

Bi-State Regional Commission (BSRC) Website Redesign RFP

WEBSITE REDESIGN RFP

The following document is distributed by the BSRC for the purpose of identifying and engaging a vendor for the redesign, development, and implementation of a website rework.

1) COMMUNICATION

Please direct all communication regarding this RFP to:

Denise Bulat
Bi-State Regional Commission
1504 Third Avenue
Rock Island, IL 61201
Email: dbulat@bistateonline.org
Phone: 309-793-6300 Ext. 1140

All communication must be submitted in writing (e-mail is acceptable) and reference the specific section of the RFP in question.

Questions may be submitted until noon on November 19, 2021. A response document to all questions will be e-mailed to all questioners and vendors in the distribution list by 4:00 p.m. on November 22, 2021 and placed on the front page of the Bi-State website.

2) SUBMITTAL

Final proposal is due by 4:00 p.m. on November 30, 2021. RFP submissions may be submitted electronically in PDF form or by hardcopy to:

Denise Bulat
Bi-State Regional Commission
1504 Third Avenue
Rock Island, IL 61201
Email: dbulat@bistateonline.org
Phone: 309-793-6300 Ext. 1140

Proposals received after 4:01 p.m. on the submission deadline specified above will not be considered. Respondents should allow sufficient delivery time to ensure receipt on or before the deadline. Respondents assume all risk associated with the delivery method chosen. BSRC assumes no responsibility for delays caused by any means of delivery service chosen by the Proposer. All submittals, and any accompanying documentation delivered with the response to this RFP, become the property of the BSRC and will not be returned.

3) SELECTION PROCESS

In evaluating the proposals submitted, BSRC will consider the following attributes (in no specific order):

- the proposed strategy and techniques of the development proposal
- the experience and resources of the development team
- experience with regional planning organization, public, or city/government websites
- the proposer's portfolio of work
- proposed cost estimates

BSRC reserves the right to select the most qualified proposer, as well as request a conference call or a

personal interview of one or more of the proposal teams prior to making a final selection. BSRC does not guarantee that a contract will be awarded as a result of the completion of this RFP.

4) OBJECTIVES

BSRC is seeking proposals regarding the redesign and implementation of a modern website design for the BSRC that will continue to provide information to the public on what BSRC does and how they can help the Bi-State Region. BSRC has already acquired a domain name. BSRC will have the selected vendor contact their web host to install the necessary CMS (Content Management System) software.

The primary goal of the redesign is to create a modern site that is intuitive, functional, flexible, easy to maintain, informative, and visually exciting. The website should focus on functionality and originality. BSRC is interested in high-function design solutions that both enhance the user experience and reflect positively on the organization. The intuitive nature of the site should be of primary focus of the navigation and functionality development. The new site must be easy to read, load efficiently across multiple Internet browsers, and be viewable on desktop, tablet, and mobile platforms.

The Bi-State site is a repository of information. If we do not have the information, we point the user where to go to get the information. Document handling and organization within the site comprises a large amount of time in the development. We need to make sure we have a stable and searchable document system.

All of the bistateonline.org pages (including subdomains such as gctransit.org, ricwma.org, etc.) must be migrated. This new site will also include a page developed for the Comprehensive Economic Development Strategy (CEDS) and Revolving Loan Funds (RLFs).

5) TECHNOLOGICAL REQUIREMENTS

All submissions must include the following technical elements:

- Define the programming language(s) that will be utilized in the development of the site.
- Note: Flash may not be used in the development of the site.
- Display must be responsive and optimized for desktop, mobile, and tablet devices.
- Cross-platform/browser compatibility.
- Content Management System (CMS): The site must be developed on a system that can be used for internal maintenance for at least 70% of the site-content, including all content that regularly changes or updates. The chosen CMS will allow designated personnel to update the site WITHOUT directly accessing source code. The actual CMS system to be used is at the discretion of the vendor; however, a nonproprietary, open-source system is considered preferential. If a proprietary fee-based system is chosen, the costs (one-time, annual, monthly, etc.) and the reason behind the recommendation must be disclosed in this RFP. Priority will be placed on open-source CMS recommendations, and the BSRC reserves the right to request a respondent to consider developing on a non-proprietary CMS. NOTE: The BSRC may request a demonstration of the recommended CMS from considered candidates. The site must be Section 508 and W3C compliant. Google Analytics must be integrated and provided. BSRC will be responsible for domain name registration/maintenance and hosting arrangements.

6) FUNCTIONALITY

For the website updates, BSRC is interested in ideas that could be incorporated into the website. Please describe any and all proposed recommendations to enhance site functionality. Functional requirements incorporated into the site should include, but are not limited to:

- Fast-loading graphics and text
- Limited animation
- No sound (except in videos, if applicable)
- The inclusion of social media
- "Print this page" options – either PDF or print optimized page, not the image of the webpage
- Multiple language translations
- Bill pay functionality for the future – no payments are made online at this time
- SEO (Techniques to be utilized)

7) TESTING

In the response to this RFP please describe, in detail, the testing and quality assurance process used prior to final approval of the launch for the website. Include all applicable processes and technologies that will be applied.

8) SITE MAINTENANCE

BSRC staff will be primarily responsible for the ongoing maintenance and upkeep of the basic site content, handling text edits, and uploading new documents.

As part of this RFP, identify the administrative capabilities that will be present in the CMS. Edits will need to occur in a WYSIWYG CMS editor as opposed to code modification. Include any technical knowledge requirements of the BSRC staff.

9) TRAINING

The selected bidder will be responsible for training the staff of The BSRC on the chosen CMS system. Training may occur remotely or in-person as needed.

10) TIMELINE

In the RFP response, please provide an estimated timeline with identified responsibilities and address the following:

- In the event that the proposed process deviates from the schedule, what will be the process to fix the delay or adjust the schedule?
- What will happen if content (from the BSRC) is not ready at the intended launch date?

11) BUDGET

In the RFP response, please identify and describe actionable process steps and the total costs associated with each step for the work performed.

Example:

- Content Outline \$xxx : Description
- Site Map \$xxx : Description
- Home Page Mockup \$xxx : Description
- Design Development \$ xxx : Description
- Wireframe Development \$ xxx : Description
- Programming \$ xxx :Description

- Testing \$ XXX : Description
- Mobile Platform Conversion \$ xxx : Description
- ETC.

RFPs will be evaluated on a comparison of cost vs. services provided.

Functionality will take precedent over design within the budget. However, if there are optional technical and/or creative recommendations that fall outside of the budget, and are deemed important or valuable to creating a superior user-experience, please identify and line item the additional proposed elements with their associated cost(s) as part of the response to this proposal.

12) FEES

The price provided in the BUDGET section should be inclusive. However, any additional fees or charges not covered in the BUDGET section must be detailed as line-item costs. This does not include maintenance support as covered in the SITE MAINTENANCE section. Please include any costs that may be incurred after the website is complete. (ex. Year 1 cost, Year 2 cost, through year 5.) NOTE: The BSRC will not be held responsible for any potential travel fees associated with the acceptance of a contract in response to this RFP.

13) QUALIFICATIONS

In the RFP response, please describe your firm's knowledge and experience in web design, development, user experience, user interface, and hosting; your knowledge and experience in database design and administration; your knowledge and experience of applicable regulatory and legal requirements; your knowledge and experience in website hosting and maintenance; and your proven track record of customer service and responsiveness to clients in a high-contact setting.

14) STAFF RESOURCES

Identify the primary individuals that will be involved with the project, including a description of their background, their role, and relevant projects they have been involved with.

15) TERMS AND CONDITIONS

This is an open and competitive process in compliance with 2 CFR 200 Sections 317-326. Bidder must disclose any potential conflicts of interest and/or pending legal action. BSRC will negotiate payment terms with the selected bidder upon agreement to enter into contract. All contracts are subject to federal certifications as required by the funding source.

16) CERTIFICATIONS AND ASSURANCES

The proposal will be accompanied with a statement of the following certifications and assurances:

- The attached proposal is a firm offer for a period of 90 days following receipt, and it may be accepted by The BSRC without further negotiation at any time within the 90 day period.
- I/we understand that The BSRC will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals will become the property of The BSRC, and I/we claim no proprietary right to the ideas, writings, items, or samples.
- I/we warrant that, in connection with this procurement no attempt has been made or will be made by the Consultant/vendor to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

Signature

Date

Title