

**Website Redesign
Request for Proposal
Boone County, Illinois**



May, 16 2019

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Introduction

Boone County Administration is accepting proposals to design and develop a new website for the county. Our current website, www.boonecountyil.org, was launched in 2010 and runs on Drupal 6.38, a version that is no longer supported. The design and program have not been updated since it was launched, and we are no longer able to utilize some of the functionality that was once available. The website is maintained in-house by end users in each of the county's departments and hosted externally.

Boone County invites qualified firms to submit Website Redesign proposals to build a new site on a modern web framework that will provide an excellent user experience to our community and staff.

Boone County Information

Boone County is located in Northern Illinois. It is bordered on the north by Wisconsin (Rock and Walworth Counties), on the south by DeKalb County, on the east by McHenry County, and on the west by Winnebago County. Boone County is comprised of nine townships. (Manchester, Leroy, Caledonia, Boone, Belvidere, Bonus, Flora, Spring and Poplar Grove) Boone County is the smallest of the "northern tier" of counties, having an area of only 290 square miles and a population of 54,165 (2010 Census Data).

Boone County Government is comprised of twenty-four departments and employs approximately 260 people. Boone County is known for being primarily an agricultural community but we also are home to several large companies.

Objectives

Our primary objective with this project is to create a website that will provide our citizens and visitors with information about the services Boone County Government provides and activities in our community. The website should be easy to navigate, and information should be readily accessible to anyone visiting our website. It should provide intuitive navigation, comprehensive site search capabilities, and integrated services. The website should have a consistent look and feel on all pages regarding fonts, graphics and color schemes.

The website should be accessible to all our users. It should have a responsive design that will adjust to any screen. It should offer language translation options to better serve our diverse community. The website should be visually pleasing with a clean and modern design and reflect our commitment to customer service.

The site should be built so that we can maintain it in-house with minimal assistance from a web developer. Staff functions should be easy to perform. The build should be flexible enough so that staff can edit pages, images, menus, update the site as needed. The developer should avoid custom-generated code as much as possible to help ensure the sustainability of the website.

Target Audience

Our target audience for this project is our community, residents searching for resources and events, people and companies who are looking for a progressive community to relocate to.

Our 54,165 residents are diverse, active, community minded and involved in our local government. The residential and business population is stable while still providing our residents a rural setting to raise their families.

Most of our residents are financially in the middle class. The median income for a household in the county was \$61,210 and the median income for a family was \$69,380.

The community is ethnically diverse and has a large Hispanic/Latino population, therefore our target audience requires both communication in English and Spanish.

Proposal Guidelines and Requirements

Overview

This RFP is not an offer to contract. Acceptance of a proposal neither commits our organization to award a contract to any candidate, even if all requirements stated in this RFP are met, nor limits our rights to negotiate in our best interest. We reserve the right to contract with a candidate for reasons other than lowest price. Failure to answer any question in this RFP may subject the proposal to disqualification. Failure to meet a qualification or requirement will not necessarily subject a proposal to disqualification.

Valid Period of Offer

The pricing, terms, and conditions stated in the response must remain valid for at least 120 days from the date of delivery of the proposal to our organization.

Right of Rejection

Boone County Government reserves the right to accept or reject any or all responses to this RFP and to enter into discussions and/or negotiations with one or more qualified candidates at the same time, if that is in the best interests of our organization.

Cost of proposals

Expenses incurred in the preparation of the proposals in response to the RFP are the candidate's sole responsibility.

Ability to Complete

The vendor shall indicate how quickly they can proceed and a timeframe to complete.

Submittal Information

Completed proposals may be submitted by mail, or in person. (Friday, June 14, 2019 5:00 p.m.)

Mail

Boone County Clerk and Records Office
Attn: Julie A. Stapler, Boone County Clerk and Recorder
1212 Logan Avenue
Suite 103
Belvidere, IL 61008

Email

countyclerk@boonecountyil.org

Proposals and their accompanying documentation will not be returned.

RFP Questions

Questions regarding this RFP should be submitted via email to countyclerk@boonecountyil.org up to seven days prior to the deadline. (Friday, June 7, 2019)

Selection Process

- Phase 1: A County review team will evaluate vendor submittals. The initial review will determine conformance to submission requirements and whether responses meet criteria established.
- Phase 2: Interview qualified applicants
- Phase 3: Review Team will check references supplied
- Phase 4: Professional Service Agreement signed

Timeline

Boone County posts RFP	May 15, 2019
Questions concerning RFP taken until	June 7, 2019
Deadline for Submitting Proposals	June 7, 2019
Interviews	July 2019
Staff/Committee Review	August 2019
Proposals Reviewed and contract signed	September 2019

Proposal Requirements

Submissions that do not include each of the requirements listed below will not be considered.

- An overview of your company and the development process and approach you would take with this project
- Description of platform, open source or propriety, that website will be built on
- Hosting Information
 - Hosting location and bandwidth ability
 - System uptime statistics and your maintenance schedule
 - Redundancy and Disaster Recovery Plans in place
 - Maintenance of CMS and data backup schedule
- Contact information for at least three clients from the last two years
 - Provide list of five websites similar in nature that you have created in the last three years
- Outline of all project phases and timeline
- Availability for interviews during the selection process
- Provide development review and sign off before going live
- On- going costs for maintenance, hosting and support
- Itemized pricing and total cost of this project
 - Software purchasing, licensing, and/or development fees
 - Layout and design fees, including number of revisions
 - Training fees
 - Support Fees
 - Upgrade Fees
 - One-time or non-recurring costs including but not limited to delivery, installation, documentation, knowledge transfer, and training that the Contractor does not include as part of the fixed bid price of the proposed solution.

Required Features

The information below represents required functional capabilities in the Content Management System. It is not all inclusive; other functionality may be requested or added.

A website created with a modern web framework with a professional appearance

- **ADA Compliant** – Website should meet ADA compliance standards
- **Add-on availability** – Add on availability for future updates
- **Browser based administration** – Update, delete and create content from any device with internet access
- **Compatibility** – Website should be compatible with all browsers including mobile devices
- **Department Page** – Each department must have a main department page with the ability to have child pages for additional content
- **Document Center** – Upload/download capability for files up to 1 GB, back-end ability to search published and unpublished documents
- **Forms** - Fillable on-line forms
- **Frequently Asked Questions** – Ability to categorize FAQs by department or page
- **Improved Security Protocols** – Support for HTTPS

Software Integration

Integration with 3rd party services. The following are examples of 3rd party services we currently use. These are subject to change.

- **Board Docs:** BoardDocs is a Cloud-based board management solution developed by Emerald Data Solutions www.boarddocs.com.
- **Google Calendar:** Google Calendar is a time-management and scheduling calendar service www.google.com
- **Municode:** Link to Ordinance Code https://library.municode.com/il/boone_county/codes/code_of_ordinances
- **Property Tax On Line Inquiry:** <http://booneil.devnetwedge.com/>
- **Appraisal and Assessment Information** <http://booneilpropertymax.governmaxa.com/propertymax/rover30.asp>
- **Sales Locator:** <http://boone-gis.maps.arcgis.com/apps/webappviewer/index.htm>
- **Levels of rights/permissions** – Allow system administrators to establish levels of rights for staff to create, update and manage data.
- **Multilingual Support** – Using Google Translate or similar product
- **News and Announcements** – A News section located on the Home Page with the ability to post news releases dynamically
- **Paylocity**

Budget

Boone County Government will give priority to proposals that are able to meet our requirements in the most cost-effective manner possible.

Proposed project budgets should be itemized according to project phases consistent with the vendor's development workflow, but also tied to the project requirements. If hosting and maintenance are included in that amount, please itemize those costs clearly in the response.

Proposals that effectively meet most but not all RFP requirements will still be considered.

Criteria for Selection

Proposals will be solicited from multiple vendors. Boone County Government reserves the right to reject any quote.

- Selection criteria will include but not be limited to the following:
- Demonstrates an understanding of our objectives and our audience
- Experience working with government agencies, and/or community-focused organizations
- Proven experience deploying content management systems in a multi-user environment
- Knowledge of modern trends in design and development
- Knowledge of web standards, usability, and accessibility
- References from clients
- Cost