



# Ontario Association of Home Inspectors

*Established by the Ontario Association of Home Inspectors Act, 1994*

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## Request for Quotation for Website April 2011

### Overall Goals

To provide the general public with an online source for information about the Association, the services that home inspectors provide, and to provide a quick, easy, geographically-based search function for the location of a qualified home inspector in their area. (Public web site)

To provide the membership with a centralized online information source (by means of the public and member's only web sites), an online archived and moderated discussion site (forum) and to advertise their services to the general public through a geographically-based search function.

To provide the Association staff the ability to maintain the membership data and any rapidly changing web site content internally through a standard internet browser without the need for technical skills (such as HTML) or outside help.

To procure a “best value” web solution overall, taking into account the ongoing costs of needed support, hosting, and future changes and upgrades.

### Quote Parameters

Competing companies should provide a quote broken down as follows:

1. Design and set up.
2. SEO (search engine optimization).
3. On-going hosting and support.

### Competing Companies Should:

1. Be primarily located in Ontario.
2. Have experience working with associations or similar groups and provide a list of examples of similar work. (please include references)
3. Have a track record of at least 5 years in the industry.

4. Be qualified to manage the project, design/create the website and have the necessary technical IT support that will be readily available for the duration of the design and set-up phase of the project.
5. Have sufficient support staff to ensure response time of less than 2 business days to support requests.
6. Have sufficient and qualified support staff to ensure ongoing technical support for the duration of the contract.
7. Have expertise in the following areas: standard web technologies, user interface design, SEO, graphic design, server administration, project management and customer support.

### **The Proposed Solution Should Provide:**

1. Sufficient security to restrict access to the private data of the membership.
2. Regular backups and web site data recovery services.
3. Hosting with sufficient disc space and memory allocations.
4. Web design, and stock photography.
5. Regular hit statistics reports (and detailed description of how the stats are complied.)
6. A description of proposed SEO activities.
7. Site Monitoring & Maintenance
8. Link Checking, Code Validation
9. A database capable of handling 1000 plus unique members with secure log-in.
10. Mechanisms for future web site additions, upgrades, redesign.
11. A secure admin log-in area for the administration of the membership's data.
12. Domain Name administration and renewals.
13. Email services.
14. Have a mechanism to allow the web site to be updated as frequently as needed.
15. On-going technical support.

### **The Resulting Web Site Should:**

1. Be compatible with all major browsers without the installation of plug-ins or add-ons.
2. Have a new look and feel that reflects a high degree of professionalism; refer to the American Society of Home Inspectors (ASHI) website as one possible model (please provide a concept of the homepage with proposal)
3. Have a working, easy to use, search function for “find a home inspector near you”
4. Be simple to navigate, and find desired information.
5. Be search engine friendly.

6. Allow unlimited amount of content.
7. Be compatible with a discussion forum (knowledge cafe)
8. Include committee forums (with restricted access to committee members) where the Board and all OAHl committees can post relevant committee correspondence such as agendas, minutes, notes, documents, and allow discussion among members.
9. Insight and new ideas are welcome to be included in the quotation.

### **The Methodology Should:**

1. Provide a mechanism, for iterative feedback and development upon approval that does not require extensive and exhaustive specifications documents to be prepared in advance of quoting and of development.
2. Provide for on-going support and expansion/additions/improvements to the web site in the future.
3. Allow for regular SEO activities in order to obtain and retain reasonable traffic levels and search engine placement.

### **The Association**

The Ontario Association of Home Inspectors was formed in 1987. In December 1994, OAHl became a self-regulating professional body when the Ontario Association of Home Inspectors Act received royal assent, granting the OAHl the exclusive right to define qualification requirements, regulate its members and grant the designation "Registered Home Inspector" and "RHI" to qualified practitioners in the Province of Ontario.

The OAHl is dedicated to enhancing the technical skills and professional practice of home inspectors, and maintaining high professional standards through education and discipline. Membership in the association is approximately eight hundred (800). Its main source of revenue is membership fees, with a secondary source being delivery of certain services such as project management and training.

Private home inspectors are strategic partners in the system which ensures consumer protection, public health and safety, and economic fairness, of the building marketplace, particularly the residential marketplace. Members complement the roles played by builders, buyers, code authorities, municipal and private enforcement staff, professionals and para-professionals, and warranty and insurance structures. The association occupies a unique risk-management position in new, resale and renovation projects by providing qualified inspectors with liability insurance.

## **Submission**

Submissions should be directed electronically no later than Midnight, May 12<sup>th</sup> 2011 to the attention of:

Donald Beneteau RHI  
[d.beneteau@oahi.com](mailto:d.beneteau@oahi.com)  
519 995 0235

## **Evaluation**

Proposals will be evaluated by an evaluation team comprised of Board, staff and relevant committee members of the OAH.

Interviews will be conducted if deemed necessary. The OAH may ask firms to provide further information or clarification on the contents of their submissions.

Our selection process will be based on a range of criteria and not necessarily on price alone. The OAH reserves the right to reject all quotations and cancel the bidding process without stating the reasons and thereby not incurring any liability to the affected bidders. To review our existing web site, please see: [www.oahi.com](http://www.oahi.com).