



REQUEST FOR PROPOSALS/QUALIFICATIONS

FOR

WEBSITE DESIGN AND HOSTING SERVICES

ALL PROPOSALS MUST BE SUBMITTED TO:

TOWN OF WINDHAM
C/o Town Administrator's Office
ATTN: Eric DeLong
3 N Lowell Road
Windham, NH 03087

AND

ITDirector@WindhamNH.gov

PRIOR TO AND NO LATER THAN [Date and Time]

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1. **RFP OVERVIEW**

1.1 - Background

The Town of Windham (“Town”), New Hampshire is a community of approximately 17,000 people located in Rockingham County, New Hampshire

The major operating departments of the Town include, but are not limited to, the following:

- Administration
- Finance
- Tax Collector
- Assessor
- Town Clerk
- Human Resources/Services
- Community/Economic Development
- Recreation
- Solid Waste
- Highway
- Police
- Fire

The Town provides a wide range of services to its residents and operates with a budget of approximately \$14 million dollars (as of FY 2016).

The Town's website (www.WindhamNH.gov and related domains) was originally developed prior to 2000 and has gone through several redesigns, culminating in the current website(s) release in 2013. While the site meets many of the Town's needs, it has several limitations including, but not limited to: not fully satisfying accessibility goals; failing to take advantage of the latest technological advances; and not being designed for mobility and viewing on mobile devices. The impetus behind this proposal is to identify, recommend, and determine where the web site might be improved and at what cost.

The Town Board of Selectmen is responsible for policy-making and legislative authority. Reporting to the Board of Selectmen is the Town Administrator. The Administrator is responsible for carrying out the policies of the Board of Selectmen, and for overseeing the day-to-day operations of the Town.

The scope of the website is Town-wide and includes all departments, as well as all boards, commissions and committees.

The website also includes many online forms and a large number of static pages on a variety of topics. Vendors are strongly encouraged to perform a comprehensive review of the currently available features, functionality, and capabilities at the Town's website. It is the Vendor's responsibility to include, at a minimum, the same functionality as the current website.

1.2 - Purpose of RFP

The purpose of this Request for Proposals/Qualifications (RFP/RFQ) is to identify and select a vendor with a proven record of accomplishment in the planning, development, implementation, support, and hosting of government websites.

The selected vendor must be capable of providing all services, including ongoing hosting, to implement a state-of-the-art website. In addition, the vendor must offer a robust content management system (CMS) that allows Town staff to easily update website content. The Town desires a single vendor for all services identified in the RFP.

The Town is seeking a vendor that will take full responsibility for all aspects of the software, hardware, training, and other services required to support the implementation, support, and ongoing hosting of the new site. At a minimum, the vendor's services should include the following:

- Design and configuration.
- Interfaces to Town's data/systems.
- Implementation consulting.
- Administrative and staff training.
- Content migration and conversion.
- Testing.
- Documentation.
- Project management.
- Reporting.
- Hosting.
- Ongoing maintenance and operations support.

1.3 - Town Objectives

The major priorities of the Town's new website are to:

1. Communicate information efficiently and effectively.
2. Promote a self-service government.
3. Promote community events.
4. By successfully accomplishing #1-3, serve as an additional marketing tool in terms of economic development.

The objective of this RFP is to establish a long-term relationship with a vendor capable of supporting the Town's current and future needs and committed to the constant evolution of the proposed solution and hosting services.

The new website should strengthen the relationship between the Town and citizens/business by meeting the evolving expectations of the public for secure and reliable online services that are accessible from any operating platform (i.e. Windows, iOS, Android, etc.).

The Town has formed a review committee chaired by the Town Director of Information Technology, which includes several respected and knowledgeable town residents, a Board of Selectmen liaison, and representatives from the Finance and Administration departments. The committee's goal is to develop a website that promotes the Town through a welcoming, inclusive, sophisticated, user friendly, and intuitive site which focuses on two-way communication, information sharing, and interaction with past, current, and future residents and businesses.

The new website should be visually attractive, interesting, dynamic, unique, and provide useful, relevant, current information with the ability to conduct business online for convenience and efficiency. The committee anticipates frequent updates to draw constituents and other visitors to the website. The

site(s) must be accessible and functional using all of the common web browsers, operating systems, and mobile devices being used today, support a high degree of “uptime” and be easy to maintain content by staff with limited technical expertise (emphasis added and intended).

The new website should also support the use of older/slower devices so that web pages/graphics are rendered in only four seconds. During implementation, the committee will be responsible for coordinating and communicating department needs and content and assisting with implementation of the new website.

The committee’s goals of implementing a new website include:

- Implementing a CMS that streamlines the processes associated with managing, updating, and maintaining the website, as well as adding future sub-sites.
- Allowing Town to add new pages, documents, and complete other site modifications without having to rely on an outside resource.
- Improving the user experience when interacting with the website.
- Improving the website’s information architecture to provide easy and intuitive navigation and search capabilities.
- Providing a new look and feel that reflects current technology and the Town's diverse make up and vision.
- Improving and expanding on-line services and self-help.
- Implementing a consistent look and feel across all pages on the website and solidifying style rules to ensure that consistent look is maintained regardless of the device and/or browser used to access the website.
- Implementing quick links feature to ensure it is available on all pages.
- Addressing current and future Americans with Disabilities Act accessibility guidelines and any other applicable state and federal accessibility requirements.
- Providing departments with the tools and training to create and maintain pages to meet their department’s needs while maintaining enterprise-wide design requirements, navigation, and consistency.
- Allowing for some flexibility for departments to create and maintain a level of uniqueness within their own sub site that best expresses their department’s functions and culture.
- Enabling linking to other websites for special needs and functions provided by third-party vendors such as utility bill presentment and payment, crime statistics, class and facility registration, etc.
- Ensuring the host site provides secure and consistent website availability, with ample warning of upgrades and scheduled outages.

1.4 - Existing Website

The Town's website is currently hosted externally. The Town's website consists of approximately 250 pages and 5,000 PDFs.

The current content management is done using Drupal 6/7 with a combination of pure html editing and rudimentary CMS integration with all updates as to form and all creation of new pages being moderated by a single administrator, with some but not all departments updating their own content.

The Town uses a variety of third party and custom software to provide services to our citizens. Maintaining all current functions and features is critical and must be included in the new site.

The following table provides a listing of current interfaces and/or third party applications that exist on our website or are used by the Town. There are also numerous links to third party support and reference sites that must be included in the new site. A complete list and desired location will be given to selected vendor upon project start.

Application/ /Feature	Hosted by	Location/URL
Town GIS System	CAI	http://www.axisgis.com/WindhamNH/
EB-2 Gov	Interware	https://www.eb2gov.com/scripts/eb2gov.dll/TownLau nch?towncode=874
RecDesk	RecDesk	http://windham.recdesk.com/recdeskportal/

1.5 - Selection Process

The selection process outlined in this RFP is designed to select a vendor in 2017.

The evaluation of proposals will allow the Town to identify a short-list of qualified vendors. Selection of the short-list of qualified vendors shall be based upon the criteria identified in Section 5, "Proposal Evaluation."

The short-list of qualified vendors will then be invited to an on-site interview and solution demonstration. After all evaluation of proposals, on-site interviews, and demonstrations have been completed, the Town will select the finalist vendor as determined by the Town in its sole discretion. The Town and the finalist vendor will enter into final contract negotiations using the legal agreement(s) in the finalist vendor's proposal as the base document. The negotiations are intended to result in a contract which is deemed by the Town, in its sole discretion, to be in the Town's best interests. After the final negotiations the Town will make a recommendation to Board of Selectmen and the annual Town Meeting (as needed) regarding contract award.

In the event that the Town determines in its sole discretion that a satisfactory agreement cannot be entered into with the finalist vendor, the Town reserves the right to enter into contract negotiations with an alternative vendor.

The Town also reserves the right to identify more than one finalist vendor, to enter into contract negotiations with more than one finalist vendor simultaneously, and to award the contract to any such finalist vendor with whom it is negotiating.

Submittal of a proposal does not guarantee a vendor will be invited to demonstrate nor does it obligate the Town to purchase or contract for a website and/or related services either now or in the future. In the event that no vendor has submitted what the Town deems to be an acceptable proposal the Town reserves the right to reject all proposals.

An agreement will not be binding on the Town unless and until it is approved by the Board of Selectmen, any necessary funding is authorized by the annual Town Meeting, and it is executed by authorized representatives of the Town and of the vendor.

1.6 - Timeline

The Town expects to begin project implementation in 2017 and anticipates an eight-week implementation timeframe. Vendors should be prepared to propose a solution and approach that meets this timeline, or propose an alternative based on vendor's past experience with similar efforts.

1.7 - RFP Schedule of Events

Table 1, RFP Schedule of Events, identifies the Town's best estimate of the schedule that will be followed. The Town realizes the vendor procurement and selection schedule represents an aggressive timeline; however, time is of the essence and the Town encourages vendors to carefully consider and plan according to the presented schedule of events.

Table 1 - RFP Schedule of Events

RFP Event	Date/Time
Town Issues RFP	10/17/2016
Deadline for Written Questions/Comments	10/24/2016
Town Issues Responses to Written Questions/Comments	10/26/2016
Deadline for Submitting a Proposal	11/11/2016
Town Completes Short-List Evaluations and Notifies Short-Listed Vendors	11/21/2016
Town Determines Finalist(s) for Contract Negotiations	TBD
Town Prepares Finalist(s) Contract for presentation to the Board of Selectmen and/or Town Meeting	TBD
Approval of the Finalist(s) Contract by the Board of Selectmen	TBD
Project Start Date	TBD
Go-Live (Fully Functional)	TBD

The Town reserves the right, at its sole discretion, to adjust this schedule, as it deems necessary. Notification of any adjustment to the RFP Schedule of Events will be provided to all vendors that submitted a proposal on or before TBD.

1.8 - RFP Coordinator

All communications concerning this RFP must be submitted in email to the RFP Coordinator, Eric DeLong. The RFP Coordinator will be the sole point of contact for this RFP. All requests for additional information or clarification should be asked of the RFP Coordinator. The coordinator can be reached via email at ITDirector@WindhamNH.gov.

All vendors who have submitted a proposal to the Town will be provided, via e-mail, with a copy of any question submitted and the answer given by the Town. The Town is not responsible for delayed or lost e-mail, regardless of the cause.

Vendor initiated contact with anyone else in the Town related to this RFP is expressly forbidden and may result in disqualification of the vendor's bid (emphasis added and intended).

1.9 - Proposal Preparation Costs

The Town will not pay any costs associated with the preparation, submittal, or presentation of any proposal.

1.10 - RFP Amendment and Cancellation

The Town reserves the unilateral right to amend this RFP in writing at any time. The Town also reserves the right to cancel or reissue all or any part of the RFP at its sole discretion. If an amendment is issued, it will be provided to all vendors who have submitted proposal. Vendors will respond to the final written RFP including any exhibits, attachments, and amendments issued by the Town.

1.11 - Questions Pertaining to the RFP

Specific questions concerning the RFP should be submitted via email to the RFP Coordinator, before the date identified in Section 1.7, RFP Schedule of Events. Vendor questions should clearly identify the relevant section of the RFP related to the question being asked.

1.12 - Proposal Submittal

Proposals shall be submitted electronically or in person no later than the proposal deadline time and date detailed in the section 1.7, RFP Schedule of Events. Proposals received after this date and time will not be considered. Vendors who submit copies in-person must also submit an electronic copy in an acrobat (.pdf) file to the RFP Coordinator identified in Section 1.8.

The subject line of the email should be “[your company name] response to TOW website RFP.” The body of the email should identify the following:

- Proposal for Town Website
- Name of Vendor
- Vendor’s Address
- Vendor’s Telephone Number
- Vendor’s Contact Person
- Contact Person’s Telephone Number
- Contact Person’s Email Address

The actual proposal should be attached to the body of the e-mail. Vendors are solely responsible for ensuring the proposal is received and readable by the Town contact prior to the deadline. The Town will indicate successful receipt of the vendor’s proposal with an email reply to the submitter that acknowledges receipt.

It is the responsibility of the vendor to follow-up with Town prior to the submittal deadline should they not receive acknowledgement. Any questions or follow-up should be directed to the RFP Coordinator identified in Section 1.8.

3. SYSTEM REQUIREMENTS

The Vendor must deliver to the Town a new fully operational website based on the following requirements:

3.1 - Website Requirements

Item #	Description	Mandatory, Desired, or Optional	Comply? Yes, No, Partial	Vendor Comment/Solution
Req.1	Ability to meet and conform to ADA, Section 508, WCAG, and WAI accessibility standards	M		
Req.2	Provide uniformity of design that is visually attractive, intuitive, and easy to use.	M		
Req.3	Provide all features and functionality that exist on current website	M		
Req.4	Ability to have a homepage slideshow feature where fresh pictures are displayed frequently	D		
Req.5	Robust, attractive modern carousel design for custom advertisements and news.	M		
Req.6	Provide seasonal background/color/style themes that can be quickly and easily be changed by Town webmasters	D		
Req.7	Robust search capability (i.e. Google or similar look and feel and functionality Preferred). The search should allow the user to do keyword searches of the content included in PDFs and standard MS Office documents	M		
Req.8	The search is able to index documents that exist in third party systems (e.g. Agendas and Minutes).	D		
Req.9	Site map provided that auto updates to reflect webpage add/change/deletes.	M		
Req.10	Website shall have universal sizing to accommodate monitors of various screen resolutions and sizes	M		
Req.11	Consistent navigation on all pages, with the ability to change the delivered menus or navigational tools by Town as needed.	M		
Req.12	Printer-friendly page capability using Media Type or alternatively with print button on every page	M		

Req.13	Easy creation and management of data collection forms that allow for data capture into database formats. Module that allows us to easily select predetermined fields, but also provides the ability to customize fields as needed. Collection using SSL.	D		
Req.14	Capable of providing automated notifications when visitors complete forms or other activities (e.g. job interest, contact us, etc.). Ability to route forms to the appropriate staff person or people.	M		
Req.15	Capable of viewing from all major operating systems (i.e. Windows, OSX, iOS, Android, etc.) and current versions of commonly used browsers (e.g. IE, Safari, Firefox, and Chrome)	M		
Req.16	Providing seamless access and rendering of the website from all major mobile devices (i.e. iPhones, iPads, Android phones, tablets, etc.). Pages should render clearly so they are easy to view and navigate on smaller screens.	M		
Req.17	Ability to link to other Town pages and system, external webpages, and outsourced e-commerce servers from any page within the new website.	M		
Req. 18	Support for content and/or page based subscription capabilities such as RSS	M		
Req. 19	Support for a repository of current and archived Town or Department news stories.	M		
Req. 20	News stories can be posted to one or more twitter feeds, Facebook pages, and/or other social media as they are posted to our website.	M		
Req. 21	Ability to Support Town Blogs	D		
Req. 22	Ability to control access to some areas of the website through user ID and password.	D		
Req. 23	Ability to activate a banner at the top of all pages to alert citizens in case of breaking news or disaster.	M		
Req. 24	Robust site usage and statistics tracking (to the page level) to allow the Town to analyze how the public is using the website.	M		
Req. 25	Design architecture allows the website to be rendered on older devices and operating system within four seconds.	M		

Req. 26	Ability to link to social networking sites, including multiple accounts in each service. Sites desired include: Facebook, Twitter, YouTube, Vimeo, Flickr, Nixle, Next Door, and Pinterest.	M		
Req. 27	Ability to embed content from social media site directly into website. Examples: Twitter Feeds, Pinterest Boards, MindMixer, etc.	M		
Req. 28	Ability to enlarge photo with one click within a sub-window so users are not forced to leave current page	D		
Req. 29	Provide measures that prevent security breaches and access to confidential data collected and stored. The security methods of the website can withstand security attacks including, but not limited to, Cross Site Scripting (XSS), Cross Site Request Forgeries (CSRF), and SQL Injection. In addition, provide immediate notification of any known or suspected breach and follow on investigation to assess breach and implement changes to remove risk.	M		
Req. 30	Support “breadcrumb” type navigation	M		
Req. 31	Interactive calendar.	M		
Req. 32	Ability to support calendaring via iCal or similar technology. Will allow user to import event into own calendar application such as Outlook.	M		
Req. 33	Support a Town-wide master calendar and sub-calendars that include events, meetings, holidays, etc. The calendars should allow management from a main calendar and allow for embedding across the website by content/subject matter category. Example: Embed only scheduled Selectmen meetings on Selectmen’s page)	M		
Req. 34	Calendar should have the ability to be searchable, share events on social media, have category filters, have locations (with maps), and include images.	D		
Req. 35	Allow citizens to submit calendar events for approval by Town staff.	D		
Req. 36	Provide secure website that meets emerging industry standard guidelines on privacy and accessibility	M		

Req. 37	Provide innovative ideas and recommendations for maximizing the Town's web presence. Please provide additional recommendations that may not be covered in the prior requirements.	D		
Req. 38	Provide warranty on all services for 3-years following implementation.	M		
Req. 39	Provide telephone support with a 4 hour response from 8 AM – 4 PM EST Monday through Friday.	M		
Req. 40	Provide emergency telephone support with 4 hour response from 4:01 PM to 7:59 AM EST Monday – Friday and on weekends and holidays. Please state the Holidays recognized by your firm.	M		
Req. 41	The website uses images that are copyright clear or owned by the Town.	M		
Req. 42	Ability to promote our own events or news on the website; possibly through an advertising/banner management system.	D		
Req. 43	The website includes a page of contacts at the Town of Windham. This directory should include a position, name of current person in that position, phone number, and email address. The email address should be a live link, to email a question and/or a form to allow the user to submit a question.	M		
Req. 44	A feature like “How do I?” or quick links to allow users to quickly find popular topics.	D		

3.2 - Content Management System (CMS)

Item #	Description	Mandatory, Desired, or Optional	Comply? Yes, No, Partial	Vendor Comment/Solution
CMS.1	Provide a comprehensive “full function”, web-based, easy to use solution that includes, but is not limited to, template creation, security and approval levels, WYSIWYG content editor, versioning, content scheduling, etc.	M		
CMS.2	Ability to set system to automatically update content upon approval of edited page.	M		
CMS.3	Ability to schedule system to automatically add/update/delete content upon approval of edited page and schedule.	M		
CMS.4	Ability to give a Town staff member both edit and approval for their designated areas of responsibility as well as to assign proxies during periods of absences.	M		
CMS.5	Do not allow deleted pages to be accessible via search.	M		
CMS.6	Comprehensive training and user help documentation	M		
CMS.7	Provide spell-check and grammar correction functionality.	M		
CMS.8	Support allowing staff to post various file types on web pages for viewing and/or downloading (e.g. xls, .tif, .bmp, .jpg, .pdf, etc.)	M		
CMS.9	Support viewing of video and/or photo galleries from Town-provided content or allow links to photo galleries and videos hosted on another site.	M		
CMS.10	Support the posting of maps and allow dynamic linking to the Town's future GIS website or Google Maps.	M		
CMS.11	Allow content editors flexibility in determining size and position of page features such as photographs.	M		
CMS.12	Provide comprehensive audit capability to see who is modifying what and when.	M		
CMS.13	Automatic replication of navigation and menu changes to all related pages with no additional data entry.	M		
CMS.14	Ability to add, change, and/or delete links between pages and/or to other websites as needed, with no vendor intervention required	M		

Item #	Description	Mandatory, Desired, or Optional	Comply? Yes, No, Partial	Vendor Comment/Solution
CMS.15	Ability to use CMS with Windows or OSX using IE, Firefox, Chrome, Safari and other common browsers now and in the future.	M		
CMS.16	Provide training for site administrators and content contributors.	M		
CMS.17	Allow CMS to be accessible via external access - outside of our internal network.	M		
CMS. 18	Provide the ability to archive outdated documents and images	M		
CMS. 19	Ability to optimize uploaded pictures and graphic files for quickest page loading	M		
CMS. 20	Ability to create and manage document galleries to organize and publish documents according to subject matter	M		
CMS. 21	Ability to specify a publishing schedule for specific content	M		
CMS. 22	Ability to reorganize content to different sections of the website/ intranet without manually changing content links.	M		
CMS. 23	Support for versioning and indexing of content to meet legal and policy-based Records Retention and Retrieval requirements	M		
CMS. 24	Provide multi-lingual Content Integration with website content translation capabilities.	M		
CMS. 25	The CMS handles version control that allows a page, section or the whole website to be rolled back to a previous revision or point in time.	M		

3.3 - Web Hosting

Item #	Description	Mandatory, Desired, or Optional	Comply? Yes, No, Partial	Vendor Comment/Solution
HOST.1	Provide hosted website in secure, state-of-the-art data center.	M		
HOST.2	Provide hosted website in vendor owned and operated data center. If not, please identify 3rd party that is providing the hosting.	M		
HOST.3	Host website in redundant facilities in the event the primary facility is inaccessible from the internet.	D		
HOST.4	Provide switch from primary to backup facility within 2 hours	M		

Item #	Description	Mandatory, Desired, or Optional	Comply? Yes, No, Partial	Vendor Comment/Solution
HOST.5	Provide automatic switching from primary to backup facility	M		
HOST.6	Provide website and intranet access on a 24X7 basis with 99.99% uptime. If not, please provide clear description of guarantee availability.	M		
HOST.7	Provide hosted website in data center located outside the 100 year flood plain	D		
HOST.8	Maintenance/downtime scheduled outside of normal business hours, with at least 2 weeks advance notice to Town. If not, please provide clear description of process for scheduling downtime and notifying Town	M		
HOST.9	Technical support for system outages responds to priority service calls 24 x 7 with 2 hours guaranteed response time	M		
HOST.10	Site monitored for outages 24 x 7	M		
HOST.11	Ensure full system backups and provide recovery services to minimize impact to the Town.	M		

4. PROPOSAL SUBMISSION REQUIREMENTS

4.1 - General Instructions

Proposals should be prepared simply and economically and provide a straightforward, concise description of the vendor's company, qualifications, proposed solution, and capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content. Glossy sales and marketing brochures are not necessary or desired.

Proposals should be organized consistent with the outline provided in this section of the RFP. Vendors must follow all formats and address all portions of the RFP set forth herein providing all information requested. Vendors may retype or duplicate any portion of this RFP for use in responding to the RFP.

Proposer shall submit five paper copies and one electronic copy in PDF format of their proposal.

4.2 - Proposal Format

Proposals should contain the following:

- Transmittal Letter
- Executive Summary
- Company Information
- Company Background
- Company Qualifications
- References
- Proposed Solution
- Implementation Approach
- Ongoing Support and Hosting Services
- Pricing

- Proposed Legal Agreement(s)
- Additional Information

Failure to include the above information, to label the responses correctly, or to address all of the subsections may, at the Town's sole discretion, result in the rejection of the Proposal.

Proposals should not contain extraneous information. All information presented in a Proposal must be relevant in response to a requirement of this RFP, must be clearly labeled, and, if not incorporated into the body of the proposal itself, must be referenced to the appropriate place within the body of the proposal. Any information not meeting these criteria will be deemed extraneous and will not be factored into the evaluation.

5. PROPOSAL EVALUATION

After the proposals are received, the Town shall review and evaluate them for responsiveness to the RFP in order to determine whether the proposer possesses the qualifications necessary for the satisfactory performance of the services required.

The Town may also investigate qualifications of all proposers to whom the award is contemplated, and the Town may request clarifications of proposals directly from one or more proposers.

In reviewing the proposals, the Town will consider the following:

- The qualifications (including education, training, licenses, experience and past performance) of the proposer and its agents, employees and sub-consultants in completing projects of a similar type, size and complexity. The Town may consider proposer's timely and accurate completion of similar projects within budget.
- The feasibility of the proposal based upon the methodology of the proposed scope of services to meet the Town's needs, the quality of services proposed, and the reasonableness of the total project costs and of the proposed time period over which the work will be completed.
- Proposer understanding of the work to be completed based upon the clarity of the proposal and responsiveness to this RFP. The Town will not assume that a proposer will perform services not specifically detailed in its submitted proposal.
- Quality, clarity, completeness, and responsiveness of proposal.
- Ability to provide a website, intranet, and CMS that meet the current and future vision and needs of the Town.
- Proven ability to plan, design, develop, implement and support the website, and CMS.
- Demonstrated ability to work in a cooperative and collaborative manner with clients.
- Proposed timeline.
- Anticipated value and price.
- Perceived risk or lack thereof.
- Company financial stability.
- References for each of the primary product(s) and service(s) proposed
- Results of interviews, demonstrations, and site visits.
- Reasonableness of proposed terms and conditions of draft legal agreement(s)

The Town reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all vendors. The purpose of any such discussions shall be to ensure full understanding of the proposal. Discussions shall be limited to specific sections of the proposal identified by the Town and, if held, shall be after initial evaluation of proposals are complete. If clarifications are made as a result of such discussion, the vendor shall put such clarifications in writing.

6. GENERAL REQUIREMENTS

6.1 - Collusion

By submitting a response to the RFP, each vendor represents and warrants that its response is genuine and is not made in the interest of or on behalf of any person not named therein; that the vendor has not directly induced or solicited any other person to submit a sham response or any other person to refrain from submitting a response; and that the vendor has not in any manner sought collusion to secure any improper advantage over any other person submitting a response.

6.2 - Required Review and Waiver of Objections by Vendor

Vendors should carefully review this RFP and all attachments for comments, questions, defects, objections, or any other matter requiring clarification or correction (collectively called “comments”). Comments concerning RFP objections must be made in writing and received by the Town no later than the "Deadline for Written Questions and Comments" detailed in the RFP Schedule of Events. This will allow issuance of any necessary amendments and help prevent the opening of defective proposals upon which contract award could not be made.

Protests based on any objection will be considered waived and invalid if these faults have not been brought to the attention of the Town, in writing, by the deadline for written questions and comments.

6.3 - Proposal Withdrawal

To withdraw a proposal, the vendor must submit a written request, signed by an authorized representative, to the RFP Coordinator. After withdrawing a previously submitted proposal, the vendor may submit another proposal at any time up to the deadline for submitting proposals.

6.4 - Proposal Errors

Vendors are liable for all errors or omissions contained in their proposals. Vendors will not be allowed unilaterally to alter proposal documents after the deadline for submitting a proposal.

6.5 - Incorrect Proposal Information

If the Town determines that a vendor has provided, for consideration in the evaluation process or contract negotiations, incorrect information which the vendor knew or should have known was materially incorrect, that proposal will be determined non-responsive, and the proposal will be rejected.

6.6 - Right to Refuse Personnel

The Town reserves the right to refuse, at its sole discretion, any subcontractors or any personnel provided by the prime contractor or its subcontractors. The Town reserves the right to interview and approve vendor’s key staff.

6.7 - Proposal of Additional Services

If a vendor indicates an offer of services in addition to those required by and described in this RFP, these additional services may be added to the contract before contract signing at the sole discretion of the Town.

6.8 - Conflict of Interest and Proposal Restrictions

By submitting a response to the RFP, the vendor certifies that no amount will be paid directly or indirectly to an employee or official of the Town as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the vendor in connection with the procurement under this RFP.

Notwithstanding this restriction, nothing in this RFP will be construed to prohibit another governmental entity from making a proposal, being considered for award, or being awarded a contract under this RFP.

Any individual, company, or other entity involved in assisting the Town in the development, formulation, or drafting of this RFP or its scope of services will be considered to have been given information that would afford an unfair advantage over other vendors, and said individual, company, or other entity may not submit a proposal in response to this RFP.

6.9 - Disclosure of Proposal Contents

All proposals and other materials submitted in response to this RFP procurement process become the property of the Town. In keeping with NH RSA 91-a, as public documents all proposal information, including detailed price and cost information, and associated materials will be open for review by the public to the extent allowed by law. By submitting a proposal, the vendor acknowledges and accepts that the contents of the proposal and associated documents are open to public inspection.

6.10- Severability

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the Town and vendors will be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

6.11 - RFP and Proposal Incorporated into Final Contract

This RFP and the successful proposal will be incorporated into the final contract.

6.12 - Proposal Amendment

The Town will not accept any amendments, revisions, or alterations to proposals after the deadline for proposal submittal unless such is requested, in writing, by the Town.

6.13 - Warranty

The selected vendor will warrant that the proposed solution will conform in all material respects to the requirements and specifications as stated in this RFP and as demonstrated during the evaluation process. In addition, the requirements as stated in this RFP will become part of the subsequent agreements.

6.14 - Right of Rejection

The Town reserves the right, at its sole discretion, to reject any and all proposals or to cancel this RFP in its entirety at any time prior to final contract award.

Any proposal received which does not meet the requirements of this RFP may be considered to be nonresponsive, and the proposal may be rejected. Vendors must comply with all of the terms of this RFP and all applicable State laws and regulations.

The Town reserves the right, at its sole discretion, to waive variances in technical proposals provided such action is in the best interest of the Town. Where the Town waives minor variances in proposals, such waiver does not modify the RFP requirements or excuse the vendor from full compliance with the RFP. Notwithstanding any minor variance, the Town may hold any vendor to strict compliance with the RFP.

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