



Request for Proposal for Professional Services

Niles Township Government Website Design & Development

Niles Township Government
5255 Lincoln Ave
Skokie, IL 60077
Phone: (847) 673-9300

Submittal Requirements

The deadline for RFP responses is **Wednesday, April 6, 2022 at 2:00 p.m. CST.**
Sealed bids will be accepted in hard copy only to:

Charles Levy
Niles Township Clerk
5255 Lincoln Avenue, Skokie, Illinois, 60077
E-mail: clerklevy@nilestownshipgov.com

Inquiries

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

Richard Krier
Administrator
E-mail: rkrier@nilestownshipgov.com
847- 673-9300

Overview

The Niles Township Government is seeking to update its website to enhance the user experience, simplify content management, and provide improved citizen-centric information and customer service to its community, while meeting high standards for design quality and visual appeal. The Township would like to decentralize content management by empowering our staff to easily create and manage website content in each Township department under the oversight of the Township Administrator, Administrative assistants and other personnel of the Township.

The Niles Township Government seeks the assistance of an experienced company that can accomplish all the functionality identified in this RFP. The Township also seeks a company that has the capability of integrating additional features and functionality that may be identified in the future. The experienced company should have a team of experts who understand local government, to help us achieve our vision – all while providing 24/7/365 support.

Situational Analysis

The Niles Township Government is seeking to enter into a professional services agreement with a qualified vendor to design and implement a new website based on the above strategy. The Township's website URL is currently [nilestownshipgov.com]. The Township's emphasis is on incorporating extensive content management tools and database driven architecture while providing a user-friendly and intuitive site structure and an interface that is both attractive and **ADA compliant**. The Township would like a vendor to provide hosting services for the website in a secure data center.

Background

Since 1850, Niles Township Government has been dedicated to improving life for its residents. Niles Township is located in the northeast corner of Cook County. With a population of over 104,863, and 21.3 square miles the Township includes the villages of Skokie, Lincolnwood and Golf, and sections of Morton Grove, Niles and Glenview. We have fourteen employees here at the Township, with four of them working in the Food Pantry, and the other ten in the Government Building. Our current website URL is (nilestownshipgov.com) and we are looking to update this URL in plenty of ways, as described throughout this request for proposal.

Format for Proposal

The Niles Township Government will evaluate vendor experience, qualifications and capabilities for developing and implementing a new Township website. The response should be formatted to address all items outlined below. Responders are required to submit a written narrative addressing each of the underlined section items including section bullets:

Executive Summary – 2 page maximum

- Overview of how your company will approach the project for Township
- Statement that website will meet Accessibility Compliance requirements
- Statement of guaranteed uptime

Company Profile

- Company overview and history
 - How long has the company been in business
 - Number of current employees
 - Where are support and development staff based?
- Company Vision and Future Plans

Key Personnel

- Name, title, role
- Education, years of experience

One source vendors are preferred. If utilizing subcontractors for any portion of the project including engineering, design or support, provide key personnel and company information.

Municipal Website Experience

- Public Sector/Municipal References (minimum of five, including information below)
 - o Client name
 - o Website URL
 - o Client contact person and title
 - o Phone
 - o Email address

Description of Features and Functionality Included with the CMS

At minimum:

- Detail availability of all features and functionality listed in Required Features and Optional Features sections of this RFP

Project Development Approach

- Typical timeline/schedule
- Detailed explanation of all project phases including consultation, design, development, content migration, training, implementation
- Training options
- What role the Township will play in the project

Scope of Work

- Project phase deliverables
- What will be expected of the Township
- What the Township can expect from the vendor

Hosting and Security Minimum Requirements - Discuss in detail

- 99.9% uptime (outside of scheduled maintenance) guaranteed by Service Level Agreement to be supplied upon request
- Data Center
 - o Tier II, managed network infrastructure, on-site power backup and generators, redundant network, 24/7/365 system monitoring, multiple data centers
- Hosting
 - o Automated software updates and security patches, redundant firewall solutions, high performance SAN with N+2 reliability
- Bandwidth
 - o Multiple network providers, burst bandwidth of at least 22Gb/s
- Disaster Recovery
 - o 24/7 emergency support, online status monitor, event notification emails, recovery time objective no greater than eight hours, recovery point objective no greater than 24 hours, preemptive monitoring, geographically redundant backup
- DDoS Mitigation
- Availability of multiple security options

Support and Maintenance - Describe all available

- Dedicated account management
- Support services (US-based live support staff, hours, emergency availability, contact methods)
- Availability of online training manuals and technical support

Proposed Cost

All-inclusive/Lump Sum pricing is required. Pricing should include:

- Development cost
 - Days/hours of training, number of employees to be trained, on-site or virtual
 - Content migration – number of pages/URLs included
 - All products/functionality included
 - Proposed hosting and security option
- Ongoing cost for hosting, maintenance and support
- Cost for future website redesign

Additional Company Products (if applicable)

- Provide brief descriptions of additional products offered by the company

Required Features

The information below represents required functional capabilities in the selected CMS. It is not all inclusive, other functionality may be recommended or added. The Township's new website vendor must be able to provide at a minimum, the components shown.

- **Agenda Management** - Upload existing, create new, categorize, approve and manage agendas
- **Alerts & Notifications** - Display alerts prominently on website with notifications sent via email and text messaging to subscribers
- **Archive Center** - Store agendas, minutes, newsletters and other documents
- **Browser Based Administration** - Update, delete and create content from any device with internet access
- **Calendar** - Update/publish calendars for departments/categories with a main calendar to display all events
- **Citizen Sourcing Tools** - Allow for citizen idea submission, discussion, voting, etc.
- **Content Scheduling** - Set dates for content to automatically publish and expire
- **Departmental Home Pages** - Ability for departments to have dedicated pages within the site with that follow the same design as the other interior pages
- **Directories for Staff and Businesses** - Ability to allow citizens to search for staff or business information
- **Document Center** - Upload/download capability for files up to 1GB, back-end ability to search within published and unpublished documents
- **E-Notifications** - Electronic subscription, scheduled notifications for email and SMS
- **Facility Management** - Listings with maps, filtered search, and reservation capability
- **Frequently Asked Questions** - Ability to categorize FAQs by department or page
- **Intranet/Extranet** - Restrict pages by login

- **Levels of Rights/Permissions** - Allow system administrators to establish levels of rights for staff to update/manage/access content based upon roles
- **Live Edit** - Add, edit and move content directly on the front end of the site without the need to utilize or be trained in writing HTML or CSS code
- **Multilingual Support** - Using Google Translate or similar
- **News & Announcements** - Post news releases or updates dynamically to relevant pages based on category
- **Online Forms** - Create unlimited customizable forms, track and export results
- **Online Job Postings and Application** - Applicants can also create an online profile, fill out application and attach additional documents
- **Online Payments** - Ability to accept secure online transactions
- **Photo Center** - Store photos in a central location on website
- **Printable Pages** - Print-friendly function
- **Responsive Web Design** - Fully mobile responsive design - site adjusts to the screen size of all devices its being view on, includes forms, calendars, etc.
- **Request Tracking** - Citizens can submit requests with automated workflow to correct individual/department with exportable statistics and reports
- **RFP/RFQ/Bid Posting** - Allow for easy posting of bids to the site
- **Rotating Photos/Banners** - Slideshow capabilities
- **RSS Feeds out** - Registration by Department or Category
- **Sharing Capability** - Links to share content via email and social media on every page
- **Site Search** - Internal site search engine and log of search terms
- **Site Statistics** - Analytics and site audit reports
- **Sitemap & Breadcrumbs** - Automatically generated and updated sitemap and breadcrumbs
- **Social Media Interface** - Display social media feeds
- **Spotlight** - Ability to highlight important text on one or more pages
- **Website Visitor Profile** - Visitors can pick and choose the information that automatically becomes fed to their profile upon site login

Optional Features

The features below are not required by the Township at this time, however, please include information and availability of integration in the future.

- **Activities** - Create classes, display class schedules, limit the number of persons that can sign up per class, and email those who have registered for specific classes
- **E-Communication platform** - Create unlimited subscriber lists, and communicate over multiple channels – e-mail, text and social media from a single point of access
- **Custom Mobile App** - Citizen-facing mobile app
- **Administrator Mobile App** - Mobile app to access CMS features
- **Single Sign On Integration** - Authentication through Windows Active Directory or similar
- **Unique Department Home Page** - Ability for departments, associated organizations to have a unique separate design and URL
- **Video Center** - Live streaming video capabilities

Submittal Requirements

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Charles Levy
Niles Township Clerk
5255 Lincoln Avenue, Skokie, Illinois, 60077
E-mail: clerklevy@nilestownshipgov.com

Submittals that are not received on or before the specified deadline will not be accepted (no exceptions). The Township reserves the right to request follow-up information or clarification from vendors in consideration. Vendor is responsible to ensure delivery by the date and time included.

The Niles Township Government reserves the right to reject any or all submittals, to compare the relative merits of the respective responses, and to choose a vendor, which will best serve the interests of the Township.

Each response to this RFP shall be done at the sole cost and expense of each proposing vendor and with the express understanding that no claims against the Township for reimbursement will be accepted.

Evaluation Criteria

Responses to this RFP will help the Township identify the most qualified vendor and will be indicative of the level of the firm's commitment. The Township will evaluate the qualifications, references, overall fit with the Niles Township Government, as well as take into consideration the proposed scope and pricing submitted to determine the most qualified web vendor. Once a vendor is chosen, the Township will attempt to negotiate a professional services agreement encompassing the scope of this RFP at a fair and reasonable price. If contract negotiations fail, the Township may begin negotiations with the next most qualified vendor that submitted a proposal.

Selection Process

The selection process will involve the following phases:

- Phase 1: The Niles Township board members will evaluate vendor submittals. The initial review will determine conformance to submission requirements and whether responses meet minimum criteria established. Review will include the vendor's acceptance of RFP terms and completeness of submissions.
- Phase 2: Interview of most qualified applicants may be required.
- Phase 3: Review team will check references given.
- Phase 4: The Township will enter into negotiations leading to a professional services agreement.
- Phase 5: Professional Services Agreement will be approved by the Township Board.

Schedule

The approximate RFP schedule is summarized below:

- Issuance of RFP: **March 14, 2022**
- Vendor submissions due: **Wednesday April 6, 2022 by 2:00 p.m** at the Niles Township Government. Sealed bids will be accepted in hard copy only.
- Vendor interviews and reference checks: **April 12, 2022**
- Vendor approval, enter negotiations, execute a professional services agreement: **Monday April 25, 2022**

* Dates subject to change