



VILLAGE OF LISLE
REQUEST FOR PROPOSAL (“RFP”)
#1344

WEBSITE DESIGN AND HOSTING SERVICES

DUE BY:
FRIDAY DECEMBER 17, 2021 AT 11:00 AM CST

AT:
DEMANDSTAR.COM

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1. Purpose

The Village of Lisle, Illinois (“the Village”) is issuing a Request for Proposals (“RFP”) to companies interested in providing comprehensive website design services for the Village’s website (www.villageoflisle.org). The Village of Lisle is seeking to partner with a qualified vendor to create a website with an attractive design that is user-friendly and informative.

2. Project Description

The Village seeks to create an inviting website that is attractive and reflective of the Village of Lisle, with imagery that reflects the Village as an attractive place to live, work, and visit. The newly designed website will be used as an informational and marketing tool for residents, business and visitors using the site. The design should highlight and showcase the community, Village amenities, news, events and attractions, and the multitude of services available to its citizens. The website must be designed and organized in a manner that allows users to easily find and access information, submit an inquiry, conduct transactions, and utilize various functions of the website to engage with the Village.

3. Description of the Village

The Village of Lisle is a vibrant and dynamic community located in Chicago’s western suburbs with significant economic opportunity and a high quality of life. Called “The Arboretum Village,” the community is situated along the prestigious I-88 Corporate Corridor just 26 miles west of Chicago’s loop in DuPage County. The community has a major commercial corridor along Ogden Avenue with access to the north/south and east/west tollways just minutes away. The Village of Lisle has 85 full-time and 15 part-time employees. Village departments include the Village Manager’s Office, Finance, Development Services, Public Works and Police. Elected officials and staff proudly serve the community in upholding the organization’s four core values of accountability, professionalism, commitment and responsiveness.

The Village of Lisle is a Trustee-Village form of government that was incorporated in 1956. The population is 24,223 and incorporated boundaries encompass 6.5 square miles. The Village’s Credit Rating is Aa1 and top employers include Navistar, Benedictine University and Molex. There are 69 miles of street, 121 miles of water main, and approximately 6,000 water customers served an average of 800 million gallons of water per year. The Police Department responds to 13,400 calls for service per year.

4. Project Scope

The following information communicates the Village’s expectations of a redesigned website.

a. Functionality

The Village’s website was last updated in 2019. It is the Village’s goal to provide a refreshed, clean design to end users, allowing for ease-of-use for both the end user and Village employees whom create new pages and make updates to existing

pages. The new site should incorporate modern technology and best practices for government websites. The following information sets forth the Village's expectations regarding site functionality.

- i. The new website must be cross-browser compatible (Google Chrome, Firefox, Safari, Internet Explorer, etc.).
- ii. Updates to the site are made through the use of a Content Management System or some other simplified method by which minimally trained staff can easily modify what appears on the website.
- iii. The redesign must provide for Search Engine Optimization that will optimize the Village's placement when searched on various search engines. The Village would like to ensure that it continues to appear as the first result when "Village of Lisle" is searched for.
- iv. The design must integrate with, and promote, communication tools such as web posts, an event calendar, social media (Facebook, Twitter, Nextdoor, LinkedIn, YouTube), Village employment opportunities, payments, and existing departments (Village Manager's Office, Police, Finance, Public Works and Development Services).
- v. The website should incorporate online conveniences, such as fillable forms for requests, permits, licenses & registrations, employment applications, citizen service requests, online payments, etc. that can be submitted electronically to the Village via devices accessing the website, and produce email alerts to relevant individuals when a new request is submitted.
- vi. Tools and opportunities for citizen engagement, such as sign-up forms for e-alerts and e-news are required. The Village welcomes consideration of any additional features or online tools that the selected vendor believes could improve interactions with citizens and businesses.
- vii. The Village requires a responsive design for its new website that can scale to an appropriate size for any device, including computer monitors, laptops, tablets, smartphones, etc.
- viii. The website design must be ADA compliant and conforms to all guidelines set forth by the Americans with Disabilities Act.
- ix. The Village seeks the ability to post emergency notifications on the home page, if needed.
- x. The Village requires the ability to create automated forms and surveys, including check boxes, drop down lists, document submissions and buttons. Electronic submissions should be forwarded to the emails of authorized persons to whom the forms are set to go to.

- x. The website is required to provide analytics integration (i.e. Google Analytics) that provides information on traffic analysis reporting capabilities and available metrics for user/system response times such as number of visitors, page views, frequently visited pages, etc.
- xi. The website is required to provide security features to prevent website hacking or defacement.
- xii. The website must incorporate an events calendar that is easy to update and maintain.
- xiii. The website design must include a dynamic and prominent news section on the homepage.
- xiv. The design should provide for minimized page load times.
- xv. The website must support capabilities such as photo and document management systems, the ability to embed video, and GIS/Map integration (such as an iframe).
- xvi. A search function is required, allowing for users to search the contents of the website and any documents via a search field on the homepage.

b. Third Party Integration

- i. The Village is currently undergoing the implementation of a new Enterprise Resource Planning (ERP) system with OpenGov. The Village's goal is to have the website and ERP system integrate seamlessly for payment processing, checkbook look up, and other applicable functions.

c. Project Requirements

As part of the website design project, the following activities are required.

- i. Review the current website and perform a preliminary needs assessment, including user engagement.
- ii. Provide at least three designs of a new home page and template options with a unique, contemporary, and professional design. Provide unlimited support to developing the leading design into a form and function satisfactory to the Village.
- iii. Conduct a kick-off meeting with staff.
- iv. Implement the selected design and content management system to create a functional and interactive website.

- v. Provide training to Village staff on the content management system, and any applicable features, so that staff are able to independently update and maintain the website.
- vi. Test website usability to ensure users can find important information.
- vii. Provide immediate reachability and quick response times during business hours for any website or content management support, as well as emergency contact information in the event of an emergency situation after business hours.

d. Miscellaneous

- i. The Village of Lisle shall have the right to use all such work products without restriction or limitation and without further compensation to the vendor.

5. Submittal Requirements

- a. Provide a brief overview of the company's history, especially as it relates to the company's experience in development of municipal or governmental websites.
- b. List the number of current public sector clients.
- c. Provide a description of 3-5 relevant municipal or governmental websites developed by the company. This shall include photos/graphics of the home pages of municipal or governmental websites that the company has designed.
- d. Provide a narrative on anticipated tasks required to fulfill the requirements of the project. Include a step-by-step workflow typically associated with website redesign and implementation. Describe the level of participation required of Village staff.
- e. Proposal shall include detailed information regarding website hosting and maintenance plan(s) for the website, including specifications for how much bandwidth will be allocated to hosting the website.
- f. Include fee sheets for the project, identifying all one-time design costs, the detail of all ongoing or future maintenance fees, and hosting costs, as well as any additional optional services.
- g. Describe the role of the Village in the implementation and the trainings for those responsible for maintaining the site.
- h. Describe any hardware and/or peripheral equipment necessary to support the proposed website.
- i. Describe the security features that will be employed with the new website, including security tools used to monitor the website, malicious activity reporting, level of security certification, and any information on experience with a compromised website.

- j. Propose a schedule/timetable for each phase of work, implementation and testing of various phases.
- k. Describe how your team proposes to make the most efficient use of financial resources available for this project.
- l. Proposal shall include a plan that includes the key staff members responsible for conducting training on the management and maintenance of the site...
- m. Provide a description of the process of transitioning from the Village's current website vendor to the new platform, including the migration of content, website architecture, etc.
- n. Include completed Attachments A, B and C with the submittal.

6. Proposal Timeline

The Village anticipates following the schedule described below for completing the project:

Phase	Anticipated Date
Issue RFP	November 18, 2021
Deadline for questions	December 2, 2021
Date Village will respond to questions	December 8, 2021
Proposals due	December 17, 2021
Proposal evaluation	December 20, 2021 – January 7, 2022
Award	January 17, 2022
Anticipated project completion	April 2022

7. Selection Criteria

This section contains sufficient information and instructions to enable qualified companies to prepare and submit proposals and supporting material. Vendors are encouraged to submit a complete proposal that substantially satisfies all requirements as stated in this RFP.

The selection of the successful company will not be solely based on cost estimates, but figures will be considered as an important factor in evaluating the proposal.

Village staff will review and evaluate all proposals per the criteria listed below:

- a. Public sector experience in website design, development, implementation and maintenance.
- b. Company depth of knowledge in the latest technical tools and techniques available in the marketplace.
- c. Proposed project approach and methodologies.
- d. Hosting and security capabilities.

- e. Reference data; track record of delivering aesthetically pleasing and functional websites.
- f. Overall cost for the project.

Upon selection, the final contract amount will be subject to negotiation to determine exact scope of services to be provided, final contract fee amount, and an outline of all relevant terms that will be acceptable and executed by both parties.

8. Inquiries

Questions regarding the proposal may be submitted by email to Michelle Gleisner, Assistant Finance Director, at procurement@villageofflisle.org by December 2, 2021.

9. Withdrawal of Proposals

Proposals may be withdrawn at any time prior to the deadline, provided that a written, signed request by the Proposer for the withdrawal of such proposal is filed with the Village prior to the deadline. The withdrawal of a proposal prior to the deadline will not prejudice the right of a Proposer to submit a new proposal before the deadline. No proposal shall be withdrawn without the consent of the Village for a period of 90 days after the deadline.

10. Freedom of Information Act

All information submitted to the Village in response to this RFP will be a public record and will be subject to disclosure, subject to applicable exemptions, under the Illinois Freedom of Information Act, 5 ILCS 140, et seq. ("Act"), after the award of the Agreement. Proposers are advised that Section 7(1)(g) of that Act exempts the following information from disclosure: Trade secrets and commercial or financial information obtained from a person or business where the trade secrets or commercial or financial information are furnished under a claim that they are proprietary, privileged or confidential, and that disclosure of the trade secrets or commercial or financial information would cause competitive harm to the person or business, and only insofar as the claim directly applies to the records requested. Proposers that desire to have portions of their proposals considered for this exemption should identify those portions accordingly.

ATTACHMENTS

- Attachment A – Disclosure of Beneficiaries
- Attachment B – Reference Sheet
- Attachment C – IRS Form W-9

11. Attachment A - Disclosure of Beneficiaries

In compliance with Village of Lisle Purchasing Procedures requiring the disclosure of certain interests by persons applying for permits, licenses, approval, or benefits from the Village of Lisle:

1. Applicant: _____
Name

Address City State Zip Code

Telephone Email Address

Federal Tax ID# _____

2. Nature of Transaction Sought; for example, license permit approval or sale of products, services, or miscellaneous (explain miscellaneous):

3. Nature of Applicant: (Please check one)

a. Natural Person: _____

b. Corporation: _____

c. Land Trust/Trustee: _____

d. Trust/Trustee: _____

e. Partnership: _____

f. Joint Venture: _____

4. If applicant is an entity other than described in Section 3, briefly state the nature and characteristics of the applicant:

5. If in your answer to Section 3 you have checked Box b, c, d, or e, identify by name and address each person or entity who is a 7.5 percent shareholder in the case of a corporation, a beneficiary in the case of a trust or land trust, a joint venture in the case of a joint venture, or who otherwise has a proprietary interest, interest in profits and losses, or right to control such entity.

	Name	Address	Interest
a.	_____		
b.	_____		
c.	_____		
d.	_____		

6. Name, address, and capacity of person making this disclosure on behalf of the applicant:

IMPORTANT NOTE: In the event your answer to Section 5 identifies entities other than a natural person, additional disclosures are required for each such entity.

VERIFICATION

I, being first duly sworn under oath, depose and state that I am the person making this disclosure on behalf of the applicant, that I am duly authorized to make this disclosure, that I have read the above and foregoing Disclosure of Beneficiaries, and that the statements contained therein are true in both substance and fact.

By: _____

(Authorized Signature and Title)

Subscribed and sworn to before me this ____ day

of _____, 20____.

Notary Public

12. Attachment B - Reference Sheet

List references for similar projects you have completed in the past five (5) years.

Agency Name:	
Contact Person	Phone Number
Address	
Estimate Project Cost	
Dates of Service	
Number of Employees	

Agency Name:	
Contact Person	Phone Number
Address	
Estimate Project Cost	
Dates of Service	
Number of Employees	

Agency Name:	
Contact Person	Phone Number
Address	
Estimate Project Cost	
Dates of Service	
Number of Employees	

13. Attachment C - IRS Form W-9

Include a copy of IRS Form W-9 with proposal.