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TOWN OF GRANITE FALLS

REQUEST FOR PROPOSAL: WEBSITE DESIGN & HOSTING SERVICES

ISSUE DATE: OCTOBER 17, 2016

PROPOSALS DUE: NOVEMBER 14, 2016 AT 2:00 P.M.

1. PURPOSE

The Town of Granite Falls is seeking a creative, qualified, experienced and professional firm to design a new website for www.granitefallsnc.com. The qualified vendor and resulting website will enable the Town to:

1. Improve the usability and navigability of the site for visitors
2. Improve the visual appeal of the site for visitors
3. Utilize a quality content management solution that will allow non-technical town staff to enter and manage content as simply as possible without altering the structural integrity of the site.

Project

1. Determine current unmet content needs and enhancements desired by the Town;
2. Present three (3) mock-ups of alternative site designs; Town to select design taken to full development;
3. Assistance on migrating the Town's existing website to the proposed system;
4. Provide training for key personnel on use including documentation and training materials for content editors.

Deliverables

The proposed system should meet the following minimum requirements:

1. The CMS should be accessible via a Windows or Apple computer, from any location;
2. Handle large amounts of web traffic without degradation of content delivery;
3. Scalable to incorporate site expansion over the next 5 to 10 years;
4. Allow for integration of photo galleries and video;
5. Brick-by-brick back-up and restore feature (either include or available as an add-on)
6. A mobile site or skin to make the site viewable on a tablet and phone (either include or available as an add-on);
7. Provide a front-end interface design that incorporates access to and/or interaction with stand-alone applications provided by other companies and yet maintain the global look and feel of the site architecture. The Town currently uses a reverse 911 system, and may add online payments for utility and tax bills within the next 12 months; and
8. Hosted exclusively on a server located within the continental United States and backed up off-site exclusively within the continental United States.

2. PROPOSAL CONTENT

All proposals must contain:

1. The firm's name, size, longevity, information on qualifications of staff assigned to this project, primary contact person and backup contact person, and billable hourly rates for each;
2. Client list;
3. A minimum of five (5) references with contact information;
4. Samples of recent (created within the last two years) sites (prefer municipal, county, and non-profit) using the proposed software solution including URLs ;
5. A complete system feature listing, including security features to prevent unauthorized access or use;
6. A complete pricing list, including all maintenance, hosting, licensing and software costs, and whether one-time or ongoing;
7. A listing of client system requirements;
8. Timeline from kickoff to implementation.
9. Examples of contract(s) and/or maintenance agreement(s).

Vendors are encouraged to provide as much detail as possible in this proposal regarding their capability and expertise, scope of services, and approach to protecting and securing the technology used by Town users. This RFP requests specific information and in responding, vendors are encouraged to provide any additional information they believe is relevant.

3. ADMINISTRATION

Questions Regarding this RFP

All questions must be submitted in writing to the Town Manager by e-mail to church@granitefallsnc.com. Questions and answers will be forwarded to all proposing firms who provide contact information via e-mail to: church@granitefallsnc.com. In order to make information available to all proposing firms, no questions will be entertained past 2:00 p.m. on Monday, November 7, 2016. Answers will be distributed via email no later than 5:00 p.m. on Wednesday, November 9, 2016.

Submission of Proposals

Sealed proposals must be submitted **no later than 2:00 p.m. on Monday, November 14, 2016**. The sealed package should contain three (3) printed copies and one electronic copy of the proposal, and any company brochures, pamphlets and/or materials indicating the firm's qualifications. The electronic copy of the proposal may be sent via email to church@granitefallsnc.com but the Town is not responsible for undelivered email. Electronic and hard copies must be received by the deadline or a proposal will not be considered.

Proposals packages must be submitted to:

Jerry Church
Town of Granite Falls
P.O. Drawer 10
Granite Falls, NC 28630

It is the responsibility of the firm to ensure its proposal is sent sufficiently ahead of time to be received no later than 2:00 p.m. on the opening date. Proposals received after the deadline will not be opened.

Evaluation Procedures

The Town Manager and Town Staff will evaluate submitted proposals. Evaluators will consider how well the firm's proposed solution meets the needs of the Town as described in the firm's response to each requirement. It is important that the responses be clear and complete so that the evaluators can adequately understand all aspects of the proposal.

Proposal will be evaluated based on:

- System features
- Support
- Price – initial and ongoing
- Support options
- Timeliness of delivery
- Firm capability and expertise

Finalists will be contacted by phone and may be required to present their concept to a review committee in person or via a web demonstration. Firm may also be required to provide financial information to demonstrate financial stability. The Town of Granite Falls reserves the right to reject any and all proposals. Upon selection, the Town will negotiate and execute a professional services contract with the successful candidate.

Preliminary Timeline

Task	Date	Time
Issue RFP	October 17	n/a
Deadline for questions	November 7	2:00 p.m.
Questions/addendum issued	November 9	5:00 p.m.
Responses due	November 14	2:00 p.m.
Proposal evaluation	November 15 – December 9	n/a
Vendor presentations (if necessary)	December 12 – December 14	TBD
Award Contract	January 9, 2017	6:00 p.m.
Contract effective date	January 16, 2017	n/a

The award date is subject to change at the discretion of the Town. The effective date of the contract is tentative, and is dependent upon the length of time required for contract negotiation.

4. GENERAL BIDDING REQUIREMENTS

- 1.** This solicitation is for the purchase of information technology goods and services and shall be awarded per North Carolina General Statute 143-129.8. The contract shall be awarded to the vendor that submits the best overall proposal.
- 2. Proposals submitted shall not be subject to public inspection until a contract is awarded.**
Proposals will be received by the Town at the time and place so stated in this document. At that point, the Town will close the receipt of proposals and begin the evaluation process.
- 3.** Respondents are asked to not contact any Town staff or elected official in reference to the process. As information becomes available and is relevant for release, that information will be shared with the respondents. Any and all information submitted in conjunction with this RFP and the evaluation process will not be returned to the respondent.

- 4.** Vendors must specifically identify portions, if any, of their submittals, deemed to contain confidential and proprietary information, or trade secrets. The vendors may be required to justify why the Town of Granite Falls should not, upon request, disclose such materials.
- 5.** The Town reserves the right to reject any or all proposals and to waive any informalities as may be permitted by law. The Town reserves the right to request oral interviews or request additional written information from any or all vendors. The Town also reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any presentation or discussion.
- 6.** This RFP and any contract resulting from shall be governed by and construed according to the laws of the State of North Carolina. Any litigation to enforce such agreement or any of its provisions shall be brought in Caldwell County.
- 7.** Successful bidder must be prepared to begin providing service on January 16, 2017.
- 8.** Vendor warrants that his bid is genuine and not collusive nor sham and that he has not conspired nor agreed in any manner to fix any bid or any element of such bid price, payment or agreement for commission percentage, brokerage, or any other compensation for the procurement of this contract.
- 9.** Either party may cancel the resulting contract by providing the other party a thirty (30) day notice of cancellation.
- 10.** All proposals shall be signed by an authorized officer or employee of the submitting organization. The name of the company, contact person, telephone number, fax number, e-mail address, and address shall be included.
- 11.** The Town shall have the right to reject or accept any Proposal or offer, or any part thereof for any reason whatsoever, at its sole discretion.
- 12.** The RFP does not commit the Town to award, nor does it commit the Town to pay any cost incurred in the submission of the Proposal, or in making necessary studies or designs for the preparation thereof, nor procure or contract for services or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract award.
- 13.** The Town reserves the right to terminate this RFP at any time prior to contract execution.
- 14.** No prior, current, or post award verbal conversation or agreement(s) with any officer, agent, or employee of the Town shall affect or modify any terms or obligations of this RFP, or any contract resulting from this procurement.