



Village of Niles

**Request for Qualifications (RFQ)
RFQ # 13-02**

Website Design and Development

**Issued on
January 23, 2013**

Submission documents must be delivered to:
Purchasing Department
Attention: Susan Bus

Submissions are due no later than 5:00 PM, CST on February 22, 2013.

Inquiries about this request for qualifications must be in writing and directed to:

Ross Klicker
Economic Development and Marketing Coordinator
Village of Niles
1000 Civic Center Drive
Niles, IL 60714
Phone: (847) 588-8063
E-mail: rck@vniles.com

Village of Niles Website Design and Development

Request for Qualifications

Overview

The Village of Niles is seeking to update its website to enhance the user experience, simplify content management, and provide better information and customer service to its residents and businesses, while meeting high standards for design quality and visual appeal.

Effective websites provide dynamic content that keeps users engaged and coming back. Effective websites also must ensure that content sought is easily found and that navigation remains user friendly. In Niles, the management of online content has been decentralized to some extent, with the assistance of a handful of "power users." The Village would like to fully decentralize content management to multiple content managers in each Village department under the oversight of the Villages' Management Information Department.

The Village of Niles seeks the assistance of a company that can accomplish all of the functionality identified in this RFQ but has the flexibility of providing this functionality over time, if needed due to budgetary constraints. The Village also seeks a company that has the capability of integrating additional features that may be needed in the future.

Situational Analysis

The Village of Niles is seeking to enter into a professional services agreement with a qualified vendor to design and implement a new Village website based on the above strategy. The Villages' website URL is currently www.vniles.com with a number of other URLs that direct to specific pages.

The Village is actively seeking a qualified web vendor to replace the existing website. The Villages' 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.

Background

Niles is located in the Chicagoland Metropolitan Region, of the State of Illinois. The Village has a Village Manager form of government. The Village has a current population of approximately 30,000. Several thousand additional area residents work in Niles every day.

The Village is a full-service municipality employing approximately 450 people to provide general government, public works, public safety, and planning and community development.

Vendor Qualifications

The intent of this RFQ is to enable the Village of Niles to evaluate vendor experience, qualifications and capabilities for developing and implementing a new Village website. The desired qualifications are outlined below. Responders are to submit a written narrative corresponding to each of the numbered items:

1. Municipal Website Design Experience

- A. Illinois municipal clients (please list city name and website URL)
- B. Other municipal clients (please list city name and website URL)
- C. If no previous municipal experience, please explain relevant government website experience (please list other government clients/URLs)
- D. References (minimum three references, including all contact information below)
 - 1. Client Name
 - 2. Client Contact Person
 - 3. Phone and Fax
 - 4. Client Address
 - 5. Website Address

2. Company Profile

- A. Number of years in business
- B. Office location(s) (Include business address)
- C. Demonstrated company financial stability

3. Team Members/Roles (list all personnel to be assigned to this project)

- A. Name, title, role (e.g., project management, programming, graphics)

4. Vendor Service Capabilities (Describe all available)

- A. Web Development
- B. Software tools (e.g., Content Management System or modules)
 - a. Server Software Requirements
 - b. Database Requirements and Compatibility
 - c. Client Software Requirements
- C. Site maintenance
- D. Client training
- E. Availability of robust self-service documentation and technical support
- F. Appropriate redundancy and scalability to avoid unexpected outages and to accommodate periodic maintenance, usage growth and sudden usage surges
- G. Meets U.S. Federal Government ADA requirements
- H. 24 x 7 support
- I. Security for both Village staff and users
- J. Other

5. Integrated Content Management System (CMS) Components and Tools

The CMS listing below represents functional categories and is not comprehensive; others may be recommended or added. The Villages' new website vendor must be able to provide the desired components shown. Possible budgetary constraints may require that this project be implemented in phases.

No. Component/ Module Name		Function	Offered by Vendor (Indicate: Yes/No)	Vendor Comment
1	Access GIS, Atlas, Etc.	Interface to existing Systems and databases		
2	Agenda Management	Upload, Manage Agendas		
3	Browser Based Administration	Update, Delete and Create Template Based Web Pages		
4	Calendar -- Departmental as well as Village Wide	Update/Publish Calendars by both Department and Village Wide		
5	Departmental Home Pages	Dynamic Content – The Village has unique URLs that provide direct access to many of these pages		
6	Directories, Listings	Dynamic Content		
7	E-Notification	Electronic Subscription		
8	Forward to a Friend	E-Mail Notification		
9	Frequently Asked Questions	Dynamic Content		
10	Hit Tracking	Analytics and Site Audit Reports		
11	Intranet/Extranet	User Restricted Pages – This security should be Active Directory based		
12	Multi-Lingual Support	Dynamic Content		
13	News & Announcements	Dynamic Content		
14	News Releases	Online Publishing		
15	Newsletters	Subscription & Online publishing		
16	Online Forms	Forms/Publishing/Tracking		
17	Online Payments	Secure Online Transactions		
18	Printable Pages	Print-Friendly Function		
19	RFP/RFQ/Bid Posting	Dynamic Content		
20	Rotating Photos/Banner Ads	Dynamic Image Display		
21	RSS Feeds Out	Registration by Dept.		
22	Site Search	Internal Site Search Engine		
23	Survey/Polling Capability	Poll/Question/Answer Tracking		
24	Vendor Registration	Online Registration		
25	Site Index			
26	Video Hosting/Playback Interface			
27	Social Media Interface	Facebook and Twitter Feeds		
28	e-Permitting	Permit Center		
29	Emergency Notification			
30	Other			

6. Vendor/Municipal Contract Performance

(Please provide two examples that include all of the following):

- A. Client name
- B. Contract amount
- C. Contract duration
- D. Project outcome

Deliverables

This section identifies the deliverables associated with this RFQ:

- 1. Under Vendor Qualifications section, complete and return items 1-6.
- 2. Include a project approach summary for building a municipal website.
- 3. Include a sample project schedule for building a municipal website.
- 4. Include pricing range/cost for services outlined .

Other Submittal Requirements

The deadline for RFQ responses is February 22, 2013, at 5:00 p.m. Central Standard Time. Submit one hard copy and one electronic copy (on a CD, DVD or USB flash drive) of the RFQ response to the Village of Niles, 1000 Civic Center Drive, Niles, IL 60714. All responses must be addressed to the attention of Susan Bus, Purchasing Agent and marked on the outside "Village of Niles Website Design & Development RFQ."

Submittals that are not received on or before the specified deadline will not be accepted (no exceptions). The Village reserves the right to request follow-up information or clarification from vendors in consideration.

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

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

Evaluation Criteria

Responses to this RFQ will help the Village identify the most qualified web vendor and will be indicative of the level of the firm's commitment. The Village will evaluate the qualifications, references, overall fit with the Village of Niles, as well as the pricing range/cost to determine the most qualified web vendor.

Selection Process

The selection process will involve the following phases:

- Phase 1: A review team 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 RFQ terms and completeness of submissions.
- Phase 2: Interview most qualified applicants.
- Phase 3: Review team will check references given.
- Phase 4: The Village will enter into negotiations leading to a professional services agreement.

Schedule

The approximate RFQ schedule is summarized below:

- Issuance of RFQ: January 23, 2013
- Vendor submittals due: February 22, 2013, 5:00 PM CST at Village Hall via mail, delivery service or personal delivery
- Vendor interviews, reference checks: March 8, 2013*
- Vendor approval, enter negotiations, execute a professional services agreement: March 22, 2013*

* Dates subject to change

Inquiries

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