
WEBSITE MAINTENANCE AND SUPPORT

Introduction

Health Quality Alberta is a provincial agency that brings together patients, families, and our partners from across healthcare and academia to inspire improvement in patient safety, person-centred care, and health service quality (see <http://www.hqa.ca>). We assess and study the healthcare system, identify effective practices, and engage with Albertans to learn about their experiences.

Our success is dependent on our work (information, tools and resources) being easily accessible to our partners, and for our partners and the public to understand our role and recent priority areas of work. The HQA.ca website plays a critical role in supporting our ability to achieve our vision and mission.

Health Quality Alberta is looking for a vendor partner for a three-year contract to provide website maintenance and support, while recommending necessary upgrades and enhancements to ensure our website remains reliable, high-performing, and aligned with current leading practices.

Quotations are due Wednesday, May 6, 2026.

Project description

Health Quality Alberta maintains three WordPress websites, our main [Health Quality Alberta website](#), [FOCUS](#), and [Just Culture](#). The Health Quality Alberta website was redesigned in 2022, and FOCUS was redesigned in 2023.

Our small team maintains these websites, and can complete updates, make minor structural changes, and add new pages. We do not have the in-house expertise to meet the more complex significant needs of the websites.

The responsibilities of the vendor partner include:

- Assisting with major site changes, such as upgrades to the design templates, significant menu changes, and the implementation of new plugins.
- Being available for emergency support and troubleshooting, including issues caused by internal updates.
- Performing routine website maintenance, such as malware scanning, plugin updates, automated backups, and identifying broken links.
- Performing performance optimization to improve site speed and reliability.
- Supporting efforts to improve search visibility through Search Engine Optimization (SEO) and emerging Generative Engine Optimization (GEO) practices.
- Supporting integrations with third-party tools, such as Google Search Console, Google Analytics (GA4), social media platforms, and MailChimp.
- Advising on digital strategy and provide recommendations for website enhancements aligned with current best practices, accessibility standards, and emerging technologies.

We understand that details may be subject to change upon vendor recommendation and/or research of more optimal solutions. In your proposal, please feel free to suggest additions or alternatives.

Requirements for quotation

Each quotation should include the following information. It is important that each section be addressed in sufficient depth to allow for a complete assessment of capacity and capabilities.

- A selection of portfolio samples. Can include hyperlinks to online content.
- Information about the agency or individual.
- Description of skills and expertise relevant to the work required.
- Previous client references.
- Additional details:
 - understanding of the Health Quality Alberta needs
 - proposed approach/working style
 - hourly or project rate
- Any other supporting information the bidder feels is relevant.

Quote process

While Health Quality Alberta has made every considerable effort to ensure that accurate information is contained in this request for quotation (RFQ), the information is supplied solely as a guideline. The information is not guaranteed or warranted to be accurate, nor is it necessarily comprehensive or exhaustive. Nothing in this RFQ is intended to relieve the potential contractor from forming their own opinions and conclusions in respect of the matters addressed in this RFQ.

Please note that the lowest price quote will not necessarily be selected. Only where two or more quotes offer work judged to be of equal value, quality, and reliability, will cost be the determining factor. Health Quality Alberta reserves the right not to award a contract to the highest evaluated proposal or to any proposal.

Confidential information

All quotes received are confidential and shall be treated as such. All documents submitted to Health Quality Alberta are subject to the protection and disclosure provisions of the Access to Information Act (ATIA), the Protection of Privacy Act (POPA) and the Health Information Act (HIA). While these Acts allow a person a right of access to records in Health Quality Alberta's custody or control, it also prohibits Health Quality Alberta from disclosing personal or business information where disclosure would be harmful to business interests or would be an unreasonable invasion of personal privacy.

Applicants are encouraged to identify what portions of their submissions are confidential and what harm could reasonably be expected from its disclosure.

The Acts named above can be obtained through the Alberta King's Printer Bookstore or website:

<http://www.qp.alberta.ca>

The selected vendor is required to manage identifiable personal and health information in compliance with the HIA, ATIA, and the POPA, as an agent under contract with Health Quality Alberta. Specific confidentiality and privacy requirements are included in Health Quality Alberta's contract. These requirements will apply to all sub-contractors, and all sub-contractors engaged by the vendor must be identified clearly to Health Quality Alberta.

RFQ timeline

Activity	Deadline
RFQ ISSUED	APRIL 22, 2026
PROPOSALS DUE	MAY 6, 2026
SUCCESSFUL RESPONDENT CONTACTED AND CONTRACT AWARDED	MAY 13, 2026

Questions and submission

Submissions and any questions regarding the intent or content of this RFQ should be directed to:

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