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December 2022 (Updated December 13, 2022)

**REQUEST FOR PROPOSAL
WEBSITE DESIGN AND DEVELOPMENT**

**Village of Antioch, Illinois
874 Main Street
Antioch, IL 60002**

PROJECT BACKGROUND

The Village of Antioch, Illinois, seeks proposals from qualified vendors to refresh and update its current website. The current website was last refreshed visually and navigationally in 2015. We are looking to launch the new website during the first half of 2023.

For your reference, the current website can be found at www.antioch.il.gov.

PROPOSAL SUBMISSION REQUIREMENTS

Please submit the following with your proposal:

1. Cover Memo
2. A detailed profile of your company, including all contact information
3. Proposal
4. Cost summary and fees for design, implementation, and ongoing maintenance and costs
5. Timeline
6. Description of implementation and onboarding process
7. Outline of your company's project management process and key personnel who will lead and execute the project
8. Examples of similar past projects
9. At least three municipal references
10. For written proposals submitted via mail, please include five copies.

Proposals must be submitted via mail or email no later than the close of business (5:00 p.m. CST) on January 13, 2023. For proposals submitted via email, please use the subject line "Village of Antioch Website Design & Development RFP". Send proposals to:

Village of Antioch
Website Design & Development RFP
874 Main Street
Antioch, IL 60002

INQUIRIES

Inquiries regarding this Request for Proposal must be submitted via email and directed to:

James Moran
Communications Specialist, Village of Antioch
jmoran@antioch.il.gov

The deadline to submit questions is: Monday, January 9, 2023.

PROJECT GOALS & SCOPE

The Village recognizes that your company has general experience in the design and construction of websites and specific experience with governmental websites. The Village will rely on your expertise in these areas.

The Village of Antioch seeks the services of a qualified firm with considerable ability in the areas of web design, graphic design, content management, and project coordination to redesign the Village of Antioch's website. The Village is seeking one firm to coordinate website design, implementation, and management services.

The following items are strong preferences, but not necessarily rigid requirements. If based on your experience, there are better methods to address these preferences, we strongly encourage your suggestions.

Likewise, if there is additional functionality that the Village has not included in this RFP but you feel would benefit the community or website, please include both descriptions and costs.

A) Graphic Design – The website should have consistent design template(s) for all pages within the website, to the following specifications:

1) Requirements:

- (1) Accessibility: The site must comply with the current requirements of the Americans with Disabilities Act, with Section 508 of the Rehabilitation Amendments Act of 1998, and with the Electronic and Information Technology Standards adopted by the Architectural and Transportation Barriers Compliance Board (reference 36 CFR Part 1194).
- (2) Compliant with Illinois Web Accessibility Standards (<http://www.illinois.gov/iwas/>)
- (3) Design should provide sufficient contrast so that color-blind visitors can properly interact with the site
(<http://msdn.microsoft.com/library/enus/dhtmltechcol/cols/dnhess/hess10092000.asp>)

2) Preferences

- (1) The website must be visually appealing and include a mix of text, photos, and graphics
- (2) An uncluttered appearance that does not overwhelm visitors with information overload
- (3) Ability to secure pages or sections from public view, with access restricted by password protection
- (4) The website should not require any plug-ins to function
- (5) Mobile browser capability with usability on a variety of mobile devices of various screen sizes and resolutions

B) Informational Design – The website should consist of an updated informational outline in keeping with municipal website standards and/or best practices.

Suggested top-level navigation includes:

- 1) Residents
- 2) Visitors (or Recreation)
- 3) About Us
- 4) Online Services
- 5) News
- 6) Calendar

The Village would appreciate your suggestions concerning the informational structure.

Additionally, a home page pull-down menu for “Most Popular” should be included and easily editable by staff, in keeping to limit information overload.

C) Functionality

- 1) Calendar: Comprehensive, Easy-to-Use Online Community Calendar: Include a Village calendar that is updated internally, in addition to a user-driven site that can be accessed securely by our business community and the public to upload business and community news and events (with secure approval process), with an easy-to-use calendar module searchable by type of meeting or event. The calendar should offer multiple views with the ability to filter by categories, including calendar grid and chronological listing. Also, can feature events on the home page.
- 2) E-Mail Notifications: Provide a user-friendly way for residents to sign-up and receive E-mail notifications.
- 3) Emergency Notification: Ability to display an emergency message on a scroll across the website.
- 4) Forms: Ability for staff to easily create and compile forms that can be submitted by visitors to the site. A workflow function that directs inquires to departments and allows for tracking, is ideal.
- 5) Meeting and Agenda Management Solution: If available, provide cost and services relative to agenda and meeting management solutions.
- 6) News Center
 - a) A simple administrative editor for adding news releases with headlines, dates, teasers, and content
 - b) Ability to feature select headlines/teasers on the home page with a link to the full release
 - c) Automatic chronological indexing of existing/past releases within an archive section
 - d) RSS feed
 - e) Breaking News, Customer Service & Communications/social media Portal: Provide an interactive interface for breaking news, as well as discussion forums for the public to register comments, complaints, and feedback. Provide a direct home-page interface to social media channels for news.

- 7) Resident Feedback: The Village is interested in soliciting feedback from residents and utilizing the site as a tool for resident interaction. The site should provide an easily accessible, mobile-friendly user interface for residents to use to report any non-emergency village issues, ask questions, and find answers.
- 8) Search
 - a) Pages should be constructed for indexing by common methods with the capability to designate certain pages to remain un-indexed
 - b) Ability to search PDF documents, Microsoft Word, Excel, and PowerPoint documents, in addition to standard HTML or database searches.
 - c) Ability to control the priority of pages/documents returned for certain search phrases
 - d) Administrative report of the most frequently searched terms, configurable by date range and number of terms
- 9) Social Media integration: To ensure that the Village is relaying important information to all audiences through current technologies, propose programming services for social media that allows the Village to automatically push updated content to social media outlets.
- 10) Efficient Navigability and Effective Searchability of Public Documents: Provide an intuitive navigation structure and an easy-to-use portal for uploading and archiving public documents, with a database component for efficient searchability by the public. The site must be able to provide “friendly” URLs through the Content Management System.
- 11) Departmental Service Pages and Employee Directory – Provide a searchable Employee Directory as well as easily navigable and efficient pages for departmental information, including Public Safety, Public Works, Human Resources, Careers, etc.
- 12) Available Properties and Business Databases: Provide an effective and efficient searchable database for available properties (residential and office) and local businesses.
- 13) Transparency/ FOIA Tracking Module: If available, provide cost and services relative to transparency/ FOIA tracking services.
- 14) If you offer other government service modules, please include individual and bundle pricing.

NOTE: This proposal will be “Design-Build” as many facets of the project are open to further analysis as the process unfolds. Complete specifications have not been finalized.

- D) Content Updating - The current Village website is updated by a limited number of staff in decentralized operating departments. It is likely that a limited number of staff will remain responsible for future content updates. A content management system (CMS) should include:
- 1) Uploading photos, videos, documents, creating hyperlinks, and entering text by non-technical personnel
 - 2) Permit the use of custom code
 - 3) The ability for website administrator(s) to approve content before being posted to the website
 - 4) Schedule the launch and expiration of content

5) Workflow features to set reminders to update content

Respondents should indicate the type of software being used and also list any additional software that will be used to create the site. Respondents will also need to indicate any software licenses or maintenance the Village will need to purchase, if applicable.

E) Hosting – The website may be hosted on a virtual server, however, the Village would find service level guarantees very attractive. Additional hosting services requested include:

- 1) Fixed IP address for the site
- 2) SSL Certificate
- 3) Unlimited or generous file storage
- 4) Unlimited or generous bandwidth
- 5) Significant reporting and metrics on a monthly or on-demand basis
- 6) Automatically scalable

F) Content Migration

Content from the existing site will need to be extracted and added to the new site. The Village would like a proposal for this service.

G) Training

The selected company will be required to provide training to village staff on how to input content, perform routine maintenance and add audio/visual components to the website.

TENTATIVE TIMELINE

- RFP Issued December 12, 2022
- Vendor Submissions Due January 13, 2023, by Close of Business (5 p.m. CST)
- Vendor Presentations (Required) January 23 – January 27, 2023
- Vendor Recommendation Chosen February 1, 2023
- Recommendation to Village Board February 8, 2023
- Project Begins February 13, 2023
- Web Site Launch **ASAP**

SYSTEM REQUIREMENTS

Maintenance, system, and software support must be provided as a part of the contract and must be included as one of the items in the cost summary. All items submitted in the proposal must be fully supported by the manufacturer/vendor. The selected vendor will be required to assume all responsibility for the delivery, installation, and testing of all software and support systems offered in their proposal, whether or not the vendor is the producer or manufacturer.

CONTRACT DURATION AND PRICE CHANGES

The Village of Antioch is seeking a multi-year agreement with all conversion, application, hosting, and maintenance services as part of the costs proposed. At no point will pricing be allowed to rise above the stated contract. Devices and additional services may be added during this time.

ADDENDA

Addenda are any graphic or written instruments issued by the Village of Antioch prior to the date for receipt of proposals that modify or interpret this document by additions, deletions, clarifications, or corrections.

EXCEPTIONS

Exceptions to any part of the requirements stated in this request must be clearly identified as exceptions in the submitted proposal.

CONFIDENTIALITY OF INFORMATION

Any submitted information considered trade secret or confidential to the proposer or rendered via a non-disclosure agreement with the Village must be so labeled and enclosed separately. The proposer, the Village of Antioch, and their agents will hold the submitted proposal and any related materials in confidence if so requested by the proposer. Throughout the evaluation process, any information therein will not be made available to any other party unless precluded by Illinois State Code. No debriefings or scoring sheets will be released before the final recommendation. However, after the award, all contents of the selected proposal will be considered public information. All proposal material supplied, including supporting material and information disclosed during the proposal evaluation process, will become the property of the Village of Antioch and will be retained for internal use. The Village of Antioch reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the proposer of the conditions contained in this request for proposal, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the Village of Antioch and the vendor selected.

INCURRING COSTS

The Village of Antioch is not liable for any costs incurred by replying to this RFP.

PROPOSAL CLARIFICATION QUESTIONS

After reviewing all proposals received in response to this RFP, the Village of Antioch may develop a list of clarification questions to be addressed by the Vendor. The Village of Antioch will send these questions to the Vendor for clarification, and vendors should address these questions in their presentations.

EVALUATION CRITERIA

This RFP is not meant to favor any vendor. Instead, it is designed to meet the needs of the Village of Antioch. The Village of Antioch will weigh the proposals based on the proposer's references, qualifications, and support as well as technical merit and cost. Award will not be made on price alone.

A "short list" of vendors meeting the desired criteria will be compiled. Vendors making the "short-list" will be asked to come on-site or virtually to provide a presentation of their solution.

In awarding the Contract, the Village will take into consideration the proposer's skill, facilities, capacity, experience, responsibility, previous work record, financial standing, the necessity of prompt and efficient completion of work described in the proposal documents, or other factors the Village of Antioch considers relevant. The inability of the proposer to meet these conditions may be cause for rejection of the proposal. The Village is seeking a solution that best addresses the needs outlined in this RFP. Vendors may respond "a' la carte" to items identified in this proposal. Vendors may partner to achieve the total solution requested and such partnerships and subcontracting relationships should be clearly identified in the proposal response. One vendor must be identified as the primary, proposing vendor for the portion of the proposal they are responding.

PROPOSAL ACCEPTANCE

The Village of Antioch reserves the right to accept or reject any or all proposals and waive formalities or irregularities in the process. A proposal once submitted shall be deemed final and binding on the

proposer and shall constitute an option with the Village of Antioch to enter into a contract upon the terms set forth in the proposal. All proposal prices must be valid for 60 days from the proposal due date.

PROPOSAL AWARD

Unless otherwise indicated in the specification for a proposal, the Village of Antioch reserves the right to award the proposal in whole or in part, by item, or by a group of items where such action serves the best interests of the Village of Antioch.

CONTRACT NEGOTIATIONS

The Village of Antioch reserves the right to negotiate a contract after the successful proposer is selected. Selection will be based only on the proposal and subsequent interviews, if any; therefore, proposals must be complete.

CONTRACT DOCUMENTS

The proposer's response to this RFP, response to questions, and written addenda will become part of the contractual documents upon signing of contract documents. The order of precedence shall be signed contract, response to follow-up questions, response to addenda, and response to the RFP. The most recently dated response to an item will supersede other items referencing the same topic.

FEES AND COMPENSATION

Provide a proposed lump sum budget for the completion of the proposed scope of services with cost breakdowns by scope element. Payment terms will be negotiated through the contract process.

WARRANTY

Warranty on all systems proposed will begin after successful installation, NOT upon delivery of the system.

EXISTING SOFTWARE, HARDWARE, AND OPERATING ENVIRONMENT

Applications that are included in the proposal must be demonstrated on a production basis before acceptance of the proposed system takes place. No "beta" products shall be proposed for this project. Include in the exceptions portion of the proposal any points where the proposed application packages DO NOT conform to the Functional Requirements included in this RFP.

SECURITY

There must be a secured administrative function provided to maintain and monitor security. Secure, administrative functionality must exist to maintain users and provide access to users so that they only have access to those pages that they are given rights. Administrators must have access to all areas of the website. Administrative functionality should also include the ability to make modifications to the main page of the site.

INSTALLATION AND DELIVERY

Any materials/equipment shall be delivered to its proper location and installed by the proposer. During the time between delivery and acceptance, the Village of Antioch cannot be held liable for any damages to or theft of any components. It will, therefore, be the responsibility of the contractor to obtain insurance against loss, theft, and damage.

OWNER'S RESPONSIBILITY FOR DELIVERY AND INSTALLATION

Please identify the exact tasks that the Village of Antioch must perform and/or be responsible for in order to accomplish the delivery and installation of the system if any. (Attach a separate sheet labeled "Required Pre-Delivery and Installation Tasks" if needed.) This may include, but not be limited to

server purchases, server and/or workstation operating system upgrades, software upgrades, client software installations, client hardware upgrades, etc.

INITIAL LOADING

The selected vendor must agree to provide qualified systems staff to assist in the initial installation and configuration of the system, including a full transfer of all existing website content, documents, links, photos, etc., and full functional formatting of the new site. The vendor should provide a complete, written implementation plan and schedule of work to be done before commencing any installation of hardware or software.

TRANSPORTATION AND INSTALLATION

To be responsive, vendors must include the cost of transportation, installation, and testing of equipment on-site. The costs associated with transportation, installation, and testing shall be given in the cost breakdown.