

Request For Proposal (RFP)
WEBSITE DESIGN AND DEVELOPMENT
Klamath Tribes' Tribal Judiciary
RFP # 214KTJ1-Webmaster

Introduction:

The Klamath Tribal Judiciary (KTJ) is a branch of The Klamath Tribes government, a federally recognized sovereign Indian tribe, located in South Central Oregon. The KTJ is seeking proposals from qualified independent Contractors to provide a variety of website design and development services, maintenance, and video projects including short videos, animation, graphic art, and motion. for the Klamath Tribal Courts. The KTJ Branch consists of 9 full-time court staff and a contracted Tribal Judge. It is anticipated that as the KTJ expands its services that there will be additional judges and staff. Staff numbers and positions can vary from year to year based on funding and operational goals established by the Court. The KTJ is estimated to process a total of less than 300 cases per year and Child Support has approximately a 352-client caseload. This current case load is spread across civil, landlord/tenant, family law, juvenile, child support, appellate, and other civil and/or criminal court cases involving domestic violence, elder and vulnerable adult protection, revenue allocation, corporations, worker's compensation, or gaming commission.

Qualified candidates should have experience with Search Engine Optimization (SEO) considerations, be able to execute the goals of the new or redesigned website, and articulate details like functionality, deadlines, selection processes and contact information as more specifically described below.

The KTJ currently has a website and is seeking a critical and specific evaluation of the website which will lead to recommendations to include, but not limited to, revisions of the existing website or a newly designed website. It is vitally important that the new or redesigned website is aesthetically pleasing, user friendly and allows stress-free interaction by Tribal members and other users. The KTJ wants the webpage to be an information point for information and activity of the KTJ.

A. Scope of Work:

Described below are the technical requirements for the material, product, or service to be procured, including the minimum essential characteristics and standards which it must meet to satisfy its intended use.

1. This RFP is directed at experienced and qualified individuals or company in web design. Responders should outline their education and experience as relates to all sections in this RFP.
2. We are looking for a company or individual that will be able to redesign or create a new web site and provide continued support after the site is up and running. Please provide information how you would provide the following services:
 - a. Ongoing maintenance for the website;
 - b. Technical support;
 - c. Continued update of content;
 - d. Monitoring the site and analytics;
 - e. Response time to Judiciary requests;
 - f. Security.

3. Social media integration with Twitter and Facebook and other social media, including the ability to comment on specific pages and/or events through social media, embed content on the website and maintaining these links.
4. Creation and maintenance of secure protected login access pages for Tribal Member content which also include links to live streaming events. Explain how you would create and maintain the protected member's area.
5. Ability for Judiciary to edit and add content. For example, Human Resources uploading job posting and the Language department uploading daily language voice files. Provide technical assistance to each department to keep their pages current and easily accessible.
6. How could you help The Tribal Judiciary produce documentaries or short video projects with when they are ready?
7. KTJ is highly targeted therefore expert knowledge and experience in protecting sites and information is required. Maintain and keep current security and cyber security for the website. Maintain integrity of the site against spam, viruses, hackers, and electronic attacks. Electronic forms creation. Building of an e-pay service.
8. Create and maintain fillable electronic forms that when submitted send to an email account and Support Tribal Judiciary services. Building a self-help area for Tribal Court forms access, able to file Court documents online, access to updated Tribal Ordinances.
9. Create a secure portal for electronic payments to be paid through for Court and Child Support Clients. Providing Judiciary customers access to make payments for child support, filing fees, other services and court fees. Building of an e-pay service.
10. Language section maintenance: The Tribal Administration site maintains and provides maintenance for the Tribes massive tribal language section including a new daily language voice upload section. Provide a link to this section on Judiciary's site.
11. Provide a link to the Klamath News section.
12. Cross partnering: Currently we are partnering with Klamath Tribal Administration and would like to explore partnering with Crater Lake Junction Travel Center and Klamath Tribal Health and Family Services Department websites to provide lateral and comprehensive messaging. Tell us how you would work with our internal I.T. department to incorporate this. What would you recommend?
13. Klamath Tribes uses GoDaddy for hosting of their website. Determine if it will be possible for Tribal Judiciary to use GoDaddy as a host? If possible, work with GoDaddy on continued host maintenance, security features and maintenance of data logs. Provide site analytics reporting on the site visits, pages and other items. If not possible, recommend a host that would fit with the KTJ.
14. Provide telephone number and email for three current customers that are willing to speak with us directly.
15. What do you know about the Klamath Judiciary? (provide a short answer) If you are unfamiliar, please state and then tell how you intend to work with the Judiciary.
16. Provide a short description (one page or less) of your training plans to help us achieve our optimum outcome.
17. Tell us what you would do differently with our current website; how would you make it better and what results could you deliver; realistically, how long would it take to produce an outstanding website with SEO; and how you would administer it as The Klamath Judiciary Webmaster? You may have answered some of these questions above, if so please let us know where to find the information.
18. Before project start and during the initiation of the project, the selected contractor may be requested to meet with one or more of the following: The Tribal Administration Judicial Director, Chief Judge, IT Administrator and Tribal Council. Are you willing to meet?

19. How will you be invested in The Tribal Judiciary's long-term success and how will you guide us through the process?
20. Are you willing to travel to the Tribal Judiciary office if needed? How much of your work can be done remotely or via Zoom/teleconference? Due to COVID-19, much of the time worked might have to be done remotely, how do you feel about this and can you successfully do the job this way?
21. Website should be aesthetically to the eye, user friendly, stress-free interaction, and have an updated and modern look. Website must have a responsive design that is compatible with tablets and mobile devices.
22. Regular maintenance, updating and upgrading of plugins, application and other items used by the website to keep them current and up to date.
23. Ongoing website maintenance and technical support. Website content updates, new web pages or menu items, updated graphics, addition of forms, future website development, changes to structure, design and content as needed.
24. Provide in your proposal, a total cost, based on a four-year contract that would be renewable in one-year increments. Total cost should include labor, travel, supplies, equipment, and any other necessary costs to administer the project. We would like to see a cost break out for year 1, 2, 3, and 4 plus a grand total.
25. The KTJ require the project to be completed and tested for usability between 10/01/2021 and 11/1/2021. All bugs and revisions must be complete no later than 12/15/2021.
26. The party must understand that the Tribal Judiciary's privacy, cultural resources and confidentiality must be protected at all times during the project. Questions should be asked to clarify process.

B. Required Qualifications:

The Klamath Tribes and KTJ will award contracts to responsible prospective contractors who can perform successfully under the terms and conditions of the proposed contract. In determining the responsibility of a party, the KTJ will consider such matters as the party's:

- Integrity
- Compliance with public policy
- Record of past performance
- Financial and technical resources

Information to be provided

1. Must have minimum of 5 (five) years' work experience in related field of web design.
2. Must have a Bachelor's Degree in computer technology or certification in website design or related field.
3. Provide a one-page job qualification paper or resume'.
4. Provide references per instructions in A. 2 and 3 above.
5. Must be able to work under federal government funding rules and regulations and able to do business in the State of Oregon.
6. Must not be debarred or suspended from doing business with the federal government.

Preferred, or If Applicable

1. Provide Federal ID#, Social Security or TIN # and State Registry# or equivalent.

2. Provide certificate of insurance for general or professional liability and automobile insurance. If selected, contractor will be required to provide information at time of contract signing.
3. Must submit an Indian Enterprise Qualification Statement if claiming Klamath Tribal Preference or Indian Preference.
4. It is preferable if the party is registered with the System for Award Management (sam.gov). Cage Code is acceptable. Parties registered with sam.gov will receive higher points in scoring.

C. Evaluation Factors and Scoring:

Selection Procedures: The Klamath Tribes' Administration utilizes this formal advertising of Request for Proposals to award to the most highly rated proposal subject to negotiation of fair and equitable compensation. All timely responses to this RFP will be considered. Klamath Tribes' Administration and Tribal Judiciary reserves the right to reject any and all proposals based on documented reasons including determining any or all proposals to be non-responsive.

1. Method of Review: The Klamath Tribes' Administration and KTJ will review all proposals received and may contact the party to request further information. The Klamath Tribes' Administration/KTJ may accept any given RFP as submitted, or may negotiate with the party to establish terms most advantageous to the Tribes. The decision of the Klamath Tribes' Administration/KTJ shall be final and not subject to appeal.
3. Method of Scoring: All proposals received on time will be evaluated and scored as follows:
 - a. (0-40 points) Proposal Preparation and Requirements. Proposal must fully demonstrate your ability to carry out each requirement listed in Section A. "Scope of Work". Responder should try to fully address each item listed, in the order listed.
 - b. (0-25 points) Quality Requirements. Proposal must fully demonstrate your ability to meet each requirement listed in Section B. "Quality Requirements". Responder should try to fully address each item listed, in order listed.
 - c. (0-15 points) Cost: Cost will be determined by formula method, if possible.
 - d. (0-20 points) References: A record of integrity, judgment, performance and timeliness in the execution of previous jobs will garner higher points.
 - e. Indian preference: At minimum 15% of the evaluation points shall be granted to responders who demonstrate entitlement to Indian Preference, which points shall not be available to non-Indian bidders when using Method #3 of the Klamath Tribes Procurement Policy. Any responder requesting Indian Preference must fill out the Indian Enterprise Qualification Statement.
 - f. In the case of duplicate proposals the earliest postmarked envelope will be awarded unless otherwise advised in writing by the applicant that the later proposal is the appropriate one to review.

100 TOTAL POINTS POSSIBLE (without Indian Preference)

D. Instructions for Submitting Proposals:

Return one original proposal in a sealed envelope clearly marked according to the following instructions below. Alternate proposals will not be accepted.

1. Schedule of RFP activities :
 - 04/14/2021 Advertise RFP #21-1ADM1-Webmaster
 - 04/28/2021 3 p.m. Deadline for written questions regarding RFP.
 - 04/30/2021 Response to written questions.
 - 05/18/2021 4 p.m. Closing Date for RFP to be submitted via method outlined above.
2. 05/20/2021 Review Panel (RP) will start opening and reviewing RFP's submitted on time. Review will be remotely and via Zoom. Time for review completion, scoring, and selection is dependent on RP availability and time. All respondents will be notified by email upon completion of review.
3. Return one original proposal in an envelope clearly marked according to the following instructions below. Alternate proposals will not be accepted.
4. Sealed Proposals can be submitted in person, through US Postal Service, or by ground delivery to:

The Klamath Tribes
Administration Office
Attention: Jackie Galbreath, Purchasing Agent
P.O. Box 436
501 S. Chiloquin Blvd.
Chiloquin, OR 97624

*Due to COVID-19 it is preferred that ground delivery or US Postal Service be used.

5. The Procurement Policy does not allow acceptance of RFP's by email or Fax at this time.
6. On outside of sealed envelope write:
"214TKJ1-Webmaster" and your name or company name.
7. Questions on the RFP can be directed to Danita Herrera, Project Manager at (541)783-3020 or email danita.herrera@klamathtribalcourts.com.

E. Closing/Opening Date and Time and Method of Solicitation:

1. Proposals will be accepted at the address above up to **4 p.m. on May 18, 2021**. All timely responses to this RFP will be considered. The Klamath Tribes/KTJ reserve the right to reject any and all proposals including those proposals received after the closing date and time. If at the time of the scheduled proposal closing date, Klamath Tribes Administration is closed due to uncontrolled events or administration closures, proposals will be accepted until 4:00 p.m. on the next normal business day.
2. Proposal opening, review, scoring and selection will be conducted from the Grant and Contract Compliance Office remotely and via Zoom with a selected Review Panel (RP) beginning **May 20, 2021** at the Klamath Tribal Administration office, 501 S. Chiloquin Blvd., Chiloquin Oregon. If, at the time of the scheduled RFP opening date, Klamath Tribes Administration is closed due to uncontrolled events or KTJ closures, Review Panel will open at 2:00 p.m. on the next normal business day.

3. This RFP has been published by:

	Publication in a Newspaper of general circulation
x	Direct solicitation of proposals from an adequate number of known sources
X	Klamathtribes.org

F. Indian Preference:

1. To the greatest extent feasible, preference and opportunities for training and employment shall be given to Indians, and preference in the award of contracts and subcontracts shall be given to Indian organizations and Indian-owned economic enterprises.
2. Certain federal laws allow for the application of a Tribal-specific preference, and where those laws apply the Tribes will provide preference for Klamath Tribal members or businesses owned by Klamath Tribal members.
3. Preference and opportunities for training and employment in connection with the administration of these activities shall be given to Indians and Alaskan Natives.
4. The Klamath Tribes Procurement Policy shall be followed for any individual/firm claiming Indian Preference.
5. An Indian Enterprise Qualification Statement (IEQS) is required from any individual/firm claiming Indian Preference. From can be requested by emailing Jana DeGarmo at jana.degarmo@klamathtribes.com.

G. Provisions:

1. If required, all parties must submit with their proposals a statement detailing their employment and training opportunities and their plan for providing preference to Indians. All contractors must observe the Klamath Tribes' Indian preference policy.
2. The Klamath Tribes shall conduct all procurement transactions in a manner that provides fair and open competition.
3. The Klamath Tribes shall provide fair and equitable treatment for all persons or firms who are in the business of supplying goods and services.
4. The Klamath Tribes wish to assure that supplies, services, and construction are procured efficiently, effectively, and at the most favorable prices available.
5. The Klamath Tribes shall take reasonable affirmative steps to assure that DBE's, WBE's and MBE's are used when possible but without infringing on Indian preference where Indian preference is applicable.
6. The Klamath Tribes shall not use federal grantor funds to do business with any entity who is disbarred in accordance with the Federal Government Disbarment list.
7. Request For Proposals may be terminated by The Klamath Tribes' Administration at any time for cause.
8. Each party submitting a proposal is certifying that he/she has not colluded with any other person, firm or corporation in regard to securing the services being solicited.
9. No employee, officer, or agent of the Klamath Tribes may solicit or accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to subcontractors.
10. Negotiation: Provisions not addressed by this solicitation will be negotiated with the professional once a selection has been made.
11. Agreement: The selected professional and any sub-contractors will comply with Klamath Tribes Procurement Policies.