

Request for Proposal (RFP)
Cheshire County, New Hampshire
Website Redevelopment
Issue Date: 02/05/2024
Response Due Date: 03/19/2024

Introduction

Cheshire County, New Hampshire, is issuing this Request for Proposal (RFP) to qualified website design and development firms for the total redevelopment of the county's official website. This project is a high priority for the county as it aims to enhance public accessibility, provide streamlined online services, and improve internal management of website content.

The new website must cater to the needs of a diverse audience, including residents, county employees, and elected officials, while also meeting the operational requirements of nearly 20 county departments. Additionally, the site must include tools for handling online employment applications, robust content management capabilities for in-house editors, and compliance with current web standards for accessibility and security that will mesh with current County IT practices.

Project Overview

This project will deliver a modern, mobile-responsive website that:

1. Enhances public engagement and communication.
2. Supports online job applications for county positions.
3. Facilitate information-sharing for all departments, including public safety, public health, administration, and more.
4. Offers an easy-to-use content management system (CMS) for county staff to maintain and update the site independently.

Scope of Work

The selected vendor will be responsible for a comprehensive website redesign and redevelopment, addressing the following:

Website Design and Branding

1. Develop a clean, modern, and professional design that aligns with Cheshire County's identity.

2. Provide a consistent and intuitive user interface (UI) to ensure easy navigation.
3. Incorporate branding elements that highlight Cheshire County's unique character and values.

Accessibility & Compliance

1. Ensure the website is fully responsive across all devices, including smartphones, tablets, and desktops.
2. Design the site to meet or exceed ADA (Americans with Disabilities Act) and WCAG 2.1 standards for accessibility.
3. Backup and Recovery: Automated daily backups and an efficient disaster recovery plan.
4. Support: 24/7 technical support for hosting-related issues.

Multi-Department Functionality

1. Build a framework that allows individual departments to maintain dedicated pages for their specific services and updates.
2. Include customized tools for departments such as but not limited to:
 - Sheriff: Public safety updates and incident reporting.
 - Human Resources: Online job postings and application submissions.
 - EMS: Ability for in-house response data to be properly displayed on the website.
 - Nursing Home: Admissions application and request a tour.
 - County Administration: Meeting agendas, minutes, calendar updates, video podcasts embedded into the page, and general news-like updates.

Employment Applications

1. Develop a system for posting and managing online job applications.
2. Enable applicants to submit resumes and other required documentation through the website.
3. Provide an intuitive dashboard for HR staff to manage and review applications.

Content Management System (CMS)

1. Implement a scalable, secure, and easy-to-use CMS (e.g., WordPress, Drupal).

2. Provide training for in-house staff to enable independent content updates and management. Around half of the County departments will need to make daily updates to their “page” ensuring the ability to edit pages is efficient and intuitive will be paramount.
3. Incorporate role-based permissions to allow specific departments to manage their sections while maintaining overall administrative control.

Content Migration and Creation

1. Transfer existing website content to the new platform.
2. Work with county staff to identify and remove outdated or redundant information.
3. Assist in creating new content as needed, including graphics, forms, and interactive tools.

Performance and Security

1. Optimize the website for fast loading times and reliable performance.
2. Implement robust security protocols to protect sensitive data and prevent unauthorized access.

Ongoing Support and Maintenance

1. Provide options for ongoing support, including technical assistance, updates, and enhancements post-launch.

Proposal Requirements

Proposals should include the following detailed sections:

1. Firm Overview

- Description of your company, including qualifications, expertise, and years of experience in website development.
- Examples of similar projects completed for government or public sector clients if applicable.

2. Proposed Solution

- Detailed explanation of your approach to website design, development, and deployment.
- Description of tools and technologies to be used.

- Specific solutions for multi-department functionality and online employment applications.

3. Project Plan and Timeline

- Detailed project timeline with key milestones and deliverables.
- Phased approach for design, development, testing, and launch.

4. Budget

- Comprehensive cost breakdown, including:
 - Design and development.
 - CMS implementation and training.
 - Content migration.
 - Optional ongoing support and maintenance.

5. References

- Provide at least three references from recent projects, including contact information and project descriptions.

6. Additional Features and Innovations

- Describe any additional features or unique/innovative solutions that could enhance the project.

Evaluation Criteria

Proposals will be evaluated based on the following weighted criteria:

1. Demonstrated experience with similar projects (20%)
2. Quality and creativity of proposed design and functionality (25%)
3. Technical capability and compliance with requirements (25%)
4. Cost and value for money (20%)
5. References and past performance (10%)

Submission Instructions

1. **Deadline:** Proposals must be submitted by March 5th, 2025. Late submissions will not be considered.
2. **Submission Format:**
 - Digital submissions in PDF format to dbernstein@co.cheshire.nh.us
3. **Questions:** All questions regarding the RFP should be directed to Director of Executive Services and Communications Davis Bernstein at the email above by March 5th, 2025. Responses will be shared with all interested vendors.

Change Orders, Payment Requisitions and Final Payment

1. Payment will be made within thirty (30) days of receipt of invoice based on reaching milestone objectives.
2. Before issuance of the final payment, the contractor shall certify in writing that all payrolls, materials, billings and other indebtedness (if any) pertaining to the project have been paid.

Award

1. Before making its award, the County shall consider the project proposal, work, and/or services or products delivered that best serves the needs and financial interests of the County. The County reserves the right to reject any or all bids, to award any bids, to waive as an informality any irregularities on bids received, and to omit any item or items as it may deem to be in the best interest of the County.
2. The County's assessment of the lowest responsible bidder, in addition to price, includes the skill, ability, and capacity of the bidder to perform the services. We consider the character, reputation, judgment, and experience of the bidder and how bidders perform in interviews and in response to inquiries.
3. In all cases, the decision of the County shall be final and not subject to review or appeal.
4. All bids submitted shall be held firm and not withdrawn for ninety (90) days from bid opening.
5. All change orders shall be initiated by the County prior to the implementation of said change in work.

Insurance

The successful bidder must submit a current certificate of insurance from a company licensed to issue such insurance in the State of New Hampshire. Insurance shall be maintained during the life of the contract (excess or umbrella coverage may satisfy requirements). Insurance shall not be altered or cancelled except with 10 days written notice to the County. The County shall be named as an additional insured on each insurance policy. Insurance certificates must show the type, amount, class of operations covered, effective dates and dates of expiration of policies.

The insurance required under this bid shall provide adequate protection for the successful bidder and any subcontractors employed by the successful bidder against damage claims, which may arise from work under the awarded contract, whether such work be by the insured or by anyone employed by him or her, and also against any of the specialty hazards which may be encountered in the performance of the contract as enumerated in the supplementary general conditions.

The following shall be considered minimum standards for insurance required to perform the work or services provided for the County.

General liability; automobile liability; excess liability; property liability (all risk including theft & fire):

Each occurrence - \$1,000,000.00

General aggregate - \$2,000,000.00

Workers' Compensation

Coverage A Statutory

Coverage B \$1,000,000.00

Sub-contractor Insurance: In case of any such work sublet, the successful bidder shall require any sub-contractor under the awarded contract to provide the same general coverage insurance and workers' compensation insurance as described above for all of the sub-contractor's employees that are to be engaged in such work, unless such employees are covered by the protection afforded by the contractor's Workers' Compensation Insurance.

In case any class of employees engaged in hazardous work under the awarded contract is not protected under the workers' compensation statute, the successful bidder shall provide or shall cause each subcontractor to provide adequate employer's liability insurance for the protection of such of his employees who are not otherwise protected.

The cancellation of any insurance held by the successful bidder and any sub-contractor under the awarded contract will automatically cancel any contract or bid. Such certificates shall also contain the following provision: “The insurance covered by this certificate will not be canceled or materially altered, except after ten (10) days written notice has been received by the County.”

Sub-Contractors

All sub-contractors used by the successful bidder must comply with all of the requirements of the bid and contract requirements as contained herein. Satisfactory proof or compliance of the specifications of the bid and contract requirements must be furnished to the County prior to any sub-contractor performing any work under the awarded contract.

Laws, Permits, and Licensing

It is the successful bidder’s responsibility to adhere to and comply with all federal, state and local laws, regulations, and codes as well to all standards and practices relating to the work being performed and/or services or products delivered. In addition, it is the successful bidder’s responsibility to procure and keep in effect any and all licenses, permits, notifications or other regulatory requirements relating to the work to be performed and/or services or products delivered.

Indemnification

In accepting the awarded contract, the successful bidder agrees to hold harmless and indemnify the County and its officers, agents, and employees from any liability arising from the work to be performed and/or services or products delivered.

Termination

Cheshire County retains the right under this contract to terminate work and/or services or products delivered and dismiss the successful bidder for non-performance with five (5) working days’ notice. Additionally, upon such termination the County reserves the right to award the contract to another bidder for completion of work and/or services or products delivered under this bid. All disputes shall be decided under the laws of the State of New Hampshire.