REQUEST FOR PROPOSAL
WEBSITE REDESIGN, DEVELOPMENT & HOSTING
FOR LYON COUNTY, KANSAS

Lyon County invites proposals for professional website redesign, development and hosting for the website www.lyoncounty.org.

Information provided in a proposal will be considered proprietary and will not be divulged during the proposal review process. Because the services sought will require expenditure of public funds and use of public facilities, part or all the successful vendor’s proposal, as well as a resulting contract, will be public records within the meaning of the Kansas Open Records Act. Prior to acceptance of a proposal, the information contained in each proposal will be used for evaluating the vendor’s ability to handle this project and will not be shared with persons not involved with evaluation of proposals.

ABOUT THIS DOCUMENT
Lyon County is looking for a vendor to be responsible for all required services associated with website redesign, development, and hosting. Lyon County's website was designed using Wordpress. The website is hosted and is maintained by inmotionhosting.com. It is the County's desire to select a vendor to redesign its website, enhance online services, and host the website off-site. The County is also interested in a Content Management System (CMS) to allow a trained group of employees the ability to update the website.

The goal of the Lyon County website is to serve as a citizen support center. The new website should provide electronic access to public services, serve as a public communications tool and streamline business operations.

REQUIREMENTS
This section will assist vendors in preparing a proposal for services outlined in this document proposals shall:

• Vendor must have been in the business of providing website design and web content management solutions for at least ten (10) years.

• Vendor must have extensive experience servicing government entities.

Development & Technical Requirements
The new website should include at a minimum the following features:

• Accurate, current, comprehensive information presented in a visually appealing, user friendly way.

• Comply with section 508 of the Americans with Disabilities Act in all areas.

• Market and Showcase Lyon County.

• Be easily updated using a CMS. Respondent should list the software used to create websites, including all graphics software and recommended software and licenses that will need to be purchased for the continued maintenance of the website.

• Mobile responsive.
The proposed CMS shall be built in a stable and proven code base with a reliable information architecture hosted at a dedicated facility. Architecture and hosting requirements include:

- Built-in web application framework optimized for construction of websites, web applications and web services.
- Compatibility with browsers such as Internet Explorer, Edge, Firefox, Safari & Google Chrome.
- One or more dedicated hosting facilities equipped with redundant power sources to ensure continuous connectivity.
- Websites and all associated data shall be backed up daily. Backups should be stored outside of the vendor’s hosting facility.
- Provide a Service Level Agreement that details specifications of the hosting facility and associated guarantees.
- Provide a disaster recovery plan that details contingency plans.

**Experience and Development Criteria**

Preference will be given to vendors with experience developing government websites, with special attention given to vendors’ breadth of experience, years of experience and expertise of staff. Additional development criteria include:

- Vendor will supply a team of development professionals to supplement the development process lead by the project manager. This team should include members skilled in government website navigation and architecture, government website design, support and training of a CMS.
- Vendor shall have a proven development process and flexible timeline structure. Vendors will provide details of development timelines and processes in proposals.
- The CMS must be built in a proven platform for website development and government website architecture.
- For ease of communication and project development, preference will be given to vendors utilizing their own development staff rather than subcontracting pieces of the project. Subcontractors or vendor-utilized third-party developers who assist in part or in whole in the development of the website or continuing services shall be fully disclosed in any proposal.

**Modular Applications and System Functionality**

- Compatible with smart phones and other mobile devices.
- Unlimited document repository for agendas, minutes, permits, and other documents.
- Online form development tool with ability to submit and route forms to a staff person.
- Bid posting functionality.
- Emergency alert notifications.
- FAQs.
- Video and photo library.
- News/announcement application.
- Survey and opinion polls.
- A citizen request management tool that allows users to log complaints or requests online.
- Staff directory with photos and contact information.
- Embedding of audio, video, media and social-networking applications.
- Feature that offers users access to larger fonts, audible content and ability to change font color.
- Integration with common social-networking applications, such as Facebook, Twitter and Instagram.
- Interactive maps.
- Web analytics for the regular website and mobile website.
- Lyon County's DNS records are located on the hosting site, will need to be transferred to the new website and needs to be accessible by IT.
Ongoing Service and Support
Vendor’s CMS, including all associated features and applications, must have qualified and available support included as a part of ongoing maintenance. Support features should include:

- On-site training prior to launch of new websites.
- Access to live support during firm’s normal business hours.
- Designated points-of-contact shall have 24/7 access to support for emergencies. 24/7 access to support materials including, but not limited to: online training manuals, support FAQs, customer support forums, instructional videos, informational newsletters, informational and support-driven webinars (live and archived), request forms, online courses and support-related updates through common social networking mediums.
- Online repository of training videos for the purposes of training staff members.
- Preference will be given to vendors that provide support as an unlimited part of ongoing services rather than a pay-per-use system that discourages customer questions and interaction.

While website content updates are managed by Lyon County, vendor must commit to regular maintenance and updating of the CMS and associated applications for the purposes of keeping existing software up-to-date as well as introducing new functionality and applications. Vendor shall commit to:

- Rolling upgrades that strengthen and update the website's functionality.
- Regular maintenance of the CMS.
- Service Level Agreement for Lyon County that details guarantee of upgrades and the process for improving the purchased software.
- All information, photos and videos need to remain the property of Lyon County should the County choose to end their contract with Vendor.

VENDORS SHALL NOT INITIATE NEGOTIATIONS OR SEEK ANY DECISION OR ACTION PRIOR TO COMPLETION OF REVIEW OF PROPOSALS BY LYON COUNTY.
Lyon County reserves the right to select the vendor that best meets its needs, taking into consideration budget constraints and administrative expectations. Lyon County also has the right to reject any proposals that do not meet its needs and the requirements outlined in this RFP.

PROPOSAL CONTENT & FORMAT

- Provide a synopsis of your proposal describing how it fulfills Lyon County’s scope of services requested.
- Provide a statement of the respondent’s background, experience, and understanding of services required.
- Identify any outside vendors needed to complete the scope of work that will be used by your firm. The fee for these outside vendors should be included in your proposed cost.
- Describe any characteristics or capabilities which may make your firm uniquely qualified to perform these services for Lyon County.
- Provide at least three references, including the organization/business, address, contact person, phone number, date of services, and scope of services.
- Provide a copy of your certificate of insurance.
- Provide proposal response form.
- Provide a sample contract.
- Provide a timeline for completion of required deliverables.
- Provide any additional information believed necessary to assist Lyon County in evaluating your proposal.

In submitting a proposal, vendor acknowledges every section of this document including all requirements, terms, conditions, and sections of this document. Proposal submission format should be
by order in which document is outlined. Exceptions to any part of this document and any attachments should be clearly delineated and detailed throughout this proposal process.

PART 6: Acceptance of Proposal

- Lyon County reserves the right to accept or reject any proposal and reserves the right to waive technicalities where such action best serves the interest of Lyon County.
- Lyon County will be the sole and exclusive judge of quality and compliance with proposal specifications in any of the matters pertaining to this RFP. Lyon County reserves the right to award the contract in any manner it deems to be in the best interest of Lyon County.

Please, submit your proposal response by August 31, 2023 to Victoria Smith at vsmith@lyoncounty.org.