



***Request for Proposal and Specifications***

**Project: WEBSITE REDESIGN RFP  
Bid ID#W-007**

**Issued: 5/24/2019**

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## **NOTICE TO VENDORS**

**PROJECT: MANISTEE COUNTY WEBSITE REDESIGN RFP**  
**Bid ID#**

**OWNER: MANISTEE COUNTY**  
**415 Third Street**  
**Manistee, MI 49660-1624**

**BID PROPOSALS ARE REQUESTED AND WILL BE RECEIVED AS A “SINGLE LUMP SUM PROPOSAL” ON OR BEFORE WEDNESDAY, JULY 31, 2019, 4:30 PM (EST).**

SEPARATE SEALED BID PROPOSALS FOR THE ABOVE CATEGORIES MUST BE RECEIVED ON OR BEFORE THE BID OPENING DATE AND TIME. BIDS ARE TO BE SUBMITTED TO:

**MANISTEE COUNTY – ADMINISTRATION BLDG.**  
**415 Third Street**  
**Manistee, MI 49660-1624**  
**Attn: Ms. Lisa Sagala, Assistant Administrator**

## Introduction

### Purpose of the Request for Proposal

Manistee County (hereinafter referred to as “County” or the “County”) is soliciting bids to have its website redesigned and updated to better serve residents of Manistee County. The County has issued this Request for Proposal (RFP) in order to select and contract with a company (hereinafter referred to as “Vendor”) to create and possibly host a new website replacing [www.manisteecountymi.gov](http://www.manisteecountymi.gov). The new website should incorporate a more modern content management, retention and delivery system. From an administrative perspective the site must be easy to update by users of varied technical expertise from multiple departments.

The County is seeking proposals from highly qualified, experienced website development companies to influence, design, develop and implement its public-facing website. To be considered for this engagement, your business must meet the qualifications and satisfy the requirements set forth in this RFP. The selected Vendor must be a firm that has experience in local government website design projects, and expertise in managing local government website design projects, and be able to demonstrate and provide information regarding:

- Successful website redesign
- Current trends in website design
- User experience and usability testing
- Expertise in content management and information architecture
- Website development and deployment
- ADA compliance
- Website hosting
- E-commerce integration
- Multi-layered content management
- Website maintenance and website integration tools
- Social media integration techniques
- Search engine optimization techniques
- Mobility access
- General County information regarding recycling, revenue sharing, etc.

The County Assistant Administrator, Ms. Lisa Sagala will be the County’s main contact for this project. The County is in the process of forming a Website Advisory Group that will also have input in the new website functionality.

The selected Vendor shall be responsible for working with the County Website Advisory Group to develop the functional requirements lists for the new website. The Vendor will develop the new website that meets the requirements for the County and provide training to the designated County employees that will be working with the new website. The vendor will deliver a royalty free, County-owned website with a three-year support and service contract.

## Schedule of Events

The following is the required schedule of events for this project. A final schedule will be established prior to contracting with the successful Vendor.

<b>Event</b>	<b>Time</b>	<b>Date</b>
Release and Issuance of the RFP	8:00am	May 24, 2019
<b>Mandatory</b> Vendor Election to Bid Deadline	4:30pm	June 5, 2019
Question Deadline	4:30pm	July 3, 2019
Responses Due	4:30pm	July 31, 2019
Vendor Interviews	10:00am	August 19, 2019
Bid Award	9:00am	September 18, 2019
Requirements Phase	To Be Determined	To Be Determined
Development Phase	To Be Determined	To Be Determined
Testing Phase	To Be Determined	To Be Determined
Implementation & Project Completion	To Be Determined	To Be Determined
Acceptance by County	To Be Determined	To Be Determined

## SECTION I – GENERAL TERMS AND CONDITIONS

### Response Submission

Responses to this RFP must be submitted in sealed packages and delivered by either USPS, express delivery, or personally on or before 4:30 pm, Wednesday, July 31, 2019 to Manistee County, 415 Third Street, Administration Building, Manistee, 49660-1624. The response packages received will be collected and opened at a later date. It is the sole responsibility of the respondents to ensure that their responses arrive in a timely manner. Bid packages received after 4:30pm on Wednesday, July 31, 2019 will not be accepted. It is the responsibility of the respondents to email, fax or mail the Mandatory Election to Bid Form no later than 4:30pm on Wednesday, June 5, 2019 (Appendix A – REQUIRED FORMS).

The Vendor must submit *two (2)* copies and one magnetic copy on a USB flash memory module of their response along with sample installation and maintenance contracts.

**Please use the following mailing label to ensure proper delivery.**

TO: Manistee County  
ATTN: Lisa Sagala  
415 Third Street  
Manistee, MI 49660-1624

TECHNOLOGY BID – WEBSITE REDSIGN RFP  
Technology Bid ID#:

### Costs Associated with Preparation of the Vendor's Response

The County will not be liable or responsible for any cost incurred by the respondents in preparing responses to this RFP, providing demonstrations of systems or negotiations associated with award of a contract.

### County's Right to Reject Proposals

The County reserves the right to reject any and/or all RFP's submitted for **any** reason. This RFP, as well as the Vendor's response will become contractual obligations of the selected Vendor. Additionally, by bidding on this RFP, Vendors accept and acknowledge that the County may accept any or all proposals, ultimately waive some bid specifications where in its sole discretion it is appropriate, and not necessarily award the contract to the lowest cost proposal. Additionally, Vendors accept and acknowledge that the decision of the County is final and that the Vendors waive any recourse against the

County or other Vendors which may otherwise exist for action occurring during the course of this bid solicitation process.

The County at its discretion may use design concepts from any Vendor response without remuneration or obligation.

In the event of a conflict between any terms or conditions in any of the documents comprising the entire present Agreement, the terms and conditions set forth in this Request for Proposal shall take precedence.

All documents constituting the entire present Agreement shall be construed in accordance with and governed by the laws of the State of Michigan.

### **Interpretation and Additional Information**

Interpretations, clarifications, corrections and/or changes to the RFP will be made by an ADDENDUM. Interpretations, clarifications, corrections and/or changes to the RFP made in any other manner will not be binding, and the Vendors shall not rely upon such interpretations, clarifications, corrections and/or changes. The County can only issue interpretations, clarifications, corrections and/or changes to this RFP. Addenda will be emailed and or delivered to all who are known to have attended the Vendors' Conference. Addenda will be posted at the following sites: **Manistee County web page (<http://www.manisteecountymi.gov/>)**

Addenda will also be emailed to all Vendors that have turned in their Election to Bid form. Addenda will be issued as expeditiously as possible. *It is solely the responsibility of the Vendors to determine whether all addenda have been received.*

It will be the responsibility of all respondents to contact the County prior to submitting a response to the RFP to ascertain if any addenda have been issued, and to obtain any and all addenda, execute them, and return addenda WITH their response to the RFP.

### **Questions**

Questions regarding this RFP must be submitted in writing or email by 4:30 pm on Wednesday, July 3, 2019. Responses to all questions received in proper time frames will be made in writing and distributed to all Vendors in attendance. Only those vendors that have submitted an Intent to Bid Form can submit questions to the County. The point of contact for all questions or requests for addition information or clarification is:

Ms. Lisa Sagala (lsagala@manisteecountymi.gov)  
Manistee County  
415 Third Street  
Manistee, MI 49660  
(231) 398-3504  
Fax: (231) 723-1795

Questions received after the deadline period will not be answered.



## **Proposal Binding Period**

Prices quoted in the Vendor's response for all service and labor rates, licensing and materials will remain in effect for the entire installation and contract period.

## **Omissions**

Omissions in the proposal of any provision herein described shall not be construed as to relieve the Vendor of any responsibility or obligation requisite to the complete and satisfactory delivery, operation, and support of any and all equipment or services.

## **Payment Conditions**

Payment shall be made upon a formal acceptance of the job by the County. Acceptance shall be defined by the County. Acceptance will be deemed "in full" upon receipt by the Vendor of a Notice of Acceptance issued by the County upon beneficial use and full implementation of the Terms and Conditions and Technical Specifications of the Contract. Upon receipt of the Notice of Acceptance, the Vendor shall notify the County in writing of a release of all liens for all materials and services associated with this project. The County will retain 10% of the total Vendor bid until acceptance by the County has been issued.

## **Project Manager**

The Vendor will provide a Project Manager who will act as a single point of contact for all activities regarding this project. The Project Manager will be required to make on-site decisions regarding the scope of the work and any changes required by the work.

## **Meetings**

On-site project coordination, requirement development and progress meetings will be held as necessary throughout the life of this Project. The Vendor must supply a project timeline and keep it updated during the life of this project. It is expected that there will be an installation "cut over" meeting for the new website.

Vendor should be prepared to discuss work accomplished and project work to be done within the next two weeks from the date of the meeting.

## **Equal Employment Opportunity**

In connection with the execution of this Contract, the Vendors and subcontractors shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, or national origin. The Vendors shall take affirmative action to ensure that minority and disadvantaged applicants are employed and employees are treated during their employment without regard to race, religion, color, sex, age, or national origin.

## **Compliance with Laws and Regulations**

The Vendor performance of the work shall comply with applicable federal, state, and local laws, rules, and regulations. The Vendor shall give required notices, shall procure necessary government licenses, permits and inspections, and shall pay without burden to the County, all fees and charges in connection therewith unless specifically provided otherwise. In the event of violation, the Vendor shall pay all fines and penalties, including attorney's fees and other defense costs and expenses in connection therewith.

## **Regulations, Codes, Standards, and Ordinances Compliance**

The website must be meet or exceed:

- ✓ The Americans with Disabilities Act (ADA) and specifically as it relates to governmental websites.
- ✓ The retention period of notifications and records that the County of Manistee has to adhere to.
- ✓ The Michigan Trial Court Standards and Guidelines for Websites and Social Media.

## **Patents and Royalties**

The Vendor, without exception, shall indemnify and hold harmless the County and its employees from any liability of any nature or kind, including costs and expenses for, or on account of, any trademarked, copyrighted, patented, or non-patented invention, process, or article manufactured or used in the performance of the Contract, including its use by the County. If the Vendor or subcontractor uses any design, device, or materials covered by letters, patent, trademark, or copyright, it is mutually understood and agreed without exception that the proposal prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work.

## **Indemnification**

The Vendor shall indemnify and hold harmless Manistee County and its employees from or on account of any injuries or damages, received or sustained by any person or persons, during or on account of any operation connected with this Contract; or by consequence of any negligence (excluding negligence by the County, its agents, or employees) in connection with the same; or by use of any improper materials or by or on account of any act or omission of said Vendor or its subcontractors, agents, servants, or employees. The Vendor further agrees to indemnify and hold harmless the County, its agents, or employees, against claims or liability arising from or based upon the violation of any federal, state, county, city, or other applicable laws, bylaws, ordinances, or regulations by the Vendor, its agents, associates, or employees.

The indemnification provided above shall obligate the Vendor to defend at its own expense or to provide for such defense, at the County's option, of any and all claims of liability and all suits

and actions of every name and description that may be brought against the County which may result from the operations and activities under this Contract whether the installation operations be performed by the Vendor, subcontractor, or by anyone directly or indirectly employed by either.

The award of this Contract to the Vendor shall obligate the Vendor to comply with the foregoing indemnity provision; however, the collateral obligation of insuring this indemnity must be complied with as set forth.

### **Cancellation**

In the event any provisions of this RFP are violated by the Vendor, the County may give written notice to the Vendor stating the deficiencies. Unless deficiencies are corrected within five (5) working days, recommendations will be made to the County for immediate cancellation. The County reserves the right to terminate immediately any contract resulting from this RFP for failure to correct deficiencies.

All the policies described herein shall include an endorsement stating the following "It is understood and agreed that Thirty (30) Days Advanced Written Notice of Cancellation, Non-Renewal, Reduction, and/or Material Change shall be sent to: (Lisa Sagala Assistant Administrator, Manistee County, 415 Third Street, Manistee, MI 49660.)

If any of the required licensing or coverage's during the term of this contract, the Contractor shall deliver renewal licensing and/or policies to Manistee County at least ten (10) days prior to expiration date.

### **Advertising**

The Vendor agrees not to use the results from this RFP as a part of any commercial advertising without prior written approval of the County.

### **Documentation**

Compile product data and related information appropriate for County's maintenance and operation of products furnished under this RFP. Prepare the data in the form of an instructional manual for use by County's IT personnel.

Format:

1. Size: 8-1/2" x 11"
2. Paper: white, for the typed pages.
3. Text: Manufacturer's printed data.
4. Drawings:
  - a. Provide reinforced punched binder tab.
  - b. Fold larger drawings to size of the text pages.
5. Provide fly-leaf for each separate product, and major component parts of equipment.
6. Provide indexed tabs.
7. Binders must be commercial grade.

9. Provide a complete copy of the Vendor's RFP, documentation, users accounts, support documentation, invoices, etc. on USB flash media.
10. Supply an online tutorial for use for Manistee personnel that are responsible for maintaining and updating content for the new website.

## **Insurance**

### **Liability and Insurance**

The Vendor shall assume the full duty, obligation, and expense of obtaining and maintaining necessary insurance while providing services to the County under the requirements of this RFP and any addendum.

#### **Insurance Coverage**

The Vendor shall be fully liable to provide and maintain in force during the life of this Contract, such insurance, including Public Liability Insurance, Product Liability Insurance, Auto Liability Insurance, Worker's Compensation, and Employer's Liability Insurance as will assure to the County the protection contained in the foregoing indemnification provision undertaken by the Vendor. Such policies shall be issued by United States Treasury-approved companies authorized to do business in the State of Michigan and having agents upon whom service of process may be made in the County and shall contain as a minimum, the following provisions, coverage, and policy limits of liability.

#### **General Liability**

General Liability Insurance shall protect Manistee County, subcontractor, agents, and employees from claims for damages. General Aggregate shall not be less than Two Million Dollars (U.S. \$2,000,000.00) and it shall apply in total to this project only. Products – Comp/GP Aggregate shall not be less than Two Million Dollars (U.S. \$2,000,000.00). Personal & ADV Injury shall not be less than One Million Dollars (U.S. \$1,000,000.00). Each Occurrence shall not be less than One Million Dollars (U.S. \$1,000,000.00). Fire Damage shall not be less than Fifty Thousand Dollars (U.S. \$50,000.00) on any one (1) fire. Medical Expense shall not be less than Five Thousand Dollars (U.S. \$5,000.00) on any one (1) person. Broad Form Property Damage coverage shall include completed operations.

#### **Product Liability**

Product Liability or Completed Operations Insurance shall have bodily injury limits of liability of not less than Five Hundred Thousand Dollars (U.S. \$500,000.00) per person; Five Hundred Thousand Dollars (U.S. \$500,000.00) per occurrence, and Five Hundred Thousand Dollars (U.S. \$500,000.00) aggregate.

## **Auto Liability**

The Umbrella Form of Auto Liability Insurance shall be provided. Each occurrence shall not be less than One Million Dollars (U.S. \$1,000,000.00) over primary insurance. The Aggregate shall not be less than One Million Dollars (U.S. \$1,000,000.00) over primary insurance. Self-Insured Retention (SIR) shall not be greater than Ten Thousand Dollars (\$10,000) for each occurrence.

## **Workers' Compensation and Employer's Liability**

Workers' Compensation and Employer's Liability Insurance shall meet minimum requirements set by the State of Michigan, but in no case less than Five Hundred Thousand Dollars (U.S. \$500,000.00). The Disease Policy Limit shall not be less than Five Hundred Thousand Dollars (U.S. \$500,000.00).

## **Proof of Insurance**

The Vendor shall furnish to the County a Certificate of Insurance or duplicate policies of insurance described above which specifically protect the County. Manistee County, is identified as additional insured on the General Liability policy form. Manistee County, 415 Third St., Manistee, MI 49660-1624 is the Certificate Holder.

Such certification must contain a provision for notification of the County thirty (30) days in advance of any material change in coverage or cancellation.

Notification shall be in writing and signed in ink by a duly authorized officer of the Insurer.

Insurance Companies are subject to approval and may be rejected by the County without stated cause.

## **Claims**

In any and all claims against Manistee County, or any of their agents or employees by any employee of the Vendor, any subcontractor, or anyone directly or indirectly employed by any of the contracting parties, or anyone for whose acts any of them may be liable, the indemnification obligation shall not be limited in any way by any limitation on the amount or types of damages, compensation acts, disability benefit acts, or other employee benefit acts.

## The Vendor Qualifications and Criteria for Evaluation

The selection of a qualified Vendor will be made at the discretion of the County of Manistee, which reserves the right to accept or reject any and all proposals at its sole discretion.

The following items will be considered in making a Vendor selection

### 1. *Experience, skills and qualifications*

Preference will be given to vendors with experience in developing local government websites, breadth of experience, references, years of experience and expertise of staff will be a factor.

### 2. *Vendor References*

The County may, with full cooperation of the Vendors, contact referenced accounts without Vendor involvement. The County will conduct its own interview with these accounts. The Vendor must provide a minimum of **five (5)** reference accounts at which similar work, both in scope and design, have been completed by the Vendor within the last **two (2)** years. (See **REFERENCE FORM** in Appendix A REQUIRED FORMS.)

### 3. *Timeline and Proposed Schedule*

The Vendor will review the proposed recommended phases and submit a timeline to coincide with the phases. Vendor may respond with its own phases, as long as project goals and objectives are reached.

### 4. *Hosting and Security*

Manistee County is looking for the new website to be hosted. The hosted solution should protect against malicious cyberattacks, and should be able to detect and mitigate this traffic within seconds.

### 5. *Merits of the Vendors RFP*

The Vendors response including scope of work and the approach to addressing tasks and cost.

## **SECTION II – GOALS**

### **Background**

The County has an existing website that is hard to use and maintain. It is lacking in its ability to create, manage and deliver content and information. The County is looking to partner with a Vendor that can develop a user-friendly and easily-accessible website. An ideal website would allow 24-hour access to County information, forms and the ability to conduct County business online. Manistee County's current website is located at [www.manisteecountymi.gov](http://www.manisteecountymi.gov) and contains information about the County, its services, and its offerings. Unfortunately, the current design relies on the end-user to know and have a good understanding of the way that the County is structured departmentally in order to find the desired information. The re-designed website should make it easy for end-users to search for information or services without having to open multiple departmental menus.

### **Project Objectives and Goals**

The primary objectives and goals of the website redesign are as follows:

1. Develop an easily understood and navigable website that combines all of the County Services.
2. Balance design, effectiveness, and compliance with the ADA and the Michigan Trial Court Standards, as well as the Guidelines for Website and Social Media.
3. Improve communication and access to the County information.
4. Improve services and access to information to the County residents.
5. Better serve the needs of all users by letting them easily find what they are seeking, providing them with access to key services on a 24x7 basis, allowing them to share information and interact with the County departments and staff.
6. Create a brand or representation of the County for its residents, visitors, businesses and elected officials, and showcase that is a great place to live, visit and do business in.
7. Create a content management strategy that incorporates the migration of useful content from the existing web page, developing and updating content, a plan for training authorized IT and other staff to contribute to and maintain the new website.
8. Create a flexible view as visitors to the new website will utilize a variety of devices. The new website should automatically detect the screen resolution for any device and respond with a view of the site that is optimized specifically for that screen type.
9. The solution (new website) should simplify website administration, allow authorized users of all skill levels to update assign sections of the website. It should be easy for administrators and content creators to use.

The County will work with selected Vendor to enhance or modify the project goals in a collaborative manner.

## SECTION III – SCOPE OF WORK

### General Description of Work and Development Criteria

Assessment of Vendor experience and expertise in developing local government websites, breadth of experience, references, years of experience and expertise of staff will be factor. Additional development criteria will include:

**Collaboration Skills** – The website will be developed with the cooperation of the Manistee County Website Advisory Group, Manistee County Departments and the Vendor, and facilitated under the supervision of a dedicated project management professional in the direct employment of the Vendor.

**Development Team** – Vendor will supply a team of experienced design and development professionals to supplement the process led by the project manager. The team should be experienced with local government websites.

**Proven Development Process** – Vendor should be able to demonstrate that it has a proven development process and flexible timeline structure that favors the availability and time commitment of Manistee County. The Vendor should outline the following:

- Project phase deliverables, including consultation, design, development, training and implementation.
- County responsibilities for each project phase.
- Average timeline with milestones.

### General Required Functions

The re-design of the County website should address the following functions as objectives, which are not necessarily final or all in-inclusive.

The new website will:

- 1) maintain the [www.manisteecountymi.gov](http://www.manisteecountymi.gov) address;
- 2) be easy to navigate throughout and shall be accessible from a wide range of computing devices, including desktops, laptops, tablets, iPads, Chromebooks, or other mobile devices of any operating system;
- 3) be fully compliant with the ADA and specifically, as it relates to governmental websites;
- 4) include the ability for visitors to send emails, request services, or submit fillable online forms to the appropriate County Department;
- 5) an easy to access and navigational information hierarchical design;
  - a. accent the access to focus on the user and their needs with a reading level having minimal education;
- 6) Incorporate links to external County systems, including (links to other governmental entities, reservation systems (Parks and Recreation), (future GIS systems), etc. etc., statutes, rules and regulations, etc. etc. list the 3<sup>rd</sup> party applications desired here)
- 7) have the ability to imbed audio and video throughout;
- 8) allow analytics to be available for visitor tracking and website usage;
- 9) maintain a high-web search ranking across major search providers;



- 10) have the ability to perform limited content management system changes from a mobile device, for emergency and closure notifications;
- 11) maintain change log information for review;
- 12) allow for the creation of new web forms by authorized County staff; and
- 13) adhere to modern “best practices” in the industry;
- 14) Must be mobile friendly to all devices and be based upon responsive web design.

The content management system (CMS) will:

- 1) be easy to operate and user friendly so that it can be maintained by both IT staff and non-IT staff by supporting multiple security roles; and
- 2) have a spell-check system for content prior to publishing.

### Required Features

The re-design of the County website should address the following features as objectives, which are not necessarily final or all in-inclusive:

- **Agenda Management** – Upload, create and manage agendas
- **Alerts & Emergency Notification** – Alerts posted on website and public notifications sent out through email, text message, social media and specific streaming media page
- **Approval Rights** – Allow system administrator to establish specific rights and capabilities for internal staff to update content based upon the role(s) they have in the updating the website (hierarchical security is desired)
- **Automatic expirations** – The ability to set a date for content to automatically expire
- **Archive Center** - The ability to store agendas, minutes, newsletters; the ability to set a date for content to automatically expire
- **Broken Link Finder** – Visitors can enter comments concerning how they accessed “broken” page/link or other comments regarding website
- **Browser Based Administration** – Update, delete and create template-based web pages
- **Browser Support** - Manistee County is looking for the new website to support mobile and desktop versions of Apple Safari, Google Chrome, Microsoft Edge and Explorer and Mozilla Firefox.
- **Calendaring** – Update/publish calendars. This includes unlimited number of even listings, single or recurring. This must be viewable by list, week, or month
- **Citizen Sourcing Tool** – Web page that encourages citizen idea submission, engaging discussion, voting, etc.
- **Content Preview** – The ability to preview and spell check content before publishing live
- **Departmental Home Pages** – The ability for Departments to have dedicated pages with the new website that follow the same design as the other interior pages these should include
  - Public Meeting Postings
  - Staff Contact demographics
  - Job Openings within the department
  - Forms posting area for items relevant to the Department
- **Directories, Listing for Staff, Other Governmental Links and Businesses** – Ability to allow citizens to search for staff, governmental links, regulations or business information
- **Document Center** – Upload/download capability, back-end ability to search online

- **E-Publish** – Ability to e-publish large documents (for tablets and e-readers, as an example)
- **E-Notifications** – Electronic subscription, scheduled notifications for email and SMS
- **Facility Management** – Reservations and/or listing
- **Forward To A Friend** – E-mail extension
- **Forms** – There should be a general forms posting area where the public can download forms for manual processing
- **Frequently Asked Questions** – Dynamic content (multiple locations & by Department or functional area as necessary)
- **GIS Mapping** – Ability to integrate GIS mapping applications
- **HTML Code** - Capability to view and edit the HTML code of any page
- **Intranet/Extranet** – User restricted pages
- **Live Edit** – Create and edit pages live by authorized personnel
- **Location Identification** – User must have a clear indication on how to “return to main page” at all times during use
- **Microsoft Products** – The new website will integrate smoothly and efficiently with current Microsoft Products (i.e. SQL, Office, Windows, Outlook, Exchange.)
- **Mobile Friendly** – For smart phones, iPhones, Chromebooks, tablets, etc.
- **Multi-Lingual Support** – Using Google Translate
- **New & Announcements** – Ability to post press releases, what’s happening, feature stories, and announcements, as well as post and stream emergency messages
- **Online Forms** – Forms/publish/tracking
- **Online Job Postings and Applications** – Applicants can also create an online profile, fill out an application and attach additional documents
- **Online Payments** - Secure online transactions by Department. The County has a number of 3<sup>rd</sup> party “vendors” that currently process payments.
- **Page Load Time** – Preference for pages to load on an average of 1.5 seconds or less
- **Permits** – Citizens should be able to apply for permits and have the ability to track different stages of the applications process. The ability to integrate this process into a CRM
- **Photo center** – Display community related photos in a central location on website
- **Programmatic and periodic automatic testing of web links** – The newly designed website must have the capability to automatically test web links and report broken links or links that become obsolete or invalid
- **Printable Pages** – Printer friendly function
- **Public Meetings** – There will be a general area and a departmental area where Public Meetings data and times will be posted
- **Responsive Design** – Fully mobile responsive design, website “adjusts” to the screen size of all accessing devices that website content is being viewed upon including forms, calendars, alerts, etc.
- **Request Tracking** – Citizens can submit request
- **RFP/RFQ/Bid Posting** – Allow for easy posting of bids to the site, along with amendments and updates (Ability to schedule auto-expiration of same)
- **Rotating Photos/Banners** – Dynamic image display and streaming capability
- **RSS Feeds out** – Registration by Department
- **Quick Link** – Links can be place directly on a page
- **Security** – Website is secured from email harvesting

- **Service Directory** – List of services by function. Allow users to search by keyword
- **Site Search** – Internal site search engine, site search log
- **Site Statistics** - Analytics and site audit reports
- **Site Map & Breadcrumbs** – Dynamically generated
- **Social Media Interface** - Ability to integrate Facebook and Twitter (including blog integration) on website pages
- **Spell Check** – The ability to spell-check content via the editor
- **Spotlight** – Ability to highlight important on one or more pages
- **Survey Tool** – The new website must have an integrated survey tool
- **Third Party Integration** – Ability to integrate third-party applications
- **Unique Department Home Page** – Ability for Departments and associated organizations to have unique separate design and URL
- **Versioning and Indexing of Content** – as necessary to meet the Manistee County’s and the State of Michigan’s Records Retention and Retrieval compliance requirements
- **Video Center** – There must be live streaming video capabilities
- **Website Payment** – Website must allow for secure payment to be accepted with a form. (for example, if a user fills out a permit application and would like to submit payment for a fee required by said application, there must be a secure method of entry for submitting credit card information). There should be notification to the end user that they are leaving the County’s website and providing personal information to a 3<sup>rd</sup> party vendor that is processing payments on behalf of the County and that the County has NO responsibility in regard to the transaction
- **Website Security** – Website must be signed with an SSL (current version) certificate, include intrusion detection and security hardening
- **Website Movement** – There must be an exit posting or warning end users of when they are about to leave the County’s website. This can be in the form of a “pop-up” posting but must be reviewed and approved by the County before implementation

### Optional Features

These features are not required by the County at this time, however, please include information and availability of integration in the future.

- **Activities** – Create activities, display schedules, limit the number of persons that can sign up for the activities, and email those who have registered for those activities
- **E-Communication platform** – Integrated within the centralized CMS for creating visually rich, fully responsive, non-emergency e-communication. Create unlimited subscriber lists, and communicate over multiple channels – e-mail, text and social media from a single point of access.
- **LDAP Integration** – Lightweight Directory Access Protocol (LDAP) integration
- **Website Visitor Profile** – Visitors can pick and choose the information that automatically becomes fed to their profile upon site login

## Departmental Requirements

### 85<sup>th</sup> District Court

The 85<sup>th</sup> District Court, and all other courts, wish to have a standalone website (sub-site) separate and distinct to that of the County's main page but linked to the County's webpage for public convenience. The format should be user friendly, and the content should be organized in a systematic and easily accessible configuration.

The Courts current webpage does not display the District Court's information in an easily accessible format. As it stands, the 85th District Court takes up a very small portion of the current website where it hides behind the general "Court" drop down tabulation. To put it in perspective, a debtor must navigate through a multitude of dropdown tabulations, and then read through lengthy text, before they find the link for online payments. It would not be an exaggeration to say the court staff receives daily phone calls asking how they pay their fines and costs online. A user-friendly interface should reduce the inquiries as most citizens are now Internet friendly.

The 85<sup>th</sup> District Court must follow the Michigan Trial Court Standards and Guidelines for Websites and Social media. These standards and guidelines are produced by the Michigan Supreme Court State Court Administrative Office in conjunction with the Technology Implementation Committee, which outlines and describes the necessary requirements for all Michigan judicial websites created and maintained. This document can be found at: [https://courts.michigan.gov/Administration/SCAO/Resources/Documents/standards/sm\\_stds.pdf](https://courts.michigan.gov/Administration/SCAO/Resources/Documents/standards/sm_stds.pdf).

The Michigan Trial Court Standards and Guidelines for Websites and Social media shall be followed by any third-party vendor hired to create the District Court's website. Below is a list of requirements for the 85<sup>th</sup> District Court's webpage. This list also includes additional "wishes" not found within the Michigan Trial Court Standards and Guidelines for Websites and Social Media:

1. Court name and/or court seal on every page that is linked to the home page.
2. Contact information (i.e., name, e-mail address, phone number).
3. There must be a search function.
4. Location, hours, and contact information.
5. Sitemap.
6. Privacy statement/disclaimer/policies/security.
7. Method for website feedback (private).
8. Link to Language Access at: <http://courts.mi.gov/self-help/interpreter/pages/default.aspx>.
9. Link to Michigan Legal Help at: <http://www.michiganlegalhelp.org/>.
10. Name and contact information of ADA coordinator.
  - a. Grievance procedure for complaints under the ADA.
11. Local language access plan (LAP) and name and contact information of LAP coordinator.
12. Local administrative orders.
13. List of persons authorized to seize property and conduct evictions.
14. List of approved bondsmen.

15. If established pursuant to MCL 257.907, the schedule of civil fines, costs, and assessments to be imposed for civil infractions.
16. Local court rules.
17. External policies concerning the processing of cases
18. Online payment system for both court-ordered sanctions and bonds.
  - a. The court currently uses a third party to process online payments.
19. Online docketing- automatic updates of cases being heard on a particular day that downloads from the courts case management system.
20. Individual directives and policies of the court's judges governing motion and trial practice, scheduling, courtroom etiquette, check-in, etc.
21. Access to public information in a register of actions, except, all other public information in its case records may be provided through electronic means other than the website and only upon request. MCR 8.119(H)
22. Case-related information only as permitted by MCR 8.119(H).
23. Links to outside websites. Any links shall be related to the court's functions or shall be necessary for the proper performance of a court function (i.e. other court sites, legislature, local and state bar associations, and state and local agencies).
24. Listing of online services.
25. Special services such as specialty courts.
  - a. The 85<sup>th</sup> District Court currently operates a misdemeanor sobriety court.
26. Forms. If SCAO forms are to be made available, the trial court shall link to the One Court of Justice website.
27. Jury instructions and other information.
28. Frequently asked questions.
29. Court Specific Employment opportunities.
30. Important announcement feature: notify public of court closings due to weather and emergencies.

The 85<sup>th</sup> District Court currently employs the services of a privately-owned case management software firm called Judicial Management Systems (JMS). JMS may require an additional fee for setting up software that would allow the Court's docket to be displayed on the court webpage.

Security controls need to be in place to ensure confidential information is not disclosed, information is resistant to tempering to preserve accuracy of content, and information/service is available as intended by the court and expected by users.

1. The courts' online docketing displayed on the website shall not release information on non-public files.
2. Financial data is secure and confidential. Currently, the court uses a third-party vendor, GovPay, to give the public access to pay fines, costs, and bonds electronically. GovPay is a secure web pay system.
3. Access: web pages shall comply with ADA requirements (Section 508 of the Rehabilitation Act [29 U.S.C. 794d]).
4. Content management: The courts wish to employ the services of a third-party website management company to help control and manage webpage content, if reasonably priced.

## Future Considerations

Courts are slowly transition into e-filing technology. Although the e-filing system has yet to hit Manistee County, eventually all courts will have to allow parties to file claims, motions, etc. by electronic means. Website developers should keep this in mind when developing a webpage for the 85<sup>th</sup> District Court.

## Positive Referenced Websites

This Department reviewed a number of other websites with similar services and required function and found these websites reflective of what the future 85<sup>th</sup> District Court should be more liken to:

1. Traverse City 86<sup>th</sup> District Court
2. Lansing, 54-A District Court
3. Grand Rapids 61<sup>st</sup> District Court
  - a. We would like an electronic docket displayed on our website. 61st District Court's current website does not have this feature.
4. Jackson County 12<sup>th</sup> District Court
5. Kentwood District Court-62B

## 19<sup>th</sup> Circuit Court

The mandatory elements for the 19<sup>th</sup> Circuit Court are based on the requirements listed in the **Mandated Standards in Web Content that starts of pages 3 and 4 of the Michigan Trial Court Standards and Guidelines for Websites and Social Media** ( attached).

We reaffirm the web page(s) should be designed for accessibility for persons with disabilities so it is ADA compliant. The link in the Standards and Guidelines is to W3C-Web Accessibility Initiative. The Court will also need to play a jury responsibility video. The Court expects that video review to become a requirement down the road.

## Positive Referenced Websites

1. Ottawa County Circuit Court is probably the best court web site that is easy to use. We would modify that template to put all the administrative things under a separate tab and have the web page open into links for payments, forms, locations, etc. Few people who have business before the court really look at mission statements. The construct of the webpage should focus on the client and their needs with a reading level for people having a minimal education or low IQ.

## Friend of the Court

The desired functions to be added to the Friend of the Court website are:

1. Links to numerous State web sites regarding child support AND to pay child support;
2. Pay fines and costs;
3. Ability to play a video – and generate a certificate that the video has been viewed;

4. Emergency announcement regarding FOC/COURT MATTERS;
5. Post the docket or link to JIS;
6. Security features to ensure confidential information is not disclosed;
7. FOC is required to AUDIT how confidential information is shared. Need to understand;
8. Ability to contact us online from the Web Page;
9. Submit application to be a Volunteer from the Web Page;
10. Sign up for Orientation Program online from the Web Page;
11. ADA Accommodation from Web Page; See Attached SAMPLE
12. Maintenance of the Web Page

#### Future Considerations

Within the next three years it is anticipated that E-Filing for the Courts will be available in Manistee County. Anticipate that a user should be able to connect to E-Filing from the FOC Web webpage.

#### Positive Referenced Websites

Ottawa County - Court Section – Very Sophisticated

Emmett County – Identifies the on-line services on the Home Page and ALL online payment options. Very user friendly and succinct.

Charlevoix County – Identifies all online services and tools. Very user friendly

#### Manistee County Sheriff's Office

The Sheriff's Department would like the Departmental webpage(s) to:

1. Improve the ability to update and manage the Deputy Roster with contact information and demographics.
2. Put an Announcement section where job openings, special events, etc. can be posted. A sub-section for the posting of meeting minutes, meeting postings, etc.
3. Enhance the Forms section of the website for easier access to complaint forms, job applications, etc. and the ability to print forms.
4. Easier updating of webpages by staff.
5. The Jail uses an external website for payment exchange, JAILATM.com. This will have to be connected with in the revised webpage.

#### Manistee County Probate Court

In addition to incorporating the content requirements contained in the *Michigan Trial Court Standards and Guidelines for Websites and Social Media*, and the items contained within the *Manistee County's 85th District Court Website Development Proposal*; the additional features and functions to be included on the Manistee Probate Court website are, as follows:

1. A simplified filing fee table. The Gratiot County Probate Court website contains a good example along with links to Probate Court forms.
2. Any photos and images of judges and/or staff shall link to pages containing contact information and biographical data. (See Kent County Probate Court home page.)

3. A download link to *Adobe Acrobat Reader* shall be included on all pages that contain a link to forms or any other items opened in .pdf format.
4. Website pages to contain the original document, HTML, and printer-friendly versions with a “print” button (icon & word “print”).
5. An inventory fee calculator -- with a narrative explanation of how the inventory would be manually calculated to be included. (See Kent County Probate Court for inventory fee calculator.)
6. Links to SCAO forms: Links to commonly used probate forms regarding each type of probate matter on the respective page regarding that probate type matter (i.e.: see Washtenaw County - Conservatorships). Beneath the “commonly used links”, a link to the SCAO approved forms for all probate matters.
7. Always have pop-up notifications when leaving Manistee County website through a hyperlink.
8. A link to [www.michiganlegalhelp.org](http://www.michiganlegalhelp.org) shall be on the footer of the Probate Court homepage and all other Probate Court website pages.
9. The local administrative order (LAO) for ADA Compliance along with name(s) of ADA coordinator must be included in the court website along with links to SCAO Forms MC70 and MC70a.
10. Link to JIS for case file / register of actions look up.
11. Clicking on the Manistee County seal anywhere in the website will link back to the Manistee County home web page. Likewise, clicking on the Manistee County Probate Court seal or logo anywhere in the probate portion of the website will link back to the Probate Court home website page.
12. Capability to play videos and generate a certificate verifying that the video has been viewed.
13. Most data to be accessible within 3 or 4 clicks of the Manistee County website’s home page.

#### Positive Referenced Websites

1. Washington State Bar Associate ([www.wsba.org](http://www.wsba.org))  
This website is simplified, pleasing to the eye with a larger font, easy to follow hyperlinks, and lots of white space.
2. Washtenaw County ([www.washtenaw.org](http://www.washtenaw.org))  
The layout of the Washtenaw County Probate Court website is one which the Manistee County Probate Court would like to follow. It is content rich, accurate, and easily navigable. The website uses larger fonts and white space effectively.
3. Michigan One Court of Justice ([www.courts.michigan.gov](http://www.courts.michigan.gov))  
This website is uncluttered, full of content, and plenty of white space.
4. King County Bar Association ([www.kcba.org](http://www.kcba.org))  
It is compartmentalized, contains short narratives, has an attractive layout.
5. Kent County ([www.ingham.org](http://www.ingham.org))  
This website contains a good inventory fee calculator. The Kent County home page is easily understandable, easily navigable, and has an attractive layout.
6. Ottawa County ([www.miottawa.org](http://www.miottawa.org))  
The homepage layout is easy to navigate through and contains plenty of white space.



## County's Clerk Office

The current website is lacking in terms of ease of use and navigation. We will be adding e-filing in the future and it must be easy to setup and maintain. The users should be able to link to the JIS Court System and see cases. For the Register of Actions end users should be able to order documents.

1. Improve the appearance of the webpages (use larger fonts).
2. Improve the ability to access from mobile devices.
3. Improve the search capability and provide "quick links" (three click rule).
4. Provide a search area that works.
5. Must be easy to update by staff including modifying and adding forms, update pricing and other functions done on a daily basis.
6. Be able to submit a request for a vital record via fillable form, attach ID proof and make payment all on one page.

## Positive Referenced Websites

1. City of Manistee: <http://www.manisteemi.gov/> It is just "clean" looking.
2. Wexford County: <http://wexfordcounty.org/> Quick links, layout of Election History, not cumbersome
3. Benzie County: <http://www.benzieco.net/> Like the fading of pictures and the fb, twitter, options on the front page
4. Clinton County: <https://www.clinton-county.org/> Like how the services are listed under each department
5. Ottawa County: <https://www.miottawa.org/> Court dockets and good disclaimer
6. Kent County: <https://www.accesskent.com/> Ease of ordering services on line, fillable forms, pay on same screen and action is completed.

## Manistee 911 Website

This department requests the following:

1. Area to post Public Meeting Announcements for the Department.
2. Staff listing area to post how to contact staff members via phone and email.
3. Post any job openings

## **Training**

The selected vendor will:

- Develop a training plan.
- Provide complete training on the use of the CMS for current content uploaders.
- Provide (with prior arrangement) follow-up training.
- Provide an ongoing support agreement with two (2) and three (3) year options

## **Subscriptions and Services**

Vendors should clearly state the required product licensing and subscription services that the County will be responsible for, as it relates to the new system and in future years. Vendor should clearly state which components in their responses are proprietary or open-source solutions. All pricing for services should be outlined by project phase. Subscription and product licenses should be accounted for as a total line item for the project.

## **Ongoing Services**

Vendors should state in the responses:

1. Access to On-Demand Training Library – Is there access to an on-demand library of training videos and materials?
2. Does the annual fee include a certain number of consulting hours as part of the base fee? What can the consulting hours be used for?
3. Website Re-Design – Does the Vendor offer a free site refresh as part of the Annual Maintenance Costs? Can the refresh occur at any time or at what interval? What is included in the refresh services?
4. Training and Best Practice Webinars – Does the vendor offer regular training and best practice webinars? Are these webinars recorded and viewable at a later date?

## **Pricing Schedule**

There are numerous other departments, most of which are listed on the existing website. The selected vendor should incorporate ALL of those webpages into the website design and include development costs for same.

Include costs for each of the following project components.

- Project Management & Strategy Development
- Website Design & Migration Services
- Website CMS Software
- CMS Software Implementation
- Training
- Departmental Cost Estimate
  - 85<sup>th</sup> District Court
  - Friend of the Court (Benzie and Manistee Counties)
  - Manistee County Sheriff's Office
  - Manistee County Probate Court
  - Manistee 911 Website
  - 19<sup>th</sup> Circuit Court (Benzie & Manistee Counties)

- Public Defender's Office (Benzie & Manistee Counties)
- Annual Maintenance & Support Cost First Year Licensing Services
- Annual Maintenance & Support Cost
- Year 2 (separate licensing and services)
- Year 3 (separate licensing and services)

**Appendix A – REQUIRED FORMS**

**Mandatory Election to Bid Form – WEDNESDAY, JUNE 5, 2019 – 4:30PM**

Company Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Fax Number \_\_\_\_\_

E-Mail Address \_\_\_\_\_

Web Site Address \_\_\_\_\_

With the Election to Bid Form filled out the Vendor will be notified of any addendum, changes, additions and/or deletions that may impact this product.

Please submit form to:

**Lisa Sagala**  
**Manistee County**  
**415 Third Street**  
**Manistee, MI 49660-1624**  
[lsaga@manisteecountymi.gov](mailto:lsaga@manisteecountymi.gov)

### General Vendor/Sub-Contractor Information

<b>Name of Company</b>		
Where is the Vendor closest support facility?		
Where is your headquarters?		
Is your company an equal opportunity employer?	YES	NO
How long has your company been in business?		
How many employees are certified in the development languages(s) & programs that will be used in the solution?		
How many total employees does your company have?		
How many support staff available over the phone to troubleshoot problems?		
How many County customers does your company currently service?		
Please list your company's approximate annual sales for:		
2016		
2017		
2018		
Do you have a toll-free support line?	YES	NO
Do you maintain a 24 X 7 call in center for problems?	YES	NO
Has your company ever been involved in a law suit pertaining to the proposed services?	YES	NO
If yes, explain the condition and resolution:		

**Current Work Information**

If your company is currently working on (or maybe working on during the course of this project) active projects in providing the proposed services, please list below:

County Name	Contact Person	Phone Number	Project \$\$\$	Completion Date

List any differences or capabilities that would set your company apart from other vendors.

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Required Features	Included in Base Cost ✘
<b>Agenda Management</b> – Upload, create and manage agendas	
<b>Alerts &amp; Emergency Notification</b> – Alerts posted on website and public notifications sent out through email, text message, social media and specific streaming media page	
<b>Approval Rights</b> – Allow system administrator to establish specific rights and capabilities for internal staff to update content based upon the role(s) they have in the updating the website (hierarchical security is desired)	
<b>Automatic expirations</b> – The ability to set a date for content to automatically expire	
<b>Archive Center</b> - The ability to store agendas, minutes, newsletters; the ability to set a date for content to automatically expire	
<b>Broken Link Finder</b> – Visitors can enter comments concerning how they accessed “broken” page/link or other comments regarding website	
<b>Browser Based Administration</b> – Update, delete and create template-based web pages	
<b>Browser Support</b> - Manistee County is looking for the new website to support mobile and desktop versions of Apple Safari, Google Chrome, Microsoft Edge and Explorer and Mozilla Firefox.	
<b>Calendaring</b> – Update/publish calendars. This includes unlimited number of even listings, single or recurring. This must be viewable by list, week, or month	
<b>Citizen Sourcing Tool</b> – Web page that encourages citizen idea submission, engaging discussion, voting, etc.	
<b>Content Preview</b> – The ability to preview and spell check content before publishing live	
<b>Departmental Home Pages</b> – The ability for Departments to have dedicated pages with the new website that follow the same design as the other interior pages these should include <ul style="list-style-type: none"> <li>○ Public Meeting Postings</li> <li>○ Staff Contact demographics</li> <li>○ Job Openings within the department</li> <li>○ Forms posting area for items relevant to the Department</li> </ul>	
<b>Directories, Listing for Staff, Other Governmental Links and Businesses</b> – Ability to allow citizens to search for staff, governmental links, regulations or business information	
<b>Document Center</b> – Upload/download capability, back-end ability to search online	
<b>E-Publish</b> – Ability to e-publish large documents (for tablets and e-readers, as an example)	
<b>E-Notifications</b> – Electronic subscription, scheduled notifications for email and SMS	
<b>Facility Management</b> – Reservations and/or listing	
<b>Forward To A Friend</b> – E-mail extension	
<b>Forms</b> – There should be a general forms posting area where the public can download forms for manual processing	
<b>Frequently Asked Questions</b> – Dynamic content (multiple locations & by Department or functional area as necessary)	
<b>GIS Mapping</b> – Ability to integrate GIS mapping applications	
<b>HTML Code</b> - Capability to view and edit the HTML code of any page	
<b>Intranet/Extranet</b> – User restricted pages	
<b>Live Edit</b> – Create and edit pages live by authorized personnel	
<b>Location Identification</b> – User must have a clear indication on how to “return to main page” at all times during use	

Required Features	Included in Base Cost ✖
<b>Microsoft Products</b> – The new website will integrate smoothly and efficiently with current Microsoft Products (i.e. SQL, Office, O365, OneDrive, SharePoint, Teams, Windows, Outlook, Exchange)	
<b>Mobile Friendly</b> – For smart phones, iPhones, Chromebooks, tablets, etc.	
<b>Multi-Lingual Support</b> – Using Google Translate	
<b>New &amp; Announcements</b> – Ability to post press releases, what’s happening, feature stories, and announcements, as well as post and stream emergency messages	
<b>Online Forms</b> – Forms/publish/tracking	
<b>Online Job Postings and Applications</b> – Applicants can also create an online profile, fill out an application and attach additional documents	
<b>Online Payments</b> - Secure online transactions by Department. The County has a number of 3 <sup>rd</sup> party “vendors” that currently process payments for payments	
<b>Page Load Time</b> – Preference for pages to load on an average of 1.5 seconds or less	
<b>Permits</b> – Citizens should be able to apply for permits and have the ability to track different stages of the applications process. The ability to integrate this process into a CRM	
<b>Photo center</b> – Display community related photos in a central location on website	
<b>Programmatic and periodic automatic testing of web links</b> – The newly designed website must have the capability to automatically test web links and report broken links or links that become obsolete or invalid	
<b>Printable Pages</b> – Printer friendly function	
<b>Public Meetings</b> – There will be a general area and a departmental area where Public Meetings data and times will be posted	
<b>Responsive Design</b> – Fully mobile responsive design, website “adjusts” to the screen size of all accessing devices that website content is being viewed upon including forms, calendars, alerts, etc.	
<b>Request Tracking</b> – Citizens can submit request	
<b>RFP/RFQ/Bid Posting</b> – Allow for easy posting of bids to the site, along with amendments and updates (Ability to schedule auto-expiration of same)	
<b>Rotating Photos/Banners</b> – Dynamic image display and streaming capability	
<b>RSS Feeds out</b> – Registration by Department	
<b>Quick Link</b> – Links can be place directly on a page	
<b>Security</b> – Website is secured from email harvesting	
<b>Service Directory</b> – List of services by function. Allow users to search by keyword	
<b>Site Search</b> – Internal site search engine, site search log	
<b>Site Statistics</b> - Analytics and site audit reports	
<b>Site Map &amp; Breadcrumbs</b> – Dynamically generated	
<b>Social Media Interface</b> - Ability to integrate Facebook and Twitter (including blog integration) on website pages (this may based upon Departmental requests)	
<b>Spell Check</b> – The ability to spell-check content via the editor	
<b>Spotlight</b> – Ability to highlight important on one or more pages	
<b>Survey Tool</b> – The new website must have an integrated survey tool	
<b>Third Party Integration</b> – Ability to integrate third-party applications	
<b>Unique Department Home Page</b> – Ability for Departments and associated organizations to have unique separate design and URL	



Required Features	Included in Base Cost ✖
<b>Versioning and Indexing of Content</b> – as necessary to meet the Manistee County’s and the State of Michigan’s Records Retention and Retrieval compliance requirements	
<b>Video Center</b> - Live streaming video capabilities	
<b>Website Payment</b> – Website must allow for secure payment to be accepted with a form. (for example, if a user fills out a permit application and would like to submit payment for a fee required by said application, there must be a secure method of entry for submitting credit card information)	
<b>Website Security</b> – Website must be signed with an SSL (current version) certificate, include intrusion detection and security hardening	
<b>Website Movement</b> – There must be an exit posting or warning end users of when they are about to leave the County’s website. This can be in the form of a “pop-up” posting but must be reviewed and approved by the County before implementation	

**Vendor Cost Sheet (should reflect all required items)**

Name of Company: \_\_\_\_\_

Item	Time & Materials
Project Management & Strategy Development	\$
Website Design & Migration Services	\$
Website CMS Software	\$
CMS Software Implementation	\$
Training	\$
Annual Maintenance & Support Costs – Year 1 Licensing & Services	\$
<b>TOTAL COSTS</b>	<b>\$</b>
Year 2 Licensing & Services	\$
Year 3 Licensing & Services	\$
<b>OPTIONAL COSTS</b>	<b>\$</b>

**Vendor References – WEB DESIGN, DEVELOPMENT & SUPPORT**

Company Name	
Address	
City/State/Zip	
Contact Name	
Contact Title	
Phone Number	
Email	
Scope of Work	
Project Date	

Company Name	
Address	
City/State/Zip	
Contact Name	
Contact Title	
Phone Number	
Email	
Scope of Work	
Project Date	

Company Name	
Address	
City/State/Zip	
Contact Name	
Contact Title	
Phone Number	
Email	
Scope of Work	
Project Date	

Company Name	
Address	
City/State/Zip	
Contact Name	
Contact Title	
Phone Number	
Email	
Scope of Work	
Project Date	

Company Name	
Address	
City/State/Zip	
Contact Name	
Contact Title	
Phone Number	
Email	
Scope of Work	
Project Date	

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

**Conflict of Interest Affidavit**

This affidavit binds the Vendor to the Manistee County *Conflict of Interest* provision as listed below:

**Conflict of Interest** – The vendor shall disclose and describe any business, financial, pecuniary or familial relationship existing between the Vendor (or any officer, agent, consultant or employee of the Vendor) and any officer, employee, agent or board member of the Manistee County.

**In the space provided below, list and describe all existing conflicts of interest; OR check the box, indicating that there are no known conflicts of interest.**

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To the best of my knowledge, no conflict of interest exists.

Print name of Vendor Signor: \_\_\_\_\_

Signature: \_\_\_\_\_

Name of Company: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

**NOTARY** - State of Michigan, County of \_\_\_\_\_

Sworn to and subscribed before me, a notary public in and for the above state, on this \_\_\_\_\_ Day of \_\_\_\_\_, 2019.

Notary Public \_\_\_\_\_

My commission expires: \_\_\_\_\_

**IRAN LINKED BUSINESS AFFIDAVIT**

All bids must be accompanied by a sworn statement disclosing any Iran Linked Business relationship that exists within the owners, including its officers, directors and employees.

The undersigned, owner or authorized officer of \_\_\_\_\_ (the Vendor), pursuant to Michigan Pubic Act No. 517 of 2012, the "Iran Linked Business" requirement provided in the Manistee County Request for Proposal hereby represents and warrants that the Vendor, including its officers, directors and employees, is not an "Iran Linked Business" within the meaning of the applicable Public Act, and that in the even Vendor is awarded a contract as a result of this RFP, the Vendor will not become an "Iran Linked Business" at any time during the course of performing under the contract. The Vendor further acknowledges that any person who is found to have submitted a false certification is responsible for a civil penalty of not more than \$250,000.00 or 2 times the amount of the contract or proposed contract for which the false certification was made, whichever is greater, the cost of the County investigation, and reasonable attorney fees, in addition to the fine. Moreover, any person who submitted a false certification shall be ineligible to bid on future Request for Proposals (RFPs) for three years from the date that is determined that the person had submitted the false certification.

**There is not an "Iran Linked Business" that exists** within the Vendor and or owners, officers, directors and employees.

Vendor: \_\_\_\_\_  
(Company Name)

By: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Title)

This instrument was acknowledged before me, a Notary Public, in and for \_\_\_\_\_ County, on this \_\_\_\_ day of \_\_\_\_\_, 2019,

\_\_\_\_\_  
(Notary Public Signature) **SS:**

My Commission expires on: \_\_\_\_\_

Acting in the County of \_\_\_\_\_

## Vendor Compliance List

Vendor understands that by completing this form and filing it with their response Vendor is acknowledging compliance with each and every point of this RFP in Section 1 General Terms and Conditions, Section II Goals, Section III Scope of Work, Addendums and any other specifications as provided by the County. Any point(s) that Vendor specifically cannot agree to should be submitted with their response on a separate sheet of the Vendor's Letter Head and signed by an authorized representative of same.

### Required Forms:

Election to Bid Form	_____
Proof of Insurance	_____
Vendor Cost analysis form	_____
Additional Items to Include	_____
Vendor Information Form	_____
References Form	_____
Conflict of Interest Affidavit	_____
Iran Linked Business Affidavit	_____
Addendum No. _____	_____
Addendum No. _____	_____
Addendum No. _____	_____
Addendum No. _____	_____
Addendum No. _____	_____

We hereby acknowledge all listed requirements of this RFP and specifications herein and accept and provide our acknowledgement of same.

\_\_\_\_\_  
Vendor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Typed or Written Name

\_\_\_\_\_  
Position