

The BC Energy Regulator (“BCER” or “Regulator”) is requesting information from interested parties that would have the capacity to provide review, analysis and consultation services in an effort to update its website homepage (bc-er.ca) to improve user experience. The intent is to consider options to improve the ability for users to find content, to improve the ability to highlight recent content (usually about 1-2 new content items per month) and consider other ways to improve user experience such as imagery, layout, navigation, and implementation of best practices. Additionally, as we have just completed a name change, we would like to consider advice to improve SEO (Search Engine Optimization) for our website (e.g. a search for “BCER” does not easily find our website) to ensure the new bc-er.ca website can be found when the various audiences the BCER connects with are looking for specific topics.

Organizational Vision and Mission

The BCER regulates the full life cycle of energy resource activities in B.C., from site planning to restoration. We ensure activities are undertaken in a manner that protects public safety, safeguards the environment, supports meaningful reconciliation, and advances the public interest and contributes to B.C.'s economy. The BCER's current legislated mandate, regulatory framework, core activities and organizational structure are described in the [2023/24 - 2025/26 Service Plan](#) available on the BCER's website at www.bc-er.ca.

The BCER mission is as follows:

We regulate the life cycle of energy resource activities in B.C. from site planning to restoration, ensuring activities are undertaken in a manner that:

- Protects public safety and the environment
- Supports reconciliation with Indigenous peoples and the transition to a low-carbon economy
- Fosters a sound economy and social well-being

RFI Objective

This RFI seeks to locate vendors that would have the resources and experience to conduct a competitively priced user experience audit of BCER's website and provide a comprehensive report back to Regulator staff.

Interested parties are invited to respond to this RFI by submitting a response to the BCER by **April 3, 2023**.

Respondents are requested to provide a concise and focused response to this RFI. Responses are requested in the following format:

- a) brief company profile (1 page maximum)
- b) name of a key contact person, including telephone number, and Email address
- c) ideas, information, advice, and recommendations
- d) identification and discussion of key factors the respondent recommends the BCER consider when establishing its future business needs
- e) high-level cost estimates
- f) other required information specific to the nature of this RFI and deemed important by the respondent.



Request for Information # RFI22024001

This RFI may be used to pre-qualify or screen vendors for a subsequent competitive bidding process, if any.

No product demos will be involved in the RFI process. These will be undertaken at a later stage if appropriate.

If subsequent competitive bidding opportunities are issued, the BCER is under no obligation to advise any vendor responding to this RFI. Vendors are advised to monitor the B.C. Bid website (<https://www.new.bcbid.gov.bc.ca>) or the BCER's procurement page (<https://procurement.bc-er.ca/>) for any such opportunities, which will be open to all vendors regardless of whether or not a response to this RFI has been submitted.

All responses to this RFI become the property of the BCER and will be held in confidence, subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. Respondents to this RFI consent to the BCER incorporating any submitted ideas, concepts, approaches, or strategies into any planning, design, procurement, or contractual activities related to any aspect of the project without any obligation, liability, or consideration on the part of the BCER. The BCER will not be responsible for any costs incurred by any vendor in responding to this RFI.

Responses should be delivered to <https://procurement.bc-er.ca/> before **2:00 p.m. Pacific Time on April 3, 2023**, and should reference RFI 22024001.

All enquiries related to this Request for Information, including any requests for clarification, are to be submitted by **March 27, 2023** and directed, by Email, to procurement@bc-er.ca, who will provide responses on <https://procurement.bc-er.ca/> if time permits. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses will be recorded and may be distributed to all respondents at the BCER's option.