HCV – with a consortium of health service agencies.

The development of an accessible, coordinated HIV/AIDS service information system was identified as a priority by the Information and Access Working Group, who at the time was being led by the Ontario HIV Treatment Network

(OHTN). The Information and Access Working Group built upon earlier local initiatives and the provincial ASO411 was created.

In 2009, CATIE joined the Working Group and, with additional assistance from Le Portail VIH/sida du Québec, adapted ASO411 so that its scope became national.

In 2013, the Working Group supported the expansion of the site to include HCV service providers, and HIV411.ca and HCV411.ca were launched by CATIE administrators in June 2014.

Currently, the advisory group includes the following community members and representatives:
- AIDS Committee of Toronto (ACT)
- Casey House
- CATIE
- Hemophilia Ontario
- LOFT Community Services
- OHTN
- Toronto People With AIDS Foundation (PWA)

The current web application for HIV411/HCV411 has been implemented primarily using ASP, Microsoft SQL Server, Javascript and the Google Maps API.

If the current website is to be replaced with a new web application, it is our vision that it be implemented using open-source or free-use technologies that CATIE can support in the future, including (but not necessarily limited to):

- PHP

- MySQL

- JavaScript

- Google Maps API

- Linux web hosting

A working copy of the site can be hosted on a development web server of the respondent's choice for the duration of the project. When launching the completed project, it will be transferred to one of CATIE's existing web servers.

3. Objectives

This project aims to achieve the following:

3.1 Make HIV411.ca/ HCV411.ca mobile-friendly:
The HIV411.ca/ HCV411.ca website was adapted from ASO411, a website that was created in 2009 and originally designed for people using desktop computers. At present, most people who use HIV411 services are looking for local services 'on-the-go' from their mobile phones or tablets. It is aspired to take the existing information and optimize it for smaller screens.

3.2 Provide an English and French toggle option:
CATIE is a bilingual organization so it is imperative that services and information are available in both languages. The current HIV411/ HCV411 website is available in English and French but when a person searches the listings, the information that comes up in searches does not do a bilingual search.

3.3 Make the viewer's search for services easier to perform by allowing the system to search for specific words in the map:
The current system allows users to enter their city or postal code and then select one of ten services listed in the right-hand menu bar for the map to populate. CATIE is looking to improve the search experience and broaden the search option. For example, allowing a user to search the name of the organization by typing it in the search box would improve the functionality of the site.

3.4 Simplify and make the icons used cleaner:
After entering a search for a service, multiple options come up on the map and the map looks messy due to the appearance of many icons when multiple organizations are located in the same area. We are interested in improving the look of the map, and open to suggestions on how we can accomplish this.

3.5 Add the extra feature of linking out to other mapping services:
CATIE would like an extra tab in the menu that would link out to other mapping services that would complement the HIV411/ HCV411 website.This extra page could be named "Additional community tools." It would provide external links and a brief description of the service map's content.

It would also be preferred if the feature would permit our adding other organizational mapping services to the site, as they came available.

Here are the maps we would like to add as well as their descriptions:

- ✓ CTAC TxMap: http://ctac.ca/resources/treatment-access-map/
  CTAC's Treatment Map is a comprehensive online tool for people living with HIV and HCV to interactively access information on medication treatment options currently available in Canada, as well as medications and new discoveries presently being developed.

- ✓ PAN Services Map: http://pacificaidsnetwork.org/resources/mental-healthsubstance-use-hivhcv/resources-2/services-map/
  The PAN Services Map lists AIDS Service Organizations and related services in British Columbia.

- ✓ Care Registry: http://careregistry.ca/
  Care Registry lists services exclusively for people living with HIV, including both for-profit and non-profit agencies such as dentists and pharmacists.

- ✓ SmartSex Resource: Testing Clinic Finder
  http://smartsexresource.com/get-tested/clinic-finder
  The SmartSex map is for testing sites in British Colombia.

- ✓ Portail VIH/sida du Québec testing map: http://pvsq.org/quebec-carte-des-sites-de-depistage-vih-et-des-itss/
  Portail VIH/sida du Québec testing map is for HIV and STI testing sites in the province of Quebec.

- ✓ COCQ-SIDA member organizations: http://www.cocqsida.com/qui-sommes-nous/nos-membres/region-de-montreal.html
  COCQ-SIDA's map lists its member organizations.

3.6 Any other additional work recommended by your agency:

Your agency may have some additional recommendations that will add value to the HIV411/ HCV411 website. If, so please outline your suggestions in your proposed work plan and indicate any associated costs on the Bid Summary Sheet.

4. About Your Company

CATIE will only contract with an agency that has a solid reputation and proven capability in the areas of expertise required for this project.

4.1 We would ask that you supply 3 references of clients that are similar to CATIE in size and requirements, indicating the nature and scope of the work you did for them and the date of the project.

4.2 Give a brief description of your agency, including the full range of your services. Please give examples of similar work you have developed for other clients.

4.3 Supply any relevant promotional materials.

5. Instructions and Response to Request for Proposal

Bids must include:

- ❐ a bid summary sheet that includes a detailed breakdown of costs related to fixing current system or/ and replacing current system;
- ❐ your agency's proposed work plan and timeline to address the objectives identified in Section 3;
- ❐ confirmation that you have read and accepted contents of the documents contained in this RFP; and,
- ❐ contact details of at least three (3) customers who can be approached for references.

This RFP process is not intended to create a formal legally binding procurement process and shall not give rise to the legal rights or duties applied to a formal legally binding procurement process.

Neither party shall have the right to make claims against the other with respect to this RFP process, the selection of any vendor or the failure to be selected.

All information requested should be provided in the order and format of the Sections.

CATIE may cancel this RFP process at any time.

CATIE may elect not to consider, or cancel a contract awarded to, a Respondent whose submission contains misrepresentations or any inaccurate, misleading or incomplete information.

The Respondents will bear their own costs associated with or incurred through this RFP process, including any costs arising out of, or incurred in, the preparation and making of a submission; or any interviews, negotiations or other activities related to this RFP process.

All bids are to be addressed to Sean Neeb, Director, Operations and Resources, and submitted electronically to jobs@catie.ca, citing 'HIV/ HCV 411 Project' in the subject line.

Closing date: Responses must arrive no later than **16:00 hr. ET on August 16, 2016.** Any RFPs received after the closing date will not be considered.

6. Evaluation of Responses

The aim is to evaluate the responses and interview a short list of applicants. We will award the contract to the bidder determined to offer best value. CATIE reserves the right not to accept the lowest or any RFP.

7. Timeline

The dates listed below are estimates and should serve as a rough guideline. The respondent of this RFP may have a suggested timeline as to when they will be able to complete the outlined objectives in Section 3, which can be proposed and which would be subject to approval by CATIE.

August 16, 2016: Deadline to submit RFP

August 22, 2016: CATIE will assess all RFPs and may contact candidates with further questions.

August 25-26, 2016: CATIE will invite agencies for a face-to-face interview to determine the best candidate.

August 29, 2016: The successful candidate will be notified and a contract will be signed.

September 5, 2016: Work on the project will commence.

October 31, 2016: Deadline for project completion.

Appendix 1: List of agencies found on HIV411/HCV411:

There are close to 1,000 national agencies listed on the HIV411/ HCV411 website and 10 services currently offered on HIV411/ca/HCV411.ca.

All listed agencies are classified under the following 10 service categories:

1) Clinical Treatment Services
2) Counselling and Support
3) Financial and Employment Services
4) Food and Practical Assistance
5) Harm Reduction and Sexual Health
6) Health and Wellness
7) HIV/ AIDS Service Organization
8) Housing
9) Legal Services
10) Testing

Here are two examples of agencies listed on the website:

Example 1: Calgary STI Clinic

Address: Sheldon M. Chumir Health Center, 1213-4th Street SW, Calgary, AB, T2R 0X7
Phone: 4039556700
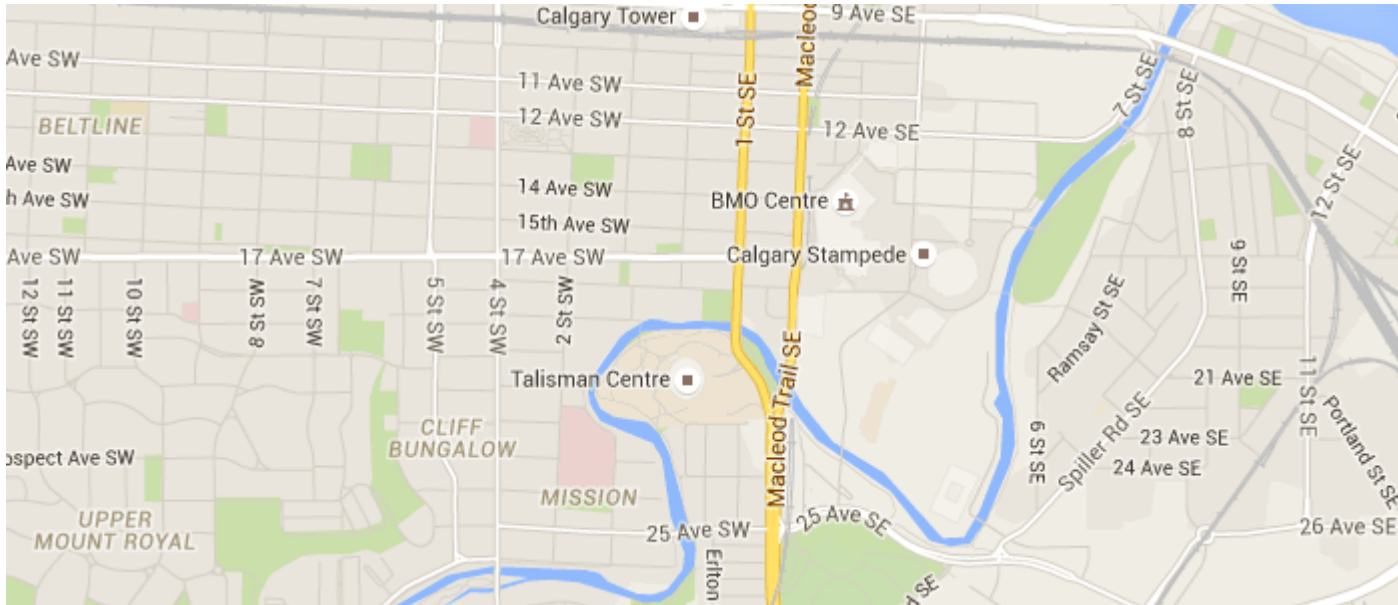Email: generalmail@calgarysexualhealth.ca

Languages : English

Primary service: Harm Reduction & Sexual Health
Secondary services: Counselling & Support, Testing

The STI Clinic offers free and confidential services to assess, diagnose, and treat sexually transmitted infections. The clinic offers: • Counselling and client education • Diagnosis and treatment of sexually transmitted infections on a walk-in basis • Hepatitis A and B vaccine program • Confidential HIV testing • Phone-in Advice Line • Contact tracing and partner notification • Referrals • Free Condoms • Education workshops to other health care service providers by request

Website: http://www.albertahealthservices.ca

Example 2: Vancouver Native Health Society (VNHS)

Address: 449 East Hastings , Vancouver, BC, V6A 1P5
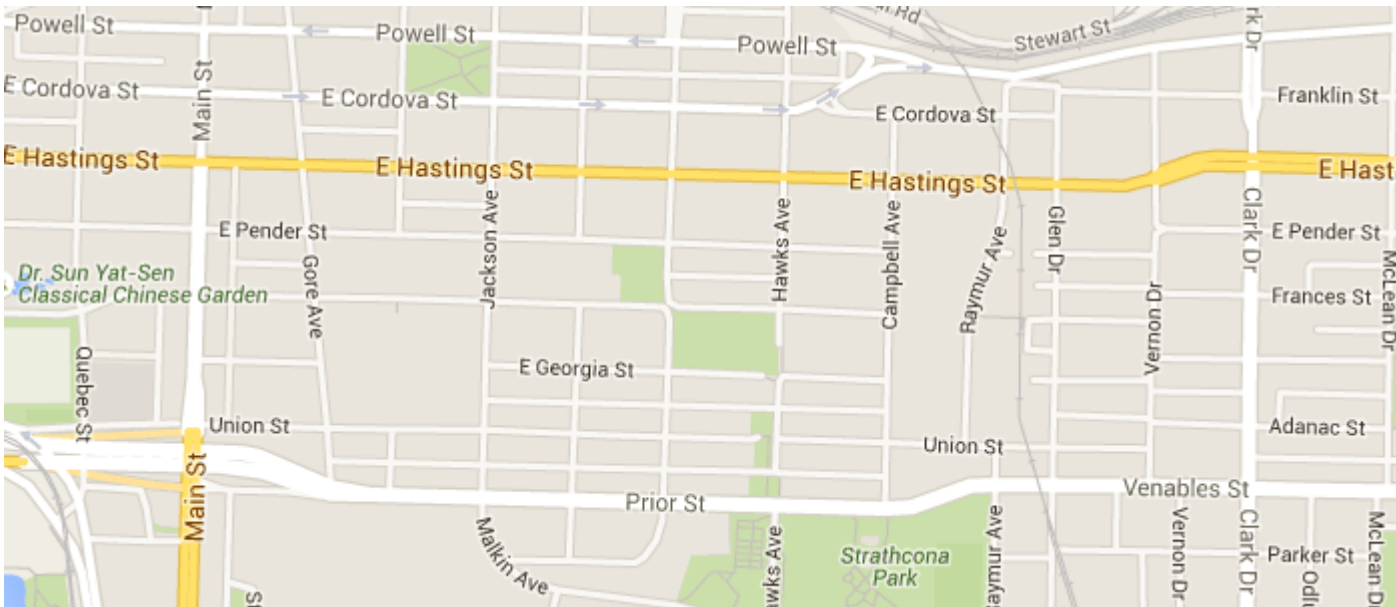Phone: 604-254-9937
Fax: 604-254-9948
Email: admin@vnhs.net

Languages :

Primary service: HIV/AIDS Service Organization
Secondary services: Financial & Employment Services, Food & Practical Assistance, Harm Reduction & Sexual Health

Vancouver Native Health Society's Positive Outlook Program provides care, treatment and support services to over 1,500 people living with HIV/AIDS in the downtown eastside of Vancouver, with an emphasis directed towards the Aboriginal community. The program offers nursing care and outreach services, drug and alcohol counseling, social work services, maximally assisted medication therapy, daily breakfast and lunches, a weekly food bank, and a rent supplement program.

Website: http://www.vnhs.net

To update this organization's details, please contact us