



3501 Kishwaukee Street
P.O. Box 7480
Rockford, IL 61126-7480
815-387-7400
815-387-7538 (FAX)

Richard T. Pollack, President,
John F. Sweeney, Vice President
Ben Bernsten, Clerk/Treasurer
Donald J. Massier, Trustee
Elmer Jones, Trustee
Timothy S. Hanson, District Director

REQUEST FOR PROPOSALS #20-214 WEBSITE REDESIGN

August 17, 2020

Name of Proposing Firm: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Email: _____

Proposal Due Time and Date: 4:30 P.M., September 22, 2020

Proposals will be accepted until the specified due time and date. Any proposal delivered after the due time and date will be refused.

PLEASE MARK THE RETURN SEALED ENVELOPE:

1. RFP Due Date and Time
2. Title of Job
3. RFP Number

SEND PROPOSALS TO:

Rock River Water Reclamation District
3501 Kishwaukee Street
Rockford, IL 61109

PROPOSALS WILL NOT BE ACCEPTED BY FAX OR EMAIL.

If the Illinois Department of Human Rights registration number has not been obtained, this number must be provided within 5 business days after the due date of the proposal.

Results are available after contracts are awarded at the Regular Meeting of the Board of Trustees, held on the fourth Monday of the month. Please call 815-387-7425 or visit www.rwrdd.dst.il.us

I
NOTICE
ROCK RIVER WATER RECLAMATION DISTRICT
REQUEST FOR PROPOSALS #20-214
WEBSITE REDESIGN

The Rock River Water Reclamation District (District) requests proposals from qualified organizations for a hosted and redesigned website environment, including content management software, conversion, installation, training, and ongoing support.

Proposals shall be submitted to the Rock River Water Reclamation District Administration offices located at 3501 Kishwaukee Street, Rockford, Illinois 61109 until 4:30 P.M., September 22, 2020. Copies of the RFP for review purposes only are available through the Rock River Water Reclamation District web site www.rwrwd.dst.il.us. Proposal documents for submittal are available by contacting Purchasing at (815) 387-7425. For more information, visit the Rock River Water Reclamation District web site at www.rwrwd.dst.il.us.

No proposal shall be withdrawn without the consent of the District for 60 days after the scheduled time of receiving the proposals.

The District will confirm any award decision in writing, to the successful proposer.



Julia Scott-Valdez
Director of Management Services
Rock River Water Reclamation District

II

GENERAL SPECIFICATIONS AND INSTRUCTIONS
REQUEST FOR PROPOSALS #20-214
WEBSITE REDESIGN

2.1 Important Dates

- RFP Issued and Vendors Contacted: August 17, 2020
- Deadline for Vendor Questions & Intent to Respond September 8, 2020
- Addenda (if required) Published September 14, 2020
- Deadline for Vendor Proposals September 22, 2020
- Vendor Finalist Determined October 2, 2020
- Finalist Vendor Demonstrations Week of October 12, 2020
- Contract Award October 26, 2020
- Kick-off November 2020
- Pre-release Website March 2021
- Official Website Release May 2021

2.2 Definitions

In order to simplify the language throughout this RFP, the following definitions shall apply:

RRWRD – Same as Rock River Water Reclamation District, Rockford, Illinois.

District – Same as Rock River Water Reclamation District, Rockford, Illinois.

Contract – An agreement between RRWRD and a successful respondent/contractor to furnish products and services related to this request.

Firm – A company doing business related to this system's procurement.

Proposer – The offeror of the response to this request.

RFP – Request for Proposal.

Contractor or Prime Contractor – Successful respondent to this RFP. The lead firm in a successful offer from multiple companies.

Respondent – Offeror of proposal; Proposer

Subcontractor – A company supporting the Prime Contractor in preparing the successful offer and performing specific work functions as part of a contract.

2.3 Proposal Preparation

Where applicable, the respondent shall submit his proposal on the forms the District provides in this document. **The respondent shall complete all applicable blanks.** He may submit additional information as he believes necessary on his stationery, under signature of the authorized representative who completes this document's forms.

If this Request for Proposals contains inconsistencies between sections, Section III - Detailed Specifications shall supersede Section II - General Specifications, which shall supersede Section I - Notice. **No warranty is made or implied as to information contained in these specifications.**

An authorized officer or individual must sign the proposal. Authorized signature must be the individual owner of a proprietorship, a general partner of a partnership, or the corporation officer who is authorized to sign for a firm and whose title is affixed.

All prices and notations shall be in ink or typewritten. The respondent may cross out mistakes and type corrections adjacent to the point of error. The person who signs the proposal shall initial such corrections, in ink. **If the District finds a respondent's entry to be illegible, it may, at its sole discretion, reject the proposal.**

2.4 Submission of Proposals

The District **will not** receive bids solely in an electronic format or by facsimile. The respondent shall return his proposal, clearly marked as “**RFP #20-214 Website Redesign**”. **The District cannot ensure that the sealed proposal will not be prematurely opened if the respondent does not properly label his proposal envelope.**

Mailing labels should be addressed to:

Rock River Water Reclamation District
P.O. Box 7480
Rockford, IL 61126-7480

Proposals sent via package delivery service should be addressed to:

Rock River Water Reclamation District
3501 Kishwaukee Street
Rockford, IL 61109

If the respondent chooses to hand-deliver his proposal, he shall deposit it with the Graceffa Administration Building Receptionist, 3501 Kishwaukee Street, Rockford, IL 61109, between the hours of 8:00 A.M. and 4:30 P.M.

2.5 Illinois Department of Human Rights Registration Number

All proposers inside and outside of Illinois must provide an Illinois Department of Human Rights Registration Number. If the number has not been obtained, it must be provided within 5 business days after the date proposals are due. This number shall be written or typed on the line in the Fair Employment Affidavit of Compliance (included in the documents you receive). The following link may be used to access the website where the number can be obtained:

http://www.illinois.gov/dhr/PublicContracts/Pages/Vendor_On_Line_Renewal.aspx

2.6 Proposal Format

Submit three hard copies of the proposal, and one electronic copy. Proposal format should conform to that prescribed below. Submit your Proposal within three-ring binders (number defined under “Introduction”), **labeled on each cover with “RRWRD” and Proposer’s company name.** Email an electronic version of the proposal to MRoach@rrwr.illinois.gov.

Use labeled tabs to divide the sections, as follows:

Section 1 – Required Documents

1. Proof of required insurance (COIs and additional insured endorsements)
2. Proposal Form
3. Fair Employment Practices Affidavit of Compliance
4. Forms of Affidavit

Section 2 – Executive Summary/Overview

Cover letter – Include 1) short introduction to Proposer; 2) any special conditions; 3) why RRWRD should select the Proposer.

Section 3 – Main Body of Response

Include a complete copy (all pages and content) of this RFP document with all sections completed. A complete, point-by-point response is required; incomplete documents may be deemed unresponsive and therefore eliminated from consideration.

Section 4 – Exceptions

It will be assumed that the Proposer accepts all conditions and considerations as outlined within this document unless specifically noted in this Exceptions section, **and** within the Main Body of Response at the section and point where the exception is taken.

Section 5 – Financial Litigation Information

1. Include an audited financial statement for the most current quarter and last year-end including Balance Sheet, Income Statement, and Statement of Cash Flows for your company.
2. Include a description of any litigation in which Proposer is currently involved. Indicate any potential conflict of interest with vendors that could affect RRWRD's interests and plans for avoiding the conflict.

Place this information in a separate, single sealed envelope, labeled Section 5 (with your company name) in the original proposal copy. This information will be used to determine overall financial strength and maintained as confidential by RRWRD, to the extent permitted by law.

2.7 Taxes

This District is exempt, by law, from paying Federal Excise Tax and Illinois Retailers' Occupational Tax. Therefore, the respondent shall exclude those taxes from his proposal. The District's tax exemption number is E9992-3696. The respondent shall include all applicable taxes in his proposal price.

2.8 Withdrawal of Proposals

At any time prior to the scheduled proposal deadline, the respondent may withdraw his proposal. In order to do so, he shall submit a written request to the Director of Management Services.

2.9 The District will only consider proposals that conform to the intent of this document. The District will reject proposals that contain one or more exceptions if the District determines that non-conforming proposals deviate from the intent of these specifications. The District's decision shall be final, and the District's procurement procedures contain no appeal provision.

2.10 Laws and Regulations

The respondent who is awarded the contract shall comply with all laws of the United States of America, the State of Illinois, and all lawful regulations of the Rock River Water Reclamation District and the respective cities and villages in which the professional service and material supplied is to be performed respecting labor and compensation and all other statutes, ordinances, rules and regulations applicable and having the force of the law.

2.11 Terms

A. Payments to the Successful Respondent. If the District receives an acceptable invoice for conforming materials prior to the fifth day of the month, the District shall issue payment before the fifth day of the succeeding month. If received on or after the fifth day of the month, payment will be issued the following month.

B. Default. In case of default, the District will procure the service described in this Request for Proposals from other sources. The District shall hold the defaulting successful respondent responsible for any excess cost incurred. The defaulting successful respondent shall make such payment no more than 60 calendar days after the District notifies him, in writing, of such an occurrence.

C. Delivery Hours. Unless otherwise specified, all items shall be delivered to: Rock River Water Reclamation District, 3333 Kishwaukee Street, Rockford, Illinois, 61109, Monday through Friday, between the hours of 7:30 A.M. and 3:00 P.M., excluding holidays.

D. F.O.B. Point and Shipping Charges. All prices shall be quoted F.O.B. destination, Rock River Water Reclamation District, Rockford, Illinois. All shipping, handling and freight charges shall be included in the proposal amount.

E. Use of District Name Prohibited. In the absence of the District's written permission, the successful respondent shall not use the District's name in any form or medium of public advertising.

2.12 Investigation

It shall be the responsibility of the respondent to make any and all investigations necessary to become thoroughly informed of what is required and specified in the proposal. No plea of ignorance by the respondent of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the respondent to make necessary examinations and investigations will be accepted on a basis for varying the requirements of the District or the compensation of the respondent.

2.13 Addenda

If the District issues written addenda, such addenda shall become part of the contract documents. The District will email, fax, or mail the addenda:

- not less than 3 working days prior to the proposal's due date;
- via email, facsimile transmission or mail;
- to each recipient of the specifications, at either the:
 - email address furnished by the proposer;
 - facsimile number the prospective respondent sent the District;
 - address to which the District mailed the original proposal document;
 - or the corrected address the prospective respondent subsequently furnished.

In the absence of the prospective respondent's written notice of his email or facsimile number, the District will provide addenda via mail.

A respondent that does not receive the District's addenda, and who has previously submitted a proposal, shall not be relieved from any obligation in the proposal he submitted.

2.14 Intent to Respond. All vendors who intend to respond to this RFP should signify their desire to do so by submitting an email to MRoach@rrwr.illinois.gov on or before 4:30 P.M., September 8, 2020. All vendors who signify their intent to respond will receive all questions and answers related to this RFP.

2.15 Contract Form

No more than 10 business days following the contract award, the successful respondent shall submit a completed Contract Form to the District's Business Manager. The Contract Form is part of this Request for Proposals. By their mutual agreement, the successful respondent and District may supplement this contract form or replace it with an alternative document. If the successful respondent fails to complete the agreed upon Contract Form within the specified time, he shall be in material default.

2.16 Contract Termination

A. Respondent's Unacceptable Performance. If the successful respondent fails to provide service in conformity with this Request for Proposals, the District shall notify him in writing. If the successful respondent fails to correct the performance deficiency to the District's satisfaction within five working days after he receives the District's notice, he shall be in default. If the same performance deficiency recurs despite the District's notification and the successful respondent's temporary correction, the

successful respondent shall likewise be in default. The District may, at its sole discretion, terminate the **Website Redesign** contract with the defaulting successful respondent, and remedy the matter under provisions set forth in this Section of this Request for Proposals.

B. District's Action Following Contract Termination. If the contract is terminated, the District may, at its sole option:

- * request new **Website Redesign** proposals or
- * designate the next-low respondent to provide **Website Redesign**, provided that said next-low respondent agrees to his original proposal terms.

The District may repeat this option until it obtains an acceptable **Website Redesign** contract.

2.17 Deliveries

The successful respondent shall ship all material as follows: F.O.B. Rock River Water Reclamation District, 3333 Kishwaukee Street, Rockford, Illinois, 61109, freight paid by seller. All deliveries shall conform to the requirements stated in this Request for Proposals.

In the unlikely event that the District is picketed by its employees or by a third party, or if any labor-management dispute between the District and its employees or third parties becomes known to the successful respondent, then in such event and during the course of any such picketing or labor-management dispute, the successful respondent shall continue to carry out the terms and conditions of this contract as if such pickets were not present or such labor-management dispute did not exist.

Time of delivery is part of the District's consideration of each proposal.

2.18 Verification of Data

The Contractor shall verify all Specifications or other data received from the District and shall notify it of all errors, omissions, conflicts, and discrepancies found therein. Failure to discover or correct errors, conflicts, or discrepancies shall not relieve the Contractor of full responsibility for unsatisfactory work resulting there from nor from rectifying such conditions at his own expense. Contractor will not be allowed to take advantage of any errors or omissions, as full instructions will be furnished by the District, should such errors or omissions be discovered. The Contractor shall assume all responsibility for the making of estimates of the size, kind, and quality of materials and equipment included in work to be done under the Contract.

2.19 "No Proposal" Response Form

In the event you elect not to submit a proposal for **Website Redesign**, please fill out and return the attached "No Proposal" form.

2.20 Payment Terms

Invoices must be submitted by the firm to: Rock River Water Reclamation District, 3501 Kishwaukee Street, P.O. Box 7480, Rockford, IL 61126-7480. RRWRD will make payments in the following manner:

District's standard payment terms.

III
DETAILED SPECIFICATIONS
REQUEST FOR PROPOSALS #20-214
WEBSITE REDESIGN

3.1 Purpose. The purpose of this Request for Proposals (RFP) is to establish a contract between RRWRD and a qualified organization to provide a hosted and redesigned website environment, including content management software, conversion, installation, training and ongoing support.

The District has determined that its existing website is outdated and inefficient. The design of the website is also outdated, navigation of the site is difficult, and the addition of new sections or pages is cumbersome.

- The following is a sitemap of the current internet site:

- Home – Front Page

- About RRWRD
- Who we serve
- Transparency/Freedom of Information Act
- Financial Information
- Code of Ordinances (pdf doc)
- Holidays & Special Events
- Board Meetings
- Trustees
- Our staff/Departments
- Employment
 - Job openings

- What we do

- Wastewater Treatment
- Other services
- Tour the Plant
- Energy Production
- Green Partnerships

- Homeowner/Residential

- Is your sewer backed up?
- Homeowner tips

- Household hazardous Waste & Municipal garbage agencies
 - Do you have a well?
 - Is sewer available in my area?
 - Municipal water questions (Municipal water providers around the state line)
 - Garbage collection questions (Household Hazardous Waste & Municipal garbage agencies)
 - Credit Meter Program Residential
- Industrial/Commercial
 - Is your sewer backed up?
 - Starting a new business
 - BUSINESSFirst (external site link)
 - Industrial/Commercial Building Owners Information
 - Food Service/Restaurants
 - Permits & Forms – Industrial/Commercial
 - Credit Meter Program Commercial
- Business First (external site link)
- Sewer Development
 - Sewer Extension
 - Records request (pdf doc)
- Bids
 - Bid process & current bids (same page)
 - Current bids (directional only)
- Billing
 - Billing Questions
 - Fees/Rates
 - How to read your bill?
 - How to pay your bill?
 - Pay your bill online (Go Green with online billing)
- Tours
- Contact Us

The District wants the option to replace its existing in-house created employee intranet site.

- _____ forms are currently available to staff on the intranet site.
- The following is a sitemap of the current intranet site:
 - HOME
 - Home
 - Board Meetings
 - Board Meeting Recordings
 - Holidays & Special Events
 - Code of Ordinances
 - Current Bids
 - POLICIES, CBAs, ETC.
 - RRWRD Bylaws & Policies (PDF)
 - Employee Policy Manual (PDF)
 - Expense Report (xlsx)
 - Collective Bargaining Agreements
 - Job Descriptions (PDF)
 - HUMAN RESOURCES
 - Job Openings
 - Job Openings (Public)
 - Change of Address, Phone, Emergency Contact via Benefits Connect
 - BENEFITS
 - Benefits Connect: Your Employee Portal
 - Boon Chapman: Flex & HRA Claims
 - BCBS & HRA Medical Insurance
 - MetLife: Vision, Dental & Life Insurance
 - Perspectives EAP
 - IMRF
 - Payroll Changes
 - RRWRD store
 - SAFETY
 - Administration Building Emergency Action Plan (PDF)

- Cherry Valley Lift Station Emergency Action Plan (PDF)
- Snow Avenue Emergency Action Plan (PDF)
- Safety Management System (PDF)
- Incident Report (DOC)
- Accident Report (PDF)
- Accident Report (XLS)
- Injuries (Where To Go) (PDF)
- CSE Permit (XLS)
- CSE Pre-Entry Checklist (XLS)
- Ventis MX4 Multi Gas Monitor Operation (PDF)
- Disaster Management
- City of Rockford Emergency Response Plan (PDF)

○ PHONES

- RRWRD Phone List by Name
- RRWRD Phone List by Department
- RRWRD Fax and Other Phone Numbers List
- RRWRD Phone List – All
- RRWRD Phone List Search
- City of Rockford Phone Directory (PDF)
- AVAYA Phone Documentation
- iPhone Documentation
- Verizon Network Fleet

○ FINANCE

○ WEB APPS

- AssetWORKS (Production)
- AssetWORKS Community
- AssetWORKS (Test)
- Vehicle Service Request
- Streams (Production)
- Streams Documentation
- Streams (Test)
- NetWork Fleet

○ ITS

- IBM z13s and Related Documentation
- z13s – HMC
- ITS IBM V7000 Documentation
- ITS VMWare Documentation
- Linux Command Cheat Sheet
- Phone Systems
- ITS Misc. Information
- AssetWorks Environment(s), etc.
- Adding/Maintaining Employees on IPSite
- Site Map – Links
- RRWRD ITS IPSite Updates
- RRWRD ITS www.rrwr.dst.il.us Updates
- IPSite Admin
- Attendance Enterprise
- Sierra Wireless AirVantage
- SUPPORT

○ TOOLS

- Using RRWRD Gas Pumps (PDF)
- Site Map
- Change IPSite Password
- IPSite – What’s New?
- IPSite Feedback
- Outlook (Email) Help
- Exavault
- SUPPORT

○ LOG OUT

3.2 Scope of Work. The District seeks proposals from a qualified organization for a website platform offering cloud-based computing resources and appropriate management software for a third-party hosted and redesigned website environment, including content management software, conversion, installation, training, and ongoing support. The District envisions a design, programming, and implementation process as follows:

A. The selected vendor shall:

1. Review existing District website.

2. The current website contains approximately 48 webpages.
 3. Interview key District staff and Web authors to further determine District needs.
 4. Design three unique home page and template options that meet District needs.
 5. Present these designs and their recommendations to RRWRD Website Redesign Committee.
- B.** RRWRD will then approve a design for programming and configuration.
- C.** The selected vendor will develop a prototype of the home page and a single subsection of the website using the approved design and District-provided content.
- D.** Website Redesign Committee will review the prototype with the vendor, suggest changes, and upon further review, approve the website design for completion.
- E.** The selected vendor creates redesigned website using District-provided content and presents the “pilot” product to RRWRD for acceptance.
- F.** RRWRD and vendor will collaborate to advertise and publish the “pilot” website to key District stakeholders, along with a survey designed to generate constructive feedback for the improvement of the “pilot” website.
- G.** RRWRD and the vendor will collaborate on the development of a Design Guideline Book.
- H.** RRWRD and the vendor will collaborate to determine which suggestions to incorporate into the redesigned website before final acceptance.
- I.** The vendor shall make the agreed-upon modifications and provide the final redesigned website to RRWRD for acceptance. The RRWRD Website Redesign Committee will review the website for accuracy, navigation, completeness, and adherence to previously agreed-upon design principles.
- J.** The vendor shall transfer any reusable content from the existing website to the new website. The vendor will perform any formatting or rendering that must be done to load the content to the new site in a fully usable and consistent manner.
- K.** The vendor shall identify any RRWRD staff time required in migrating existing content.
- L.** The selected vendor shall train all District Web authors to use the content management module for updates.
- M.** RRWRD will approve the website (with modifications, if necessary) and the selected vendor places the website into production. RRWRD and the selected vendor coordinate domain name services changes as necessary.

3.3 Redesign Requirements

- A. Appendix A – Website Requirements.** Please see the included Appendix A – Website Requirements spreadsheet attached to this RFP. Appendix A includes features the District desires to have in their new website and are not intended to

discourage vendors that are unable to satisfy all the requirements. Indicate if a feature is included in the base price, if it is an optional add-on, and how much the option will cost the District. Please indicate if a third party will need to be involved and the approximate cost. Feel free to add comments to explain your answers. Please do not leave any answer blank. Please indicate if not applicable or available.

- B. Customer Support Structure.** Please describe the customer support structure, including specific process and procedures. Please include or describe the following, including both product details and cost method (e.g., per hour, per day, included with contract, etc.)
1. Customer Assistance: support availability, hours, phone, or web-based, SLA response time, etc.
 2. Escalation Process: procedure or process for escalating issues.
 3. Emergency Publishing: procedure or process for emergency publishing situations including after-hours support.
 4. System Failures: Please describe the process for dealing with failures.
 5. Training: Please describe the model for training of RRWRD staff. A minimum of 8 District personnel will require training. "Training the Trainer" is not an acceptable method.
- C. Pricing Components.** Please indicate whether each pricing component is one-time only or ongoing. Also indicate the payment terms and frequency. RRWRD will compute a five-year cost of ownership for comparison purposes.
- D. Hourly Rates.** RFP response must include hourly rates for all team members involved in the project, and an estimate of the number of hours required of each team member to complete the work of the project. Hourly rates included will be fixed for the duration of the project and will be applied to any change orders or additional work requests.
- E. Travel Expenses.** Please provide an estimate of travel expenses for completion of this project.
- F. Detailed Work Plan.** Please include a detailed work plan for the scope of work, as outlined in this RFP, including tasks and hours for each team member.
- G. Resumes.** Please include resumes for all team members assigned to this project.
- H. Additional or Optional Services.** If additional services are required for a successful implementation, please include those services with an explanation of all additional services proposed. Indicate if pricing is one-time-only or ongoing, and provide the pricing terms and frequency.

3.4 Hosting Requirements

- A. Responsiveness of Website.** Website responsiveness should adhere to industry standards and apply to mobile and tablet devices accessing the website.

B. Resiliency. Please include information pertaining to website uptime.

C. Backups and Information Management.

1. Include detailed information on types of backups along with frequency of backups.
2. Include detailed information on version control, historical logs for reviewing changes made, file locking permissions, and archiving of all published content.
3. Describe internet connectivity and resiliency used at the hosting site.
4. Describe any DDoS mitigation capabilities.

3.5 Responsibilities

A. Vendor Responsibility

1. Website designs as described above.
2. Provision of website and content management software as described above
3. All necessary hosting (SAAS) support systems to provide for the continuing operation of the website and content management software as described above.
4. Support of the website and content management software as described above.
5. Specific, on-site classroom training for at least eight District personnel charged with managing the system and responsible for content management.
6. Additional training provided on-site or through web presentations as required.
7. Assistance and consultation to the District in the development of the website as detailed in this RFP.
8. Assignment of a project manager to act as a direct contact with the District through the initial implementation and all subsequent development installation.

B. District Responsibility

1. Assignment of a project manager to coordinate District activities and staff.
2. Attend all scheduled meetings.
3. Provide timely response to all requests for comment from the vendor.
4. Provide website content materials for the content library, including photographs, videos, and other graphic content.

5. Provide links to other sites RRWRD would like connected to the website.
6. Provide contacts required for any third-party vendor integration needs.

3.6 General Requirements

- A. This RFP is for the procurement of a redesigned website, intranet, content management software, conversion, installation, Web hosting, ongoing support, and training.
- B. The vendor shall incorporate and identify all costs associated with annual maintenance. This shall include all software upgrades, maintenance patches and preventive fixes.
- C. The vendor shall provide for all necessary labor, and materials required to complete the work as shown in the RFP documents.
- D. The software, installation, support, and training shall be coordinated with the District's project manager prior to installation.
- E. The RFP response of the redesigned website, content management software, and website hosting are explained in the Detailed Specifications section of the RFP documents.
- F. The vendor is to coordinate its activities with RRWRD's project manager and attend project management meetings as directed.
- G. Prior to the kick-off meeting, the successful vendor is to prepare and furnish to the District's project manager a detailed schedule of events for the work. The schedule will outline the weekly work of the project. This schedule will be utilized to track the progress and status of the design, development, and installation. Once agreed and submitted, any deviation to this schedule must comply fully with the completion dates included in the contract documents, unless modified by issuance of an addendum.
- H. The preparation and agreement to an installation schedule is to be coordinated between the vendor and the District's project manager.
- I. Examples of previous work may be submitted but will not necessarily influence the evaluation process.

3.7 General Conditions

- A. **Firm Qualifications.** No contract shall be awarded except to responsible firms capable of performing the class of work contemplated.

Proof of Qualifications. Before being considered for the award of contract, firms may be required to show evidence of the necessary experience, facilities, equipment, ability, and financial resources to perform the work in a satisfactory manner and within the time stipulated. The District shall make the final determination as to the firm's ability to provide the desired services.

B. Evaluation of Firms. The District's evaluation team will assess the qualifications of firms based on their proposals. The District also reserves the right to interview representatives of firms and review the quality of website redesigns provided to other clients in order to determine award.

1. Evaluation Team. An evaluation team consisting of District employees will be used to evaluate the proposal submitted by each firm.

2. Evaluation Criteria. Proposals will be evaluated by RRWRD using an internal scoring system that will rely on the following criteria:

- Price
- Ability to meet District Requirements
- Web Design
- Content Manager
- References and experience
- Mobile compatibility
- Completeness and accuracy

3. Vendor Demonstration. If the vendor is selected as a finalist vendor, a final website demonstration will be required. The demonstration is to be provided at no cost, and should include topics consisting of website design techniques, interfaces, best practices, modern trends, and a list of sample organization websites.

Demonstrations will be scheduled by RRWRD after the evaluation of responsive proposals. Conducting a demonstration will not ensure award of the contract to the vendor, but instead introduce the District to modern website features and redesign processes.

4. Basis of Award. Each member of the evaluation team (see 3.8.B.1) shall independently evaluate each proposal and the results of any other methods used to evaluate the firm's ability (see 3.8.B.2) to provide quality services to the District. Once these individual evaluations have been completed, the scores will be averaged and the overall average will be the final score of each proposal. The contract will be recommended for award to the firm with the highest average score.

Selection Process Steps	Estimated Date and Time
RFP Issued and Vendors Contacted	Monday, August 17, 2020
Deadline for Vendor Questions and Intent to Respond	Tuesday, September 8, 2020
Addenda (if required) Published	Monday, September 14, 2020
Deadline for Vendor Proposals	Tuesday, September 22, 2020
Vendor Finalist Determined	Friday, October 2, 2020
Finalist Vendor Demonstrations	Week of October 12, 2020
Contract Award	Monday, October 26, 2020

Kick-off	November 2020
Pre-release Website	March 2021
Official Website Release	May 2021

C. Contract Length. The firm that receives the award for Website Redesign services shall provide these services for a period of two (2) years from the date service provision began. The contract shall have two (2) one-year options to renew. Renewals are based upon the mutual consent of both parties. Should either party choose not to renew, notice must be given in writing at least 60 days prior to the expiration of the contract. Thus, the resulting contract can be valid for a total of four (4) years from the date service begins.

D. Contacts. The contact for this RFP is Melinda Roach at 815-387-7425 or MRoach@rrwr.illinois.gov.

3.8 Information to be Submitted

A. Corporate Profile. The proposal should include a description of the firm that includes the scope of services the firm provides, years of experience providing the services described in this RFP, and a description of the firm's capability to provide the desired services.

- Business name and legal business status
- Proof of non-profit status, if applicable
- Overview of services or activities including
 - History of vendor's firm
 - Number of years in business under the present business name, and prior business names
 - Number of years' experience providing the proposed, equivalent, or related services
 - Company hierarchy (President, Vice President, Company Officers) and organizational chart clearly identifying all positions that are proposed to be funded under the project
 - Company size; number of staff, proposed number of staff to provide services, and participant base
 - Location of the office from which the work under this contract will be provided and the staff allocation of that office
- Whether the vendor holds controlling or financial interests in any other organization, or is owned or controlled by any other person or organization, if none, that must be stated.

B. Description of Services. All proposals must include a detailed description of the services to be rendered, including, but not limited to the following:

- A written general understanding of the requirements in the Scope of

Services as detailed in the RFP, *Scope of Work* section, including:

- Provide work plan or description of work that will be performed.
- Describe the vendor's technical capabilities for the Scope of Services
- Indicate whether the vendor will be subcontracting portion(s) of the work. If so, indicate the name of the subcontractor and the portion of work which will be subcontracted. Provide subcontractors qualifications that meet the requirements of the Scope of Services.
- Provide a sample invoice.
- Describe how costs will be controlled and properly identified to the specific tasks, while providing a high quality of services and a high level of integrity and outcomes.

C. Methods and Materials. The proposal should include an outline of the intended process including a timeline and examples of materials to be used in the procedure.

D. Staff Qualifications. Please identify and provide vitae for individuals responsible for planning and conducting the project.

E. Previous Clients. Please provide the names and information, as specified below, of five (5) similar sized public or private sector organizations for which the firm has provided similar services within the past 12 to 24 months.

- Customer Name
- Contact Name
- Contact Address
- Contact Telephone
- Contact Email
- Installation Date of Comparative System
- Detailed Description of Comparative System

F. Fees. Please provide a detailed report of fees associated with the proposed service.

3.9 Price Increases Prohibited

The successful proposer's price shall be firm during the awarded contract period.

3.10 Payments to the Successful Respondent

The successful respondent shall invoice the District monthly. **Section 2.11** of this Request for Proposals contains the District's general payment requirements.

3.11 Questions

Interested parties may direct questions concerning this Request for Proposals to Melinda Roach at MRoach@rrwr.illinois.gov or 815-387-7425. The District will not interpret specifications for individual proposers. If the District determines that the specifications need to be clarified or revised, it will issue an addendum to all prospective proposers.

3.12 Insurance

A. The successful respondent/contractor shall, for the duration of the contract, maintain the following:

General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project or the general aggregate limit shall be twice the required occurrence limit.

Auto Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage including coverages for owned, hired or non-owned vehicles, as applicable.

Workers' Compensation and Employers' Liability: Workers' Compensation limits as required by statute and Employers' Liability limits of \$500,000 per accident and \$500,000 per disease.

Umbrella: \$2,000,000 per occurrence/aggregate.

The policies shall contain, or be endorsed to afford Contractual Liability coverages for the following provisions in the General Liability and Automobile Liability coverages:

1. The District, its officers, officials, employees, and volunteers shall be covered as additional insureds as respects liability arising out of activities performed by or on insured's general supervision of the successful respondent/contractor, products and completed operations of the successful respondent/contractor, premises owned, occupied or used by the successful respondent/contractor, or automobiles owned, leased, hired, or borrowed by the successful respondent/contractor. The coverage shall contain no special limitations on the scope of protection afforded to the District, its officers, officials, employees, volunteers, or agents.

2. The successful respondent's/contractor's insurance coverage shall be primary insurance as respects the District, its officers, officials, employees, volunteers, and agents. Any insurance or self-insurance maintained by the District, its officers, officials, employees, volunteers, or agents shall be in excess of the successful respondent's/contractor's insurance and shall not contribute with it.

3. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the District, its officers, officials, employees, volunteers, or agents.

4. The successful respondent's/contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the

limits of the insurer's liability.

B. Proof of Insurance – Certificate of Insurance and Additional Insured Endorsements. No more than 10 calendar days subsequent to the District's issuance of an award letter and no later than 30 days before commencement to work, the successful respondent/contractor shall provide documentation including a Certificate of Insurance and additional insured endorsements for commercial general liability and auto liability to prove that it has obtained all required insurance and bonds. The Certificate of Insurance shall state Rock River Water Reclamation District is additional insured under the commercial general liability and automobile liability on a primary, non-contributory basis. The primary, non-contributory additional insured endorsements for commercial general liability and automobile liability shall be provided. The District shall be the sole judge as to the acceptability of any such proof.

Correction of Successful Respondent's/Contractor's Insurance Deficiencies. If the District determines the successful respondent's/contractor's insurance or documentation does not conform to the specifications, the District shall inform said respondent/contractor of the non-conformity. If said respondent/contractor fails to provide conforming insurance or documentation within five calendar days of the District's notice, it shall be in default.

1. **Suitability of Insurance.** The District shall be the sole judge of whether an insurer's rating is satisfactory. The District's decision shall be final and the District's bidding procedures contain no appeal provision.

D. Best Ratings.

1. Alphabetical Rating. For purposes of this Request for Proposals, "insurer" shall mean any surety, insurance carrier, or other organization which proposes to provide an insurance policy or bond for the successful respondent/contractor. No insurer or surety rated lower than "A-," **Excellent**, in the current Best's Key Rating Guide shall be acceptable to the District.

2. Financial Size Rating. Provided an insurer's alphabetical rating is satisfactory, the District will examine said insurer's financial size rating.

- a) If Best classifies the insurer XII or larger, said insurer shall be acceptable to the District.

- b) If Best classifies the insurer as smaller than XII, but larger than VI, said insurer shall be submitted to the District's Business Manager and/or the District's insurance consultant for review.

Financial Size ratings less than VII are not acceptable and will disqualify the respondent/contractor.

3.13 Indemnification Clause

Successful respondent/contractor shall protect, indemnify, hold and save harmless and defend the District, its officers, officials, employees, volunteers, and agents against any

and all claims, costs, causes, actions and expenses, including but not limited to attorney's fees incurred by reason of a lawsuit or claim for compensation arising in favor of any person, including the employees, officers, independent contractors, or subcontractors of the successful respondent/ contractor or District, on account of personal injuries or death, or damages to property occurring, growing out of, incident to, or resulting directly or indirectly from the performance by the successful respondent/contractor or subcontractor, whether such loss, damage, injury, or liability is contributed to by the negligence of the District or by premises themselves or any equipment thereon whether latent or patent, or from other causes whatsoever, except that the successful respondent/contractor shall have no liability for damages or the costs incident thereto caused by the sole negligence of the District.

The indemnification shall not be limited by a limitation on amount or type of damages payable by or for the successful respondent/contractor or its subcontractor under any employee benefits act including, but not limited, to the Workers' Compensation Act.

No inspection by the District, its employees, or agents shall be deemed a waiver by the District of full compliance with the requirements of the Contract. This indemnification shall not be limited by the required minimum insurance coverage in the Contract.

3.14 Force Majeure

The obligations of either the District or the successful respondent shall be suspended during the time as such party is prevented from complying therewith in whole or in part because of any cause, except financial, beyond the reasonable control of such party. In the event of either the District or the successful respondent being rendered unable wholly or in part by force majeure to carry out its obligations other than to make payments due, it is agreed that on such party giving notice and full particulars of such force majeure in writing or by facsimile to the other party as soon as possible after the occurrence of the cause relied on, then the obligations of the parties insofar as they are affected by such force majeure shall be suspended during the continuance of any inability so caused but for no longer period, and such cause shall as far as possible be remedied with all reasonable dispatch.

IV
PROPOSAL FORM
REQUEST FOR PROPOSALS
Website Redesign
RFP #20-214

To: BOARD OF TRUSTEES
ROCK RIVER WATER
RECLAMATION DISTRICT
P. O. Box 7480
ROCKFORD, IL 61126-7480

From: _____
(Individual, Partnership or Corporation)

(Address of Individual, Partnership or Corporation)

Trustees:

I (We) the undersigned hereby propose to furnish **Website Redesign** in compliance with the attached Notice, General Specifications, Detailed Specifications, Proposal Form, Fair Employment Practices Affidavit of Compliance Form, Forms of Affidavit, and Contract Form.

The Undersigned also affirms and declares:

A. That he (they) has (have) examined and is (are) familiar with all the related contract documents and found that they are accurate and complete and are approved by the undersigned.

B. That he (they) has (have) carefully examined the scope of the required service, and that, from his (their) own investigation, has (have) satisfied himself (themselves) as to the nature and location of the delivery point, the character, quality and quantity of materials, and the kind and extent of equipment and other facilities needed for the performance of the service and provision of the materials, the general and local conditions and all difficulties to be encountered, and all other items which may, in any way, affect the materials or services or their performance.

C. That this proposal is made without any understanding, agreement or connection with any other person, partnership, or corporation making a proposal for the same purposes, and is in all respects fair and without collusion or fraud; and that he (they) is (are) not barred from proposing as a result of a bid-rigging or bid-rotating conviction.

D. All goods and services provided in response to this request will be produced in compliance with all applicable requirements of Sections 6, 7 and 12 of the Fair Labor Standards Act, as amended, and of regulations and orders of the United States Department of Labor issued under Section 14 thereof.

E. The firm which I (we) represent complies with all applicable requirements of the Americans with Disabilities Act (ADA), the Occupational Safety and Health Act (OSHA), rules and regulations of the US Department of Transportation (DOT), and the Federal Drug Free Work Place Act. If said firm is awarded a contract to provide the District's **Website Redesign**, it will:

1. complete all OSHA, ADA, and DOT required supervisory, employee and customer training,
2. document compliance as required,
3. ensure that persons in safety-sensitive positions associated with loading, transportation, and delivery of the merchandise or service detailed in these specifications are subject to all required drug and alcohol testing and are properly licensed,
4. prepare and make available all required information and documentation, and
5. hold harmless and indemnify the District and the District's representatives as defined in Section III, 3.13 from all:
 - a. Suits, claims, or actions;
 - b. Costs, either for defense (including but not limited to reasonable attorney's fees and expert witness fees) or for settlements, and;

- c. Damages of any kind (including but not limited to fines, actual, punitive, and compensatory damages) relating in any way to or arising out of the ADA or the OSHA, to which said firm is exposed or which it incurs in the execution of the contract.

F. The firm which I (we) represent has adopted and promulgated written sexual harassment policies that include, at a minimum, the following information:

1. the illegality of sexual harassment;
2. the definition of sexual harassment under Illinois State law;
3. a description of sexual harassment, utilizing examples;
4. my (our) organization's internal complaint process including penalties;
5. the legal recourse, investigative and complaint process available through the Illinois Department of Human Rights and the Illinois Human Rights Commission;
6. directions on how to contact the Department and the Commission; and
7. protection against retaliation as provided by Section 6-101 of Illinois Human Rights Act.

Upon request, my (our) organization will provide the Illinois Department of Human Rights with the information described in F1 through F7 above.

I (we) agree that I (we) shall not withdraw this proposal for a period of 60 calendar-days following the scheduled proposal due date. I (we) have carefully examined the nature of the service and materials. The cost of all the materials, equipment, and service necessary to complete this contract is given in this Proposal.

The undersigned acknowledges that he has received Addendum numbers _____, _____, _____, and realizes that all Addenda are considered part of the Contract.

Description	Material	Labor	Total
Design			
Programming			
Content Migration			
Quality Assurance Testing			
Go-Live			
Maintenance			
Training and Documentation			
Initial Onsite Training			
Subsequent Training			
Documentation			
Components – Indicate if one-time or ongoing			
Interest Groups Subscriptions			
Emergency Alert Notifications			
Language Translation			
Fillable Forms			
Design Guideline Book			
Travel			
Travel Expenses			

Hourly Rates for All Team Members	# of Hours	Rate/Hour	Total
Optional Components – Indicate if one-time or ongoing	Material	Labor	Total
Intranet			
Surveys and Opinion Polls			
Public Records Act Request and Management			
Citizen Complaint/Request and Management			
Reporting			
Total			

Additional Services	Material	Labor	Total
Total			

Respondent:

Date: _____

Name of Firm

By: _____

Authorized Rep's Signature

Street Address

Rep's Name

City, State, Zip

Rep's Title

Phone Number

Facsimile Number

NOTE: The Rock River Water Reclamation District, a Governmental Unit, pays neither Federal Excise Tax nor Illinois Retailers' Occupational Tax. The respondent shall exclude those taxes from his proposal.

**“NO PROPOSAL” RESPONSE
TO
REQUEST FOR PROPOSALS**

If your firm is unable to submit a proposal at this time, please provide the information requested in the space provided below and return to:

Rock River Water Reclamation District
P.O. Box 7480
Rockford, IL 61126-7480

Responses can be delivered in person to:

Rock River Water Reclamation District
3501 Kishwaukee Street
Rockford, IL 61109

For this form only, responses can also be faxed to:

Rock River Water Reclamation District
815-387-7538

We have received Request for Proposals #20-214, Website Redesign, due at 4:30 P.M. on September 22, 2020.

Reason for not submitting proposal: _____

BY: _____
Signature

Name & Title, Typed or Printed

Company Name

FOR REVIEW PURPOSES ONLY

FAIR EMPLOYMENT PRACTICES AFFIDAVIT OF COMPLIANCE

PROJECT: WEBSITE REDESIGN

NOTE: THE PROPOSER MUST EXECUTE THIS AFFIDAVIT AND SUBMIT IT WITH ITS SIGNED PROPOSAL. THE ROCK RIVER WATER RECLAMATION DISTRICT CANNOT ACCEPT ANY PROPOSAL WHICH DOES NOT CONTAIN THIS AFFIDAVIT

_____, being first duly sworn, deposes and says that:

(Name of person making affidavit)

They are: _____ of _____
(Officer's Title) (Company Name)

that said company is and "Equal Opportunity Employer" as defined by Section 2000I of Chapter 21, Title 42 of the United States Code annotated and Federal Executive Orders #11375 which are incorporated herein by reference;

and that said company will comply with any and all requirements of Title 44 Admin. Code 750. APPENDIX A – Equal Opportunity Clause, Rules and Regulations, Illinois Department of Human Rights, which read as follows:

"In the event of the contractor's non-compliance with the provisions of this Equal Employment Opportunity Clause, the Illinois Human Rights Act or the Rules and Regulations of the Illinois Department of Human Rights ("Department"), the contractor may be declared ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and the contract may be cancelled or voided in whole or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation. During the performance to this contract, the contractor agrees as follows:

2. That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, marital status, national origin or ancestry, citizen status, age, physical or mental handicap unrelated to ability, sexual orientation, military status or an unfavorable discharge from military service; and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.
3. That, if he or she hires additional employees in order to perform this contract or any portion of this contract, he or she will determine the availability (in accordance with the Department's Rules and Regulations) of minorities and women in the areas from which he or she may reasonably recruit and he or she will hire for each job classification for which employees are hired in a way that minorities and women are not underutilized.
4. That, in all solicitations or advertisements for employees placed by him or her or on his or her behalf, he or she will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, sexual orientation, marital status, national origin or ancestry, citizenship status, age, physical or mental handicap unrelated to ability, sexual orientation, military status or an unfavorable discharge from military service.
5. That he or she will send to each labor organization or representative of workers with which he or she has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the contractor's obligations under the Illinois Human Rights Act and the Department's Rules and Regulations. If any labor organization or representative fails or refuses to cooperate with the contractor in his or her efforts to comply with such Act and Rules and Regulations, the contractor will promptly so notify the Department and the contracting agency and will recruit employees from other sources when necessary to fulfill its obligations under the contract.
6. That he or she will submit reports as required by the Department's Rules and Regulations, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the Illinois Human Rights Act and the Departments Rules and Regulations.
7. That he or she will permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and the Department for purposes of investigation to ascertain compliance with the Illinois Human Rights Act and the Department's Rules and Regulations.
8. That he or she will include verbatim or by reference the provisions of this clause in every subcontract awarded under which any portion of the contract obligations are undertaken or assumed, so that the provisions will be binding upon the subcontractor. In the same manner as with other provisions of this contract, the contractor will be liable for compliance with applicable provisions of this clause by such subcontractors; and further it will promptly notify the contracting agency and the Department in the event any subcontractor fails or refuses to comply with the provisions. In addition, the contractor will not utilize any subcontractor declared by the Illinois Human Rights Commission to be ineligible for contacts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

(Source: Amended at 32 111. Reg. 16484, effective September 23, 2008)"

IL Dept of Human Rights Registration No.: _____ Expiration Date: _____

Signature _____

Subscribed and sworn to before me this day of _____, 20____. Notary Public _____

VI
FORMS OF AFFIDAVIT
REQUEST FOR PROPOSALS
RFP #20-214
Website Redesign

City: _____ County: _____ State: _____

This Section for Sole Proprietorship:

I, _____ (name), being duly sworn, depose and say that the organization I represent is a sole proprietorship, and that I am the person described in and who executed the foregoing proposal and that the several matters therein stated are in all respects true.

Signature _____

This Section for Partnership:

I, _____ (name), being duly sworn, depose and say that I am a member of _____ (partnership name), the firm described in and which executed the foregoing proposal; that I duly subscribed the name of the firm thereunto on behalf of the firm; and that the several matters therein stated are in all respects true.

Signature _____

This Section for Corporation:

We, _____ (representative who signed the Proposal Form), and _____ (other corporate officer), being duly sworn, depose and say that we reside in the cities of _____ and _____, respectively, and that we are the _____ (representative's title) and the _____ (other corporate officer's title), respectively, of _____ (corporation name), the firm described in and which executed the foregoing instrument; that we are authorized to complete this form and to enter into this contract on behalf of said corporation; that we have signed our names thereto by like order; and that we have knowledge of the several matters therein stated and they are in all respects true.

(representative's signature) (other corporate officer's signature)

This Section for a Limited Liability Corporation:

I, _____ (name), being duly sworn, depose and say that I am a _____ (representative's title) of _____ (company name), the company described in and which executed the foregoing proposal; that I am authorized to complete this form and to enter into this contract on behalf of said company and have knowledge of the several matters therein stated and they are in all respects true.

Signature _____

Notarization (required for all successful proposers):

Subscribed and sworn to before me this _____ day of _____, 20____.

Notary Public _____

County _____ My Commission Expires _____

VII
CONTRACT
ROCK RIVER WATER RECLAMATION DISTRICT
ROCKFORD, ILLINOIS

THIS CONTRACT, made and concluded this ___ day of _____, 20___ between the Rock River Water Reclamation District, Illinois, also known as "District," and his/their executors, administrators, successors or assigns, known as "Contractor":

In consideration of the payments and contracts mentioned in the Proposal attached hereto, to be made and performed by the District, the Contractor agrees with the District at his/their own proper cost and expense to do all the work, furnish all equipment, materials and all labor necessary to complete the work and furnish the merchandise in accordance with the specifications hereinafter described, and the District's requirements.

1. Scope

Both parties understand and agree that the Notice, General Specifications, Detailed Specifications, Proposal Form, Fair Employment Practices Affidavit of Compliance Form, and Forms of Affidavit of the **Request for Proposal: Website Redesign**, all Addenda there to (if any), and any and all provisions required by law, are all essential documents of the contract, and are a part hereof, as if herein set out verbatim or as if attached, except for titles, subtitles, headings, table of contents and portions specifically excluded.

The Contractor shall provide the **Website Redesign** for a period of two (2) years. If the District and the successful proposer agree in writing, the contract shall have two (2), one-year options to renew.

2. Contract Price

The District shall pay to the Contractor, and the Contractor shall accept, in full payment for the performance of this Contract, in current funds, the prices set forth in the Proposal Form.

The Contractor's proposal price for the **Website Redesign** shall include, but not be limited to any and all costs of sufficient equipment and labor as required to perform **Website Redesign** as described in this Request for Proposals and shall be the only basis for payment.

The District shall make payments to the Contractor, in accordance with and subject to the provisions of **Section II, 2.11** of this Contract.

3. Contract Execution

The Contractor shall:

- A.** Perform all services in a responsible manner, supplying only service that meets or exceeds the District's Specifications;
- B.** Sustain all loss or damage arising out of the nature of the work to be done, or from any unforeseen obstruction or difficulty which he may encounter in the prosecution of the work, or from the action of the elements;
- C.** Be responsible for all accidents he, his employees, or agents may incur in the contract's execution;

D. Hold the District and its representatives harmless from liability of any nature or kind on account of use of any copyrighted or un-copyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used under this Contract. The Contractor shall likewise hold harmless and indemnify the District and its representatives from all:

- suits, claims, or actions,
- costs, either for defense or for settlements, and
- damages to which the District or its representatives might be exposed by reason of an injury or alleged injury, to the person or property of another:
- in the execution of the Contract, or
- from actions the District or its representatives take on the Contractor's behalf,

except in cases where such suits, claims, actions, or costs are found to be based on the District's negligence. For purposes of this paragraph, "its representatives" means "the Rock River Water Reclamation District's trustees, employees, agents, assigns, and their heirs."

E. Comply with all applicable requirements of the Americans with Disabilities Act (ADA), the Occupational Safety and Health Act (OSHA), rules and regulations of the US Department of Transportation (DOT), and the Federal Drug Free Work Place Act, and will:

1. complete all OSHA, ADA, and DOT required supervisory, employee and customer training,
2. document compliance as required,
3. ensure that persons in safety-sensitive positions associated with loading, transportation, and delivery of the merchandise or service detailed in these specifications are subject to all required drug and alcohol testing and are properly licensed,
4. prepare and make available all required information and documentation, and
5. hold harmless and indemnify the District and the District's representatives as defined in Section III, 3.13 from all:
 - a. Suits, claims, or actions;
 - b. Costs, either for defense (including but not limited to reasonable attorney's fees and expert witness fees) or for settlements, and;
 - c. Damages of any kind (including but not limited to fines, actual, punitive, and compensatory damages) relating in any way to or arising out of the ADA or the OSHA, to which said firm is exposed or which it incurs in the execution of the contract.

F. Adopt and promulgate written sexual harassment policies that include, at a minimum, the following information:

1. the illegality of sexual harassment;
2. the definition of sexual harassment under Illinois State law;
3. a description of sexual harassment, utilizing examples;
4. Contractor's internal complaint process including penalties;
5. the legal recourse, investigative and complaint process available through the Illinois Department of Human Rights and the Illinois Human Rights Commission;

6. directions on how to contact the Department and the Commission; and
7. protection against retaliation as provided by Section 6-101 of Illinois Human Rights Act.

Upon request, Contractor will provide the Illinois Department of Human Rights with the information described in F1 through F7above.

G. Maintain all specified insurance for the duration of the contract.

H. In the absence of the District's written permission, the Contractor shall not use the District's name in any form or medium of public advertising.

4. Payments to Contractor

If the District receives an acceptable invoice for conforming service prior to the fifth day of the month, the District shall issue payment before the fifth day of the succeeding month. If received on or after the fifth day of the month, payment will be issued the following month.

5. Subcontracts

No part of the work herein provided for shall be sublet or subcontracted without the express consent of the District, and in no case shall consent relieve said Contractor from the obligation herein entered into, or change the terms of this Contract.

6. Contractor's Responsibility

This Contract shall extend to and be binding upon the successors and assigns, and upon the heirs, administrators, executors, and legal representatives of the Contractor.

7. Time

The contractor agrees to all schedules of services specified in the Request for Proposals.

FOR REVIEW PURPOSES ONLY

8. Seals

IN WITNESS WHEREOF, the parties have hereunto set their hands, and are duly authorized to enter into such contracts on behalf of their respective organizations.

Name of Firm – Contractor

By _____
Authorized Signature

ATTEST:

By: _____

Its: _____

Rock River Water Reclamation District
Winnebago County, Illinois

By _____
Executive Director

ATTEST: _____
Director of Management Services

STATE OF ILLINOIS)
COUNTY OF WINNEBAGO)

On this ___ day of _____, 20___, before me, a notary public within and for said County, personally appeared Timothy S. Hanson and Julia Scott-Valdez, to me personally known, who, being each by me duly sworn did say that they are respectively, the Executive Director and Director of Management Services of the Rock River Water Reclamation District, named in the foregoing instrument, and that said instrument was signed and sealed in behalf of the District, and said Executive Director and Director of Management Services acknowledge said instrument to be the free act and deed of said District.

(SEAL)

Notary Public

FOR REVIEW PURPOSES ONLY

Rock River Water Reclamation District
Website Requirements

Appendix A

Vendor Name: _____

FEATURE FUNCTION WORKSHEET

Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations or information regarding third-party software and/or modification should also be provided in the comments column, if applicable. Each "non-title" row (?0.00) should have only one "1". **Blank rows will be scored as Not Available.**

Legend:

Included	This item is included in the base bid price
Optional	This can be add but an additional fee will be required
Optional Costs	Please list the cost of adding this option
3rd-Party	Please indicate if this service will require a third-party vendor
3rd Party Cost	Custom programming by vendor (not meant to be a setup configuration that is standard process through implementation). Please estimate general costs in comments (not a quote)
Not Available	This item isn't available or supported

Website Section	Line Item	Feature / Function / Capability	Included	Optional	Optional Cost	Third Party	Third-Party Cost	Not Available	Comments
Notes	1	Design Notes							
Notes	2	The new website design will utilize District branding to include color palates and themes provided by the Department.							
Notes	3	The Website should be designed so it is aesthetically pleasing. The words used to describe it should be simple, clean, uncluttered, and with obvious navigation.							
Notes	4	The site must be intuitive, well-organized, visually compelling, and representative of the excellence that our customers expect of the District.							
Notes	5	The site must successfully utilize the latest web trends and techniques while retaining an simple user interface.							
Notes	6	Design and function should be focused on intuitive and familiar navigation mechanisms and prominently feature high-priority or targeted content for the various website-user audiences.							
Notes	7	Create a common look and feel across the website.							
Notes	8	Vendor will provide the creative direction and other tools that may assist the District in creating a common look.							
Design	9	Design Requirements							
Design	10	Ability for the website to be consistent when viewed from the following browsers:							
Design	11	▪ Internet Explorer							
Design	12	▪ Microsoft Edge							
Design	13	▪ Chrome							
Design	14	▪ Firefox							
Design	15	▪ Safari							
Design	16	Support for mobile devices including tablets and phones. This support shall include imaging and content resizing as required.							
Design	17	Ability to automatically resize website content whenever the zoom is adjusted							
Design	18	Vendor will provide the a minimum of three unique homepage and template designs for the Department.							

Rock River Water Reclamation District
Website Requirements

Website Section	Line Item	Feature / Function / Capability	Included	Optional	Optional Cost	Third Party	Third-Party Cost	Not Available	Comments
Design	19	Each page should contain search capabilities, with results limited to the District's website.							
Design	20	Allow panes to have scrolling capabilities that displays services provided by the District and that can be rotated or scrolled by the user.							
Design	21	Each page must support a printer-friendly format.							
Design	22	Ability to post job openings on the website while also allowing the ability to filter job openings by division.							
Navigation	23	Navigation Requirements							
Navigation	24	New navigation look and feel are required for the redesigned website (the District would like to see a clean uncluttered modern look).							
Navigation	25	The District is interested in limiting the number of clicks required to reach any specific piece of information.							
Navigation	26	The site should be designed to primarily incorporate the use of three-click rule.							
Navigation	27	A consistent header and footer should be on all pages.							
Navigation	28	The footer should also contain, but not limited to, disclaimer, accessibility info, privacy policy, security policy, terms of use, content rating.							
Navigation	29	The top menu should have major headings (District will provide content for major headings.)							
Navigation	30	Another Navigation structure should contain the major headings with additional headings (District will provide content for major heading)							
Navigation	31	The header, footer, and District seal image (with return to Home) should be on all pages.							
Navigation	32	Ability to have a fixed section of icons that remain available at all times and when navigating multiple pages or scrolling within the same page.							
Navigation	33	Ability to scroll within page sections (e.g., scroll within the social media pane without needing to scroll the entire web page)							

FOR REVIEW PURPOSES ONLY

Rock River Water Reclamation District
Website Requirements

Website Section	Line Item	Feature / Function / Capability	Included	Optional	Optional Cost	Third Party	Third-Party Cost	Not Available	Comments
Tools	34	Tools and Features - General							
Tools	35	Ability for residents to translate the website content between English and Spanish (additional languages welcomed, but not required).							
Tools	36	The District would like to have the ability to detect and resolve broken links throughout the website.							
Tools	37	The District is interested in the ability for simultaneous design preview in the browser.							
Tools	38	The Vendor will create a style guide for District "Web Authors" that will provide direction on the acceptable use of styles, placement, colors, graphics, and photos, including size of photos and use of accessible PDF's (size).							
Tools	39	The website must be compliant with Section 508 of the Rehabilitation Act and the American with Disabilities Act.							
Tools	40	Ensure the privacy, security, and integrity of the information accessed through the website.							
Tools	41	There should be an FAQ page on the website.							
Tools	42	The District would like the site to support rotating news content.							
Tools	43	The website should support a Site Map Generator.							
Tools	44	The site should be built with search engine rankings optimization.							
Tools	45	The District wants the site to support Automatic Image resizing.							
Tools	46	Reporting tools for information, such as time spent on the website, webpage loading response times, and site audit reports, etc.							
Tools	47	Ability to post visible alerts on the website.							
Tools	48	Ability to define start and end dates for website alerts.							
Tools- Calendar	49	Tools and Features - Calendar							
Tools- Calendar	50	The District requires the implementation of a calendaring program that allows website visitors to select calendar content from a list and display the calendar inside the website.							
Tools- Calendar	51	The District would like the ability for residents to subscribe to the calendar in order to receive event notifications.							
Tools- Calendar	52	The calendar should have a common input form for all types of events.							
Tools- Calendar	53	District staff will have the ability to upload meeting announcements.							
Tools- Calendar	54	Ability to post linked documents to a calendar event, including, but not limited to; photos (jpegs, gifs, png, etc.), internet links (html, etc.), spreadsheets and word-processed documents (doc, pdf, xls, etc.)							
Tools- Calendar	55	This system must allow administrators to perform additions, edits, and deletions.							
Tools- Calendar	56	Interest groups including news alerts and activity notifications.							
Tools- Calendar	57	Calendars should display only a summary and can be clicked on to open full details. Summaries all calendar items by date.							
Tools- Calendar	58	The District would like a District-shared calendar to be synchronized with the website for posting activities.							

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Tools- Calendar	59	Ability for the public to download calendar invites to personal calendars (Outlook, etc.)							
Tools- Media	60	Tools and Features - Media Center							
Tools- Media	61	The District would like a repository of images with management capabilities.							
Tools- Media	62	The District will supply the images. The repository should have a user-friendly ability to resize edit and post images.							
Tools- Media	63	Ability to have up to 10 images in an image slider.							
Tools- Media	64	Ability to define the transition speed of images in an image slider.							
Tools- Media	65	Ability to modify the dimensions of an image slider.							
Tools- Media	66	The District would like the infrastructure to support streaming video.							
Tools- Media	67	Visitors should have the ability to filter news based on the type.							
Tools- Media	68	District staff should have the ability to upload announcements, events, job postings, etc. with appropriate approvals.							
Tools- Media	69	The District would like the ability for residents to subscribe to the newsletter by text or email.							
Tools- Media	70	The District would like the ability for residents to subscribe to notification lists by text or email.							
Tools- Media	71	Ability to include a disclaimer page prior to a visitor being taken to a third-party website.							
Tools- Media	72	When a visitor clicks on a link to access a third-party website a new window or tab should open for the new website.							
Tools- Media	73	Ability to maintain a directory staff of biographies and organizational charts.							
Tools- Media	74	The Vendor will provide a solution that allows content publishing approvals with a maximum three-stage approval process.							

FOR REVIEW PURPOSES ONLY

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Tools- Forms	75	Tools and Features - Forms and Surveys							
Tools- Forms	76	The website should support surveys and opinion polls with progress tracked in real-time. The results presented in several formats, including graphs.							
Tools- Forms	77	The District should have the capability to display real-time poll results on the home page, as well as a centralized page for selected past and current polls.							
Tools- Forms	78	The District would like fillable online forms.							
Tools- Forms	79	Ability to generate an email confirmation to residents upon submitting an online form.							
Tools- Forms	80	Vendor will train Web Authors in the construction of fillable forms.							
Tools- Forms	81	Provide a central repository of all forms for District residents to access.							
Tools- Forms	82	Provide the ability to search the central repository for required forms.							
Tools- Archive	83	Tools and Features - Archive Center							
Tools- Archive	84	Automatic archiving of news content based on date. Once archived is accessible to site visitors through a search function.							
Tools- Archive	85	The District is interested in the ability to incorporate expiration dates with content that will notify staff of the need to remove or archive an item from the website.							
Tools- Archive	86	The District would like to maintain an Archive Center for version retention.							
Hosting	87	Website-Hosting Services							
Hosting	88	Vendor shall hold responsibility for hosting the District website.							
Mobile Device Compatibility	89	Mobile Device Compatibility							
Mobile Device Compatibility	90	Ability to support Mobile device compatibility across different operating systems							
Mobile Device Compatibility	91	▪ Windows							
Mobile Device Compatibility	92	▪ iOS							
Mobile Device Compatibility	93	▪ Android							
Mobile Device Compatibility	94	Ability for the website to be compatible with mobile devices to allow the same look and feel as the primary website.							
Mobile Device Compatibility	95	The following links should be displayed while viewing the website on a mobile devices:							
Mobile Device Compatibility	96	▪ Business Hours							
Mobile Device Compatibility	97	▪ Contact Information							
Mobile Device Compatibility	98	▪ Phone with click to dial District main line							
Mobile Device Compatibility	99	▪ Email with click to send to dedicated email address							
Mobile Device Compatibility	100	▪ Business Address with click to directions using Google Maps							
Mobile Device Compatibility	101	▪ Notification for upcoming District events							
Mobile Device Compatibility	102	▪ Linked to the District's Calendar							
Mobile Device Compatibility	103	▪ Alerts for District announcements							
Intranet	104	Intranet							
Intranet	105	Ability to define a default landing page that users should be directed to upon opening the Intranet Home Page							

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Intranet	106	Ability to have effective start and end dates for items that display on the landing page							
Intranet	107	Ability to search intranet contents by performing a global search							
Intranet	108	Ability to access intranet from mobile devices							
Intranet	109	Ability to design and search an employee directory that includes the following:							
Intranet	110	▪ Employee Name							
Intranet	111	▪ Employee Office Phone Number							
Intranet	112	▪ Employee Mobile Phone Number							
Intranet	113	▪ Employee Email							
Intranet	114	Ability for staff to submit forms online							
Intranet	115	Ability to maintain a repository of retrievable documents							
Intranet	116	Ability to maintain a District-wide Event Calendar							
Intranet	117	Ability to embed videos on intranet pages							
Intranet	118	Ability to maintain photo albums							
Intranet	119	Ability to complete online surveys							
Integrations	120	Integrations							
Integrations	121	Ability to receive live feeds from the following social media sites:							
Integrations	122	▪ Youtube							
Integrations	123	▪ Facebook							
Integrations	124	▪ Twitter							
Integrations	125	▪ Instagram							
Integrations	126	Ability to place a link that redirects customers from the website to the District's 3rd-party Online Utility Bill presentation site (InfoSend) and Utility Bill Online Payment site							
Integrations	127	Ability to make available interactive maps that can display the following items. NOTE: District uses ESRI's ArcGIS Desktop v10.5.3							
Integrations	128	▪ Service Area							
Integrations	129	▪ Service Outages							
Integrations	130	▪ Capital Improvement Projects							
Integrations	131	Ability to integrate and redirect customers from the website to the District's online applicant and recruitment site.							
Integrations	132	Ability to redirect customers from the website to the District's online bids management site.							
Integrations	133	Ability to utilize Google Analytics to track and analyze site activity							
Integrations	134	Ability to integrate with the District's Document Management System to allow the public to retrieve and view documents.							
Integrations	135	Ability to allow forms to be completed and submitted from the website.							