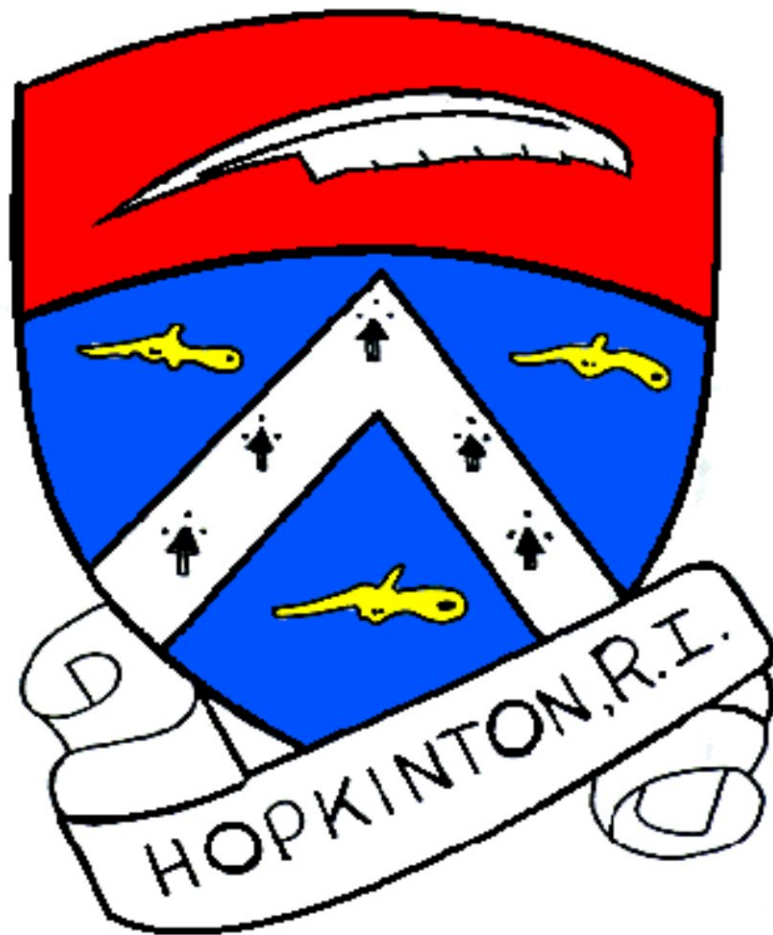


TOWN OF HOPKINTON

WEBSITE REDESIGN, HOSTING AND CONTENT MANAGEMENT SYSTEM



2022

BID INFORMATION, REQUIREMENTS, INSTRUCTIONS AND SPECIFICATIONS

BID INFORMATION

BIDS DUE BY: *Thursday, May 19th, 2022 at 2:00 p.m.*

BID OPENING DATE: *Thursday, May 19th, 2022 at 2:15 p.m.*

BID RECEIPT LOCATION:

Town Clerk's Office
Hopkinton Town Hall
1 Town House Road
Hopkinton, RI 02833

BID OPENING LOCATION:

Town Council Chambers
Hopkinton Town Hall
1 Town House Road
Hopkinton, RI 02833

Sealed Envelopes Must Be Marked As Follows:

**“HOPKINTON WEBSITE REDESIGN, HOSTING AND
CONTENT MANAGEMENT SYSTEM”**

The effective date of AWARD shall be on or about Monday, June 6th, 2022.

**Single Point of Contact: All requests for information related to this bid
package shall be directed to:**

**Brian M. Rosso
Town Manager
1 Town House Road
Hopkinton, Rhode Island 02833**

Email Address: brian.rosso@hopkintonri.gov

BID REQUIREMENTS

1. Sealed bids will be accepted in the Town Clerk's Office until 2:00 p.m. on Thursday, May 19th, 2022.
2. Sealed bids will be opened in the Town Council Chambers at 2:15 p.m. on Thursday, May 19th, 2022.
3. Proposals must be submitted in sealed envelopes and must be marked "**HOPKINTON WEBSITE REDESIGN, HOSTING AND CONTENT MANAGEMENT SYSTEM**" and submitted to the Town Clerk's Office, 1 Townhouse Road, Hopkinton, Rhode Island 02833.
4. Proposals shall be submitted on the bid sheet included in this bid package.
5. A PRE-SUBMITTAL MEETING will be held on, Wednesday, May 11th, 2022 at 11:00 a.m. in Town Hall, 1 Townhouse Road, Hopkinton, Rhode Island 02833 with a remote meeting participation via conference provided. Town staff will present general information regarding the project and answer any questions. Attendance at this Pre-Bid Meeting is not required in order to bid on this project.
6. A signed copy of the Bid Instructions shall be submitted to the Town Clerk's Office at the time the bid is submitted.
7. Bidders are required to submit **three (3) copies** of their bids.
8. Bids are to be submitted *on or before the date and time due* and signed by a person authorized to represent the bidder.
9. Bids that do not meet minimum requirements may or may not be considered. All exceptions must be listed.
10. The Service Provider shall provide all necessary personnel, materials and equipment to perform and complete all work under this proposal.
11. All original documents and drawings shall become the property of the Town of Hopkinton after completion of the Service Provider's work.
12. Contracts may be competitively negotiated when it is determined, in writing, by the Town Manager that the bid prices received by competitive sealed bidding either are unreasonable as to all or part of the requirements or were not independently reached in open competition.

13. The Town of Hopkinton shall award the bid to the responsible bidder whose proposal is determined, in writing, to be the most advantageous to the Town. The award shall be made on the basis of the lowest evaluated or responsive bid price.
14. Bidders are required to complete an Experience Sheet, which is included in this bid packet. Any bid submitted without a fully completed Experience Sheet will be rejected.
15. The successful bidder shall furnish a Certificate of Liability Insurance within fifteen (15) days after the Hopkinton Town Council awards the bid.
16. The successful bidder shall execute a Notice of Award within fifteen (15) days after the Hopkinton Town Council awards the bid.
17. The successful bidder shall enter into an Agreement for a 3-year term commencing on or about the date the Town Council awards the bid. The term of this Agreement shall automatically renew each year on its anniversary date. Any renegotiation of the scope or terms of this Agreement shall be made sixty (60) days prior to its anniversary date. Both parties shall mutually agree upon any changes in the original scope or terms of this Agreement.
18. Either party may terminate the Agreement for cause if the other party materially breaches its obligations, and such breach remains uncured for a period of thirty (30) days following written notice of such breach. Either party may terminate this Agreement provided the terminating party provides a ninety (90) day written notice of such termination. Termination for non-payment of services will be at the discretion of the company.
19. The Town of Hopkinton reserves the right to reject any or all bids and to accept the bid that is most acceptable.
20. The Town of Hopkinton is exempt from Federal excise taxes and State sales taxes.
21. Bidders may be asked to appear before a committee comprised of Town officials to present their proposals and qualifications.
22. All requests for information related to this bid package will be directed to the Single Point of Contact. Requested information, including answers to questions, will be posted on the Town's website as addendums to the original RFP, as quickly as practicable.
23. Contact Town Manager Brian M. Rosso at (401) 377-7761, with any questions regarding this bidding process.

STANDARD INSTRUCTIONS TO BIDDERS
THESE ARE STANDARD INSTRUCTIONS FOR BIDS
SOLICITED BY THE TOWN OF HOPKINTON

1. Receipt and Opening of Bids

Bids will be accepted in the Hopkinton Town Hall until the time indicated on the advertisement for bids, for the commodities, equipment or services designated in the specifications and will then be publicly opened and read.

2. Form of Bids

Bids must be submitted on and in accordance with the forms attached hereto, blank places must be filled in as noted, no change shall be made in the phraseology of the proposal or in the item or items mentioned therein. Bids must contain the name and proper address of the bidding firm, and must be signed by a responsible member of the firm with his/her signature and official title. Proposals that are not complete, or contain any omissions, erasures, alterations, additions or contain irregularities of any kind may be rejected.

3. Submission of Bids

- a. Envelopes containing bids must be sealed, submitted to the Town Clerk's Office and marked "HOPKINTON WEBSITE REDESIGN, HOSTING AND CONTENT MANAGEMENT SYSTEM."
- b. The Town Clerk will decide when the specified time has arrived to open bids, and no bid received thereafter will be considered.
- c. Any bidder may withdraw his/her bid by written request at any time prior to the advertised time for bid opening. Telephonic bids, amendments, or withdrawals will not be accepted.
- d. Unless otherwise specified, no bid may be withdrawn for a period of ninety (90) days after the date of bid opening.
- e. Negligence on the part of the bidder in preparing the bid confers no rights for the withdrawal of the bid after it has been opened.

- f. Bids received prior to the time of opening will be securely maintained by the Town Clerk. No responsibility will attach to an officer or person for the premature opening of a bid not properly addressed and identified.

4. Prices

Bidders shall list the proposed price(s) as designated on the Bid Sheet. In the event that there is a discrepancy between the unit prices and the totally bid price, the unit prices shall govern.

5. Rhode Island Sales Tax

The Town is exempt from the payment of R.I. Sales Tax under the 1956 General Laws of Rhode Island, 44-18-30, Paragraph 1, as amended.

6. Federal Excise Taxes

The Town is exempt from the payment of Federal excise taxes. The price bid must be exclusive of taxes and will be so construed.

7. "Or Equal" Bidding

When the name of a manufacturer, a brand name, or manufacturer's catalogue number is issued as the bid standard in describing an item this description is used to indicate quality, performance and other essential characteristics of the article required. If bidding on other than the make, model, brand or sample specified, but equal thereto, bidder must so state by giving the manufacturer's name, catalogue number and any other information necessary to prove that the intended substitution of a commodity is equal in all essential respects to the bid standard. Bidder must prove to the satisfaction of the Town Manager or by person or persons designated by him in his or their sole discretion, that his/her designated substitute is equal to the bid standard: otherwise, his/her bid will be declared "No Bid" in so far as the item in question is concerned.

8. Award and Contract

Unless otherwise specified, the Town reserves the right to make an award by item or items, or by total, as may be in the best interest of the Town. A written award Notice To Proceed and a Construction Agreement will be provided to the successful bidder.

9. Delivery

When applicable, all prices must be on the basis of F.O.B. 1 Town House Road, Hopkinton, Rhode Island. Deliveries must consist only of new merchandise or equipment and shall be made between the hours of 8:30 a.m. and 3:00 p.m., Monday thru Friday.

10. Affirmative Action

Any firm providing services to or doing business with the Town of Hopkinton, R.I. shall adhere to the Town's Affirmative Action Plan for Equal Employment.

11. Towns Right to Reject

The Town reserves the right to reject any and all proposals, to waive any informality in the proposals received and to accept the proposal deemed to be most favorable in the best interests of the Town. The Town reserves the right to terminate the Agreement. Failure of the Contractor to perform any work under this Agreement for a period of ten (10) days following its commencement without the consent of the Town shall constitute a breach of the Agreement and the Town may at its option, by written notice, terminate his/her obligations hereunder and contract for or otherwise effect the completion of the work uncompleted by the Contractor, and may offset against the contract price herein set forth, the cost and expense of completing such work, or in the event the Town has at the time of such breach and termination paid to the Contractor an amount in excess of the fair value of the work then completed, the Contractor shall refund to the Town promptly upon demand, an apportioned amount of the total sum thereto paid by the Town.

12. Insurance/Bonds

The successful bidder shall provide the following insurances/bond:

Certificate of Liability Insurance

- A. Commercial General Liability Insurance in the amount of one million dollars (\$1,000,000).
- B. Automobile Liability Insurance in the amount of one million dollars (\$1,000,000).
- C. Umbrella Liability Insurance in the amount of two million dollars (\$2,000,000).
- D. Workers Compensation and Employers' Liability Insurance in the amount of one million dollars (\$1,000,000).

13. Labor Regulations

The following paragraphs regarding nondiscrimination in employment shall be included and become part of these Specifications:

- A. The successful bidder shall not discriminate in employment practices and conform with Executive Order No. 11246.
- B. Bidders must, if required, submit a compliance report concerning their employment practices and policies in order to maintain their eligibility to receive the award.
- C. Successful bidders shall submit to the Hopkinton Town Manager a list of all subcontractors who will perform work on the project, and written signed statements

from authorized agents of labor pools with which they will or may deal with for employees on the work, together with any information to the effect that such labor pools practices or policies are in conformity with Executive Order No. 11246; that they will affirmatively cooperate in or offer no hindrance to the recruitment, employment, and equal treatment of employment, and equal treatment of employees seeking employment and performing work under this contract; or a certification as to when such agents or labor pools have failed or refused to furnish them, prior to award of the contract.

14. Wage Rates

This is a prevailing wage project. Attention of the bidders is particularly called to the requirements as to conditions of employment to be observed and minimum wage rates to be paid under the contract. In conformity with the provisions of Chapter 13 of Title 37, General Laws, Rhode Island, 1956, as amended, the minimum wages for a day's work paid to craftsmen, teamsters and laborers shall not be less than the customary and prevailing rate of wages for a day's work in the locality where the work is undertaken. Such a schedule of wages has been established on a minimum hourly basis and is on file in the office of the State Department of Labor and Training.

15. Remedies

Except as may be otherwise provided, all claims, counterclaims, disputes and other matters in question between the Town and the successful bidder arising out of or relating to this agreement or the breach thereof will be decided in a court of competent jurisdiction within the State of Rhode Island.

16. Indemnity

The successful bidder shall at all times indemnify and save harmless the Town, its servants and agents, from any and all claims and from any suits, litigation, damages, losses or the like arising out of injuries sustained or alleged to have been sustained by any persons or damage to property in connection with the contract work, caused in whole or in part by acts or omissions of the successful bidder, his subcontractors, material persons, or anyone directly or indirectly connected with the contract work.

17. General Guarantee

Neither the final certificate of payment nor any provision in the contract documents nor any partial or entire occupancy of the premises by the Town shall constitute an acceptance of work not done in accordance with the contract documents or relieve the successful bidder of liability with respect to any express warranties or responsibility for faulty workmanship or materials. The successful bidder shall remedy any defects in the work and pay for any damage to other work resulting therefrom, which shall appear within a period of two (2) years from the date of final acceptance of the work, unless a longer period is specified by the Town and/or by virtue of any specific product guarantees and/or warranties. The Town will give final notice of observed defects with reasonable promptness.

I hereby certify that I have read and agree to these Bid Instructions.

A signed copy of the Bid Instructions shall be submitted to the Town Clerk's Office at the time the bid is submitted.

Date

Name

Company Name

Company Street Address

City/Town/State

BID SPECIFICATIONS

This Request for Proposals has been issued by the Town of Hopkinton to solicit bids for the development of a new content management system (CMS), an off-site hosting service solution, site mitigation and support for its municipal website located at www.hopkintonri.gov/.

The Town of Hopkinton anticipates that the redesign shall be in accordance with industry best practices for information architecture, improve the usability, design, navigation and overall management of the Town's website. Our goal is to have a platform that allows us to better inform and educate the public as well as provide a more enhanced, consistent and streamlined means of conducting business with the Town. Proposals are invited from qualified firms with demonstrated experience and success in the development, implementation and management of Municipal, State, Federal, or other multi-user public agency websites. All content and graphics will become the sole property of the Town of Hopkinton.

The goals for this project are as follows:

- To provide simple and intuitive electronic access to public services;
- Serve as a public two-way communication tool with mobile friendly access;
- Streamline business and administration operations;
- Improve 24/7 self-service government;
- Develop on-line image to reflect Town's progressive and innovative approach to conducting business;
- Improve transparency and communication; and
- Generate interest among residents, visitors and businesses for the services, events and attractions the Town has to offer.

The website should be intuitive, flexible, interesting and easy for the Town's staff to maintain. The project includes using a content management system. The new platform must allow for all staff to easily update and maintain the content on the site and must seamlessly integrate with the most modern social media platforms (Facebook, Twitter, Video, blogs, etc.). All site messaging will be supported by modern media through use of items such as videos, imagery, mapping, as well as items presented through interfaces with third party sites (i.e., Google Maps). The architecture and CMS must allow for flexibility in things such as navigation structures and page components to ensure that the website experience is superior.

SCOPE OF SERVICES

GENERAL

1. The site must be unique, professional in appearance and uniformly represent the Town in interaction with residents, businesses and visitors.
2. Design for each page should be consistent throughout the site.
3. The site should be designed to be accessible by viewers with limited computer knowledge and should avoid using technology that may not be compliant with some browsers.
4. The Town requires the site to be as compliant with Section 508 and Americans with Disabilities Act guidelines as possible.
5. The site must be easy to update by non-technical Town staff using the CMS.
6. The site must provide workflows/approval cycles.
7. The CMS should allow for easy linking and embedding of third-party systems the Town may be using.
8. The contract must provide for full and unlimited access to the website code in the case of service interruption.
9. The CMS should allow the Town to post an unlimited amount of content at no extra cost to the Town.
10. Any website design must be Windows based and comply with standard technical requirements including specifications regarding hardware, software and protocols.
11. Assistance with establishing social media pages/content along with a plan to promote use and update information.

FUNCTIONALITIES

1. Have ability to translate the site into several languages;
2. Site and content must be searchable;
3. Frequently Asked Questions (FAQ's);
4. Tracking of website activity with Google Analytics or similar tool;
5. Email distribution list subscriptions;
6. Citizen complaint system, and/or ability to accommodate third-party linkage; requests need to be assigned a client # so they can be tracked;
7. Ability to schedule content to be posted and removed at a future date;
8. Home page should include ability to post news flashes, scrolling emergency notices with editable, multi-user capabilities, banners, seasonal information, weather information, etc.;
9. Must provide an events/community calendar that, in the case of public meetings, can be linked to uploaded agenda, minutes, video etc.;
10. Option to unify calendars of various departments, with multiple users posts to single calendar;
11. Allow public to add events to community calendar, subject to approval by a Town employee before posting them live;
12. Searchable City contact listing with links to department pages;
13. Scrolling pictures and the ability to add or replace pictures at any point;
14. Documents and images library that can be archived and indexed;
15. Social media integration, allowing several accounts under each media type;
16. Choice of page templates, fonts, highlighting, and basic WORD functions;
17. Backup of website and restore function;
18. Ability to add a time stamp on each page which indicates when the page was last updated and by whom;

19. City blog section that can be moderated by City staff;
20. Facebook and Twitter widgets;
21. E-Services, including downloadable and fillable forms and on-line payments;
22. Ability to accommodate workflow of fillable forms.

TECHNICAL REQUIREMENTS

1. Adobe Flash is to be avoided.
2. The site must be designed as a fully https://SSL web site. Vendor must obtain and include annual certification.
3. Internet latency must not be above 100ms as seen by either ping or tracert testing from Newport City Hall.
4. Vendor must provide a helpdesk system that will respond within four hours to all requests for assistance from assigned Town Employees.
5. Compatibility with all common browsers and mobile devices. The ability to interface with multiple browser versions of IE, Google Chrome, Mozilla, etc.

PROJECT IMPLEMENTATION

- Vendor understanding the scope of the project.
- A list of all system implementation stages. From project commencement through testing, acceptance, training, warranty and maintenance.
- Vendor should submit a one page “Blue print” of the system architecture showing all system components and all system levels, including minimum network communication throughput requirements.
- Identification of the project manager, who shall be a full-time employee of the vendor who has at least two years honorable service with the vendor and has served as a project manager for at least one other system similar project to the one proposed.
- Appropriate level of user testing.
- The selected vendor must provide a transition plan to bring relevant current website information into the newly designed site.
- The Vendor must include a CMS training plan, the cost of perpetual software licensing and provision for annual maintenance agreement to cover all regular customer support, maintenance and upgrades. Please provide details of vendor support program and policies. All costs should be clearly and specifically identified.

QUALIFICATIONS

The vendor must have prior experience with providing similar services to governmental organizations. Please provide details of four (4) similar projects that you have completed, common issues, and number of days from design to launch. Please also provide references, including names, titles, addresses, telephone numbers and email addresses.

The proposal must include a list of your corporate officers or owners in the event your organization is not a corporation.

There must be a signed certification from a person authorized to bind your company stating that the offer is valid for a period of 60 days and no known conflicts of interest with the Town exist.

PROJECT CRITERIA

- Submittal of four (4) comparable municipal references, including contact name, address, phone, email and the project that was completed.
- A timeline of project, with each stage defined and projected testing and completion to “going live”.
- Complete list of the project manager and associated staff, with contact information.

EVALUATION CRITERIA

- The major criteria, which will be used in evaluating your proposal, are presented below:
- Vendor reputation from reference accounts or installations similar in scope and nature to the needs of the Town of Hopkinton (references which can be contacted and/or visited) and from all written responses to the RFP.
- Ability and reliability of the software (both system and application) to meet the functional requirements of this RFP.
- Cost of development, software, service, training, hosting, updates to software where application and all related support activities.
- Quality of system architecture and vendor’s staff to implement the proposed solution.
- Support and service options including, but not limited to, on-line help, technical support options, documentation types and manuals, and system customization capabilities.
- Training and education to be provided, including the location of these services.
- Growth potential of the solution to accommodate future enhancements.
- Positive user experience and overall satisfaction with demos by various Town of Hopkinton staff (ease of use, speed of learning basic functionality, and general “likeability”).
- Vendor has experience with similar size, scope, and complexity of website.

Proposal Sheet

Date: _____

I/We _____ the undersigned do hereby propose to furnish the Town of Hopkinton, Rhode Island, _____, in accordance with all terms and specifications contained herein:

_____ NAME OF FIRM	_____ SIGNATURE & TITLE
_____ ADDRESS, CITY, ZIP CODE	
_____ TELEPHONE NUMBER	_____ FAX NUMBER
_____ E-MAIL ADDRESS	

NOTE:

- **On a separate attachment, or use the one provided, list the Officers of your Corporation or Principals of your LLC. Award cannot be done without the attachment.**
- Please provide any literature you feel may be necessary.
- All bidders are responsible for ensuring that no **addenda** have been added to the original bid package.

List the Officers of your Corporation or Principals of your LLC. Award cannot be done without the attachment.

Complete Company Name

<hr/> Name	<hr/> Title/Officer/Position
<hr/> Name	<hr/> Title/Officer/Position
<hr/> Name	<hr/> Title/Officer/Position
<hr/> Name	<hr/> Title/Officer/Position
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Name

Title/Officer/Position

BID SHEET

WEBSITE REDESIGN, HOSTING AND CONTENT MANAGEMENT SYSTEM

All costs listed below shall include the required services for performing the services listed in the Bid Specifications and Scope of Services.

Year 1 Price for required services:

- | | |
|---------------------------------|----------|
| 1) Implementation and Redesign: | \$ _____ |
| 2) Hosting: | \$ _____ |
| 3) Content Management System: | \$ _____ |
| 4) Any Additional Fees: | _____ |

TOTAL Cost for Year 1 \$ _____

Year 2 Price for required services:

- | | |
|---------------------------------|----------|
| 1) Implementation and Redesign: | \$ _____ |
| 2) Hosting: | \$ _____ |
| 3) Content Management System: | \$ _____ |
| 4) Any Additional Fees: | \$ _____ |

TOTAL Cost for Year 2 \$ _____

Year 3 Price for required services:

- | | |
|---------------------------------|----------|
| 1) Implementation and Redesign: | \$ _____ |
| 2) Hosting: | \$ _____ |
| 3) Content Management System: | \$ _____ |
| 4) Any Additional Fees: | \$ _____ |

TOTAL Cost for Year 3 \$ _____

TOTAL BID PRICE:

\$ _____

ALL WORK MUST BE COMPLETED IN A TIMELY AND PROFESSIONAL MANNER

PROPOSAL BY:

(Company Name)

(Street Address)

(City/Town) (State) (Zip)

Name

Title

Date

NOTICE OF AWARD

TO: _____

**WEBSITE REDESIGN, HOSTING AND CONTENT
MANAGEMENT SYSTEM**

The Town has considered the bid submitted by you, dated _____,
for the above-referenced purchase in response to its Request for Proposals (RFP).

You are hereby notified that your bid has been accepted in the amount(s) shown on the Bid Sheet.

Dated this _____ day of _____, 2022.

TOWN OF HOPKINTON, RHODE ISLAND

BY: _____
Brian M. Rosso

TITLE: _____
Town Manager

ACCEPTANCE OF NOTICE

Receipt of the above NOTICE OF AWARD is hereby acknowledged on this _____ day of
_____, 2022.

BY: _____

TITLE: _____

COMPANY NAME: _____

EXPERIENCE OF BIDDER

The following Experience Sheet must be completed by each bidder. Any bid submitted without a fully-completed Experience Sheet will be rejected. Operators may attach supplemental experience sheets, at their option.

What four (4) similar projects has your company completed within the last five (5) years?

<u>Type of Work</u>	<u>Contract Amount</u>	<u>Year Completed</u>	<u>Name & Address of Owner</u>
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1.

2.

3.

4.

The Town of Hopkinton, RI is currently seeking sealed bids for:

**WEBSITE REDESIGN, HOSTING AND CONTENT MANAGEMENT
SYSTEM**

A complete document package may be obtained from the Clerk's Office, 1 Town House Road, Hopkinton, RI from 8:30 am - 4:30 pm, M-F, and available on the Town's website www.hopkintonri.org.

Sealed bids will be accepted at the Clerk's Office until Thursday, May 19th, 2022 at 2:00 pm and opened at 2:15 pm.