

REQUEST FOR INFORMATION



WEBSITE TEMPLATE DESIGN & DEVELOPMENT

City of Urbana, Illinois
Executive Department – Information Technology
400 S Vine St
Urbana, IL 61801

Issued September 29, 2019
Responses due October 30, 2019

The following is sought: Website Template Design & Development Information

Community Profile

The City of Urbana is a broadminded, growing community with a richly diverse population of nearly 42,000 located in East Central Illinois, and is home to the University of Illinois. The City offers a unique mixture of a small, Midwestern town with amenities such as a vibrant arts and entertainment scene typically associated with large, urban cities. You really can have a BIG LIFE in our SMALL CITY. Information about the community is available on our website found at www.urbanaininois.us.

Background

Renovation of our City website is needed to ensure better user experience and intuitive navigation, provide higher quality mobile responsiveness, and deliver a refreshing new interface to our ever-expanding and changing audience. The issues for which we are currently seeking solutions are listed in Exhibit A.

Project Goal

Our current website has become so cumbersome over the years that citizens, and sometimes our own employees, do not know where to find pertinent resources. Overall, the website lacks a clear path for our visitors to follow to find what they want and how best to contact us. Our goal is accessibility while educating and informing.

Requesting Department: Executive Department - Information Technology

Contact Person: Sanford Hess

Address: 400 S Vine St URBANA, IL 61801

Telephone No.: 217.384.2354

E-Mail Address: sfhess@urbanaininois.us

Date Published in News-Gazette: September 29, 2019

The original Response plus 5 copies MUST be submitted to the Requesting Department at or before the date and time specified below to receive full consideration:

Response Submission Date: October 30, 2019 Time: 4:00 P.M. Central Time

Allowable Means for Transmitting Responses: Respondents to this RFI may submit electronic or hard copy responses. Electronically submitted Responses shall be sent to the above listed e-mail address with "RFI- Website Template Design & Development" listed in the subject line. Hard copy Responses must be submitted with a minimum of one original hardcopy clearly marked "RFI- Website Template Design & Development" and must be delivered to the address appearing above by 4:00 PM local time on October 30, 2019. Responses received after this time and date will be returned unopened. Postmarks will not be accepted as proof of receipt.

All Responses submitted in response to this Request shall be irrevocable for a period of 90 days after the Response submission due date and may not be withdrawn by the Vendor during this period. After such time has elapsed, the Vendor may withdraw the Response if it has not been selected prior to the request to withdraw. Such withdrawal shall be requested in writing.

The City reserves the right to waive technicalities or to accept or reject any Responses or combination of Responses based upon the City's determination of its best interest.

If you would like to receive e-mail notification when new procurements are posted by the City, please sign up for the mailing list here: <http://eepurl.com/di4k75>.

1. DEFINITIONS

“City” shall mean the City of Urbana, Illinois, a municipal corporation and home rule unit of local government.

“Contract” shall mean a written instrument that, once executed by the Successful Vendor and the City, becomes legally binding and enforceable on the City and the Successful Vendor. “Contract” shall also mean any and all exhibits, whether or not labeled as such, which are attached to or incorporated in the instrument by reference that may, but not necessarily, include, the Request, Response or a part or portions thereof.

“Project” shall mean the combination of goods and services, labor and materials, hardware and software, or other work that the City seeks to have performed and completed as described in this Request, including but not necessarily limited to, construction, demolition, rehabilitation, and/or installation of Equipment (separate from the purchase of such Equipment).

“Request” shall mean this document and all exhibits appended to and/or which are referenced in this document.

“Response” shall mean any response to this Request that is submitted to the City, including any information appended to or included in such response.

“Specifications” shall mean the terms, conditions, and requirements described in this Request.

“Respondent” shall mean any contractor, consultant, professional, or vendor who submits a Response in response to this Request.

“Services” shall mean consulting, advisory and/or professional services, including the work product generated as the result of the performance thereof, which the City seeks to retain and obtain pursuant to this Request.

“Successful Respondent” shall mean the contractor, consultant, professional, or vendor whose Response is selected by the City to proceed forward with negotiation for the purpose of arriving at mutually acceptable Contract terms between such person and the City.

“Time” shall mean calendar days, hours and minutes (Central Time) unless otherwise specified.

2. SPECIFICATIONS

See Exhibit A – SUMMARY AND SPECIFICATIONS appended hereto and made a part hereof.

3. RESPONDENT QUESTIONS:

- 3.1. **Responsibilities of Respondent:** It shall be the responsibility of each Respondent to be fully familiar with the Specifications, General Instructions and other requirements contained in and included with this Request. No plea of error or ignorance by a Respondent of the Specifications, General Instructions and other requirements shall be accepted.
- 3.2. **Questions:** All questions pertaining to this Request must be received by the contact person identified on Page 2 of the Request at least five (5) business days prior to the deadline for submission of Responses.
- 3.3. **Discrepancies and Omissions:** If a Respondent finds discrepancies or omissions in the Specifications or is in doubt as to the meaning of any requirement or term contained in this Request, the Respondent shall notify the City at least five (5) business days prior to the deadline for submission of the Respondent’s Response. The City will send written instructions in the form of an addendum to all Respondents that have indicated their interest in submitting a Response to the City if the information is deemed necessary by the City for submitting Responses. The City will not be responsible for any oral instructions. The failure of the Respondent to request clarification prior to submitting a Response waives the Respondent’s right to claim any ambiguity or discrepancy in the documents or lack of understanding of any term or requirement.
- 3.4. **Addenda:** If the City deems it appropriate to issue one or more addenda to this Request, the City shall send such addenda to all Respondents that have indicated to the City an interest in submitting a response to this Request by registering on the City’s website entry for this Request or by notifying the contact person identified above in writing (by e-mail or letter). All such issued addenda shall be deemed a part of this Request. Respondents must acknowledge in their respective Response all addenda specifically sent by the City. Failure to acknowledge receipt of addenda may disqualify a Respondent’s Response from consideration by the City.
- 3.5. **Contacting City Staff and Officials:** Respondents are prohibited from contacting City staff and any elected or appointed official of the City regarding this Request except as specifically set forth in this Request. Failure to comply with this provision may result in rejection of any or all Responses.

4. GENERAL INSTRUCTIONS; RESPONSE CONTENT; FORMAT; SUBMISSION:

See EXHIBIT B – GENERAL INSTRUCTIONS; RESPONSE CONTENT; FORMAT; SUBMISSION appended hereto and made a part hereof.

EXHIBIT A – SUMMARY AND SPECIFICATIONS

1.1 SUMMARY

The City seeks information about website design and development templates that will allow the City to quickly roll out an all-new website based on a complete re-write of our website content.

The City is not asking for a price quote from this effort, just to understand the options that exist and get an idea of the pricing models that are available. This RFI will not result in a contract; however, the City plans to utilize this information to inform a future contract for a website design, implementation, and maintenance agreement.

Respondents to this RFI are asked to provide information on their solution and approach. From the pool of Respondents, the City will ask some of those Respondents to present an overview of their solution, demonstrate how City users can configure the design options, and show the process for City end-users to update content on the website. These presentations will be delivered by web conference.

1.2 SPECIFICATIONS

1.2.1 Visual Examples: Provide visual examples of the template options that you offer; either as printed materials, or by providing links to websites.

1.2.2 Skins: Describe the process to change templates/skins in the future (after the initial implementation) to allow the City to “refresh” our site visually.

1.2.3 City Staff Updating: Provide details on how City staff members would make updates to the content. Currently, the organization has a security model within Drupal that limits users to specific pages (where they are identified as contributors) and prohibits their actions based on security roles. What similar features do you offer?

1.2.4 FAQ Menus: If your solution has menus with FAQs or “How do I?” options, what is the process you recommend to decide what is included on those menus?

1.2.5 Forms: Does your website provide configurable forms for online submissions? (Currently, Drupal forms are used for FOIA requests, RFP registration, Basic Police Reports, and other purposes.) If forms exist, what outputs do those forms produce? (Current forms send e-mails and write records to a log, but provide nothing further.)

1.2.6 Implementation: Describe your process for implementing a website template, and how you would gather content from our staff for the new website.

1.2.7 Pricing and Timeline: Explain your pricing model and give recommendations about the timeline for an implementation. (If the City were to ask for a fixed cost, what information would you need from us to accurately price the work?)

1.2.8 City Staff Time: Describe the time commitment expectations for City staff during the implementation.

1.2.9 Contract Maintenance: Provide information on how you price maintenance and upgrade plans, assuming a five-year contract.

1.2.10 Completed Work: Provide a list of three municipal websites for communities that are similar in size to the City of Urbana that you have designed/implemented/maintain. (Population: 42,000, City headcount: 280, City does NOT have a Utility.) For each of these websites, describe the scope for your work and the contract amount (including amendments) for the implementation.

EXHIBIT B - GENERAL INSTRUCTIONS; RESPONSE CONTENT AND FORMAT; SUBMITTING RESPONSES

4.1 GENERAL INSTRUCTIONS

4.1.1 Due Date and Time: No Response shall be considered if it is received by the contact person after the submission date and time specified on Page 2 of the Request.

4.1.2 Format: All Responses must follow the instructions in this Exhibit B. Respondents shall provide information requested by this Request in a direct and concise manner. Responses shall refer directly to section numbers in this Request and meet or exceed the requirements as described in this Request.

4.1.3 Clarification of Response: Subsequent to receipt of Responses, the City may require the Respondents to clarify or explain their Responses or any part or parts thereof by way of a telephone conference, e-mail, in-person conference, or in writing.

4.2 RESPONSE CONTENT AND FORMAT

4.2.1 Respondent's Information. The Response must include:

- Respondent's name, address, telephone number, e-mail address, and website
- Contact person and their name, address, telephone number, mobile number, and email address

4.3 SUBMITTING RESPONSES

4.3.1 Response Submissions by Mail, Hand-Delivery, or Courier Service: If a Response will be submitted by mail, hand-delivered, or by courier service, the Response shall be submitted in a sealed opaque envelope bearing the following information: Name, address, and phone number of Respondent; Solicitation name, title, and number, if any; and Response submission date and time as specified on Page 2 of the Request. The aforesaid envelope should then be placed in another envelope that is addressed to the contact person designated on Page 2 of the Request.

4.3.2 Response Submissions by E-Mail: If a Response will be submitted by electronic mail (e-mail), the Respondent shall send to the contact person listed on Page 2 of the Request the Response as a PDF attachment to an e-mail.

4.3.3 Assumption of Risk: Regardless of the means and method by which Respondent uses to send the Response, Respondent assumes all risks of errors in sending and delay caused when or by sending Respondent's Response for receipt by the contact person listed on Page 2 of the Request after the date and time specified on Page 2 of the Request. The City shall have no

responsibility should Respondent's Response be received after the date and time specified on Page 2 of the Request for the City's receipt of Response.