



City of Fountain, Colorado

Request for Information (RFI) #100515

Website Content Management System

Issue Date: 5 October 2015

**Issued By: City of Fountain, Colorado
116 S. Main Street
Fountain, Colorado 80817**

**Inquiries: Paul Lavelle
IT Manager
Email is the preferred form of correspondence for questions
Email: paul@fountaincolorado.org
Phone: (719) 322-2042
Fax: (719) 322-2003**

Proposals Due: 20 November 2015

Contents

INTRODUCTION	3
City Profile.....	3
Background.....	3
GENERAL REQUIREMENTS.....	3
General Site Design	3
Content Management	4
Citizen Services	4
Media/Communication.....	4
Information Security	5
Regulatory Compliance	5
RESPONSE INSTRUCTIONS.....	5
PROPOSAL REQUIREMENTS	5
SUBMISSION OF PROPOSALS	6
DEMONSTRATIONS AND PRESENTATION.....	6
EVALUATION RIGHTS	7
EVALUATION OF PROPOSALS	7
CONFIDENTIALITY	7
INDEMNIFICATION.....	7
INFORMATION SECURITY	8
INSURANCE REQUIREMENTS.....	8
EQUAL EMPLOYMENT	8
PAYMENT SCHEDULE.....	8
SIGNATURE FORM.....	9
COST SUMMARY FORM.....	10

INTRODUCTION

The City of Fountain, Colorado is seeking to update or replace its existing contracted website and content management system. This Request for Information (RFI) states the overall scope of products and services desired. The City currently utilizes eGov Strategies as a content management system/host provider.

City Profile

The City of Fountain, Colorado, incorporated in 1903, is located on Colorado's Rocky Mountain Front Range, 10 miles south of Colorado Springs. The City occupies 26.5 square miles and has a population of approximately 28,830 within the city limits. Including the extended service area of the City's Utilities Department, which includes parts of unincorporated El Paso County, the City serves a population of 97,100.

The City is, by charter, a Home Rule City with a Council-Manager form of government. Policy-making and legislative authority are vested in the City Council consisting of the mayor and six other members who are elected by and answer to the citizens of Fountain. A City Manager is appointed by the City Council to run the day-to-day operations of the City.

Background

Incorporated in 1903, the City of Fountain is a full service municipality with its own electric and water utilities. The Mayor and a six-member City Council govern the city, with advisory boards and commissions such as the Planning Commission, Park and Recreation Board, Urban Renewal Authority and the Economic Development Committee. The City Manager administers all the departments. Fountain is a Home Rule City. Fountain is one of the fastest growing communities in the County, with an annual average growth rate from 2004-2013 of approximately 5%. 2010 was a big year for Fountain, with the growth rate at its highest point in a decade, 11%.

The City currently has 203 full-time and 37 part-time/seasonal employees.

GENERAL REQUIREMENTS

The features anticipated to meet the requirements of this RFI are as follows:

General Site Design

- Hosting services to be provided by Vendor – as the City does not currently operate with redundant Internet access capabilities, the proposed solution must be hosted in a robust data center/colocation facility with appropriate systems redundancy, environmental and power protection.
- Site design must be browser-agnostic, not favoring a specific browser technology. Common browsers utilized by site visitors include, but are not limited to Internet Explorer, Firefox, Chrome, Safari and Opera.
- Responsive design – site should dynamically reformat to accommodate differences between desktop and mobile browsers.
- WYSIWYG inline editing to provide staff the capability to make inline edits on a displayed page rather than requiring the use of a separate management interface. Editing via a separate interface in addition to inline editing for more complex changes is acceptable.
- Support for multiple City departments and divisions. A “division” may be a business or operational unit, or it may be a service or publically promoted event.
- Robust, accurate, user-friendly search capabilities.
- Support for multiple Internet domains, which direct traffic to the appropriate departmental page.
- URL aliasing – staff-definable short links to specific pages that may have longer, database-defined URLs.

- Site structure must support accurate and efficient crawling by publically accessible search engines, such as Google or Bing.

Content Management

- Dynamic update and expiration of content posted to the main homepage. Content should be created at the department level and flagged for homepage display. If flagged for homepage display, there should be an enforced expiration date of said content.
- Content on all pages must support the ability to set expiration dates and times, upon which the content is automatically removed from public view.
- Easily accessible and updateable contact directory for City departments/divisions.
- Flyover banners for surveys, notifications, content sharing, and important notices such as facility closures.
- Link visualization reports, as well as “bad link” reports to identify broken internal or external links.
- Site analytics support – may be internally provided or through a third party such as Google Analytics.
- Automated reports or reminders to city staff to review and update dated/stale content.
- Ability to enforce page design standards for departmentally-created content to ensure a consistent look and feel.

Citizen Services

- Online park and recreation asset reservation, for services such as picnic area or public meeting room reservation, online sports activity registration, etc.
- E-commerce capabilities to support the ability to accept payment for City services, events, user fees or licensing. These features may be integral to the solution or provided by a third-party service.
- Interactive online forms and applications to support tasks such as records requests, service applications, or recreation programs, with integration to e-commerce solution to collect fees.
- Public calendar of events, filterable by department or division.
- Integration with a mapping solution such as Google Maps or ArcGIS. Typical applications of this would include:
 - Utility service territory maps
 - School district boundary maps
 - City limit maps

Media/Communication

- Citizen relationship management features (citizen request/work order management).
- Citizen engagement (such as discussion forums, Q&A, FAQs, or surveys with corresponding reporting).
- Support of relationship management and engagement services via mobile device app is a plus.
- Opt-in newsletter delivery via email mailing list.
- Support for multiple media types (text documents, audio, video). May also provide integration to external services such as YouTube or Flickr.
- Integration with popular social networks (Facebook, Twitter, Pinterest, Instagram, Kickstarter/Indiegogo, etc.)
- Allow for support of currently utilized third party communication or engagement platforms if desired by City.

Information Security

- Sitewide support for SSL encryption of data in transit via HTTPS, particularly for applications that involve personally-identifiable information (such as online forms).
- User accounts for content management must support:
 - Time-limited, expiring passwords;
 - Enforced password complexity;
 - Definable privilege levels;
 - Support for LDAP/Active Directory integration is preferred.
- Vendor provides sufficient site backup services to recover from hardware failures or loss of operational site.
- Critical system and security updates for the site are applied in a timely manner to reduce risk of a security compromise of the site.
- All e-commerce services are required to be PCI 3.1 compliant. The selected Vendor will be required to provide a copy of their Attestation of Compliance to the City on an annual basis to be maintained with the City's PCI compliance documentation.

Regulatory Compliance

- Compliance of all aspects of the website with federal regulations as defined in 29 USC 794 (d) (Section 508 of the Rehabilitation act of 1973, as amended) is mandatory.
- Newsletter/ mailing list support must be compliant with federal regulations as defined in 15 USC 103 (the CAN-SPAM act of 2003, as amended).

RESPONSE INSTRUCTIONS

The submitted proposal must follow the rules and format established within this RFI. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in rejection of a proposal.

The Vendor must name a representative to communicate with the City. The representative must be a person authorized to negotiate a contract in the company's name and this person or a successor must have full authority to resolve disputes with the City.

The vendor shall indicate in the proposal the total sum to cover the cost of all items included in the RFI.

The City will not reimburse vendors for costs incurred in preparing proposals or traveling to the site to demonstrate products.

PROPOSAL REQUIREMENTS

Bids must contain at least the following information:

Executive Summary – Narrative summarizing the vendor's ability to meet the requirements of this bid. Include the address of headquarters and the address of office that will serve the City. Provide the name, telephone number and e-mail address of primary vendor contact.

Company Profile – Describe your company, including but not limited to its years in business, number of clients using the solution proposed, company size, organizational structure, and company's target market. Include biographies of key staff members including the person who will perform training for the City.

Sample Portfolio – Include samples of websites from municipal or county clients of similar size and scope. Samples may be screenshots in the proposal, or links to existing production websites.

Technology/Security – Describe the technologies necessary to operate your proposed solution, including associated security controls. If on-line credit card payments are accepted using your solution, is the system PCI 3.1 compliant?

Implementation and Training – Describe your implementation methodology, client/vendor roles and responsibilities of the implementation and necessary client resources for a successful implementation. Provide information on the data migration services offered. Provide information on training methodology, types of training, training hours and training location. Indicate if a representative will be available on-site at time of cutover.

Support Services – Describe your on-going support services available, including hours available, normal response time and communication capabilities (telephone, fax or internet). If you partner with a third party to supply implementation or support services, include the name and address of this company.

Proposal Cost – Include all of the following costs on the **Cost Summary Form** found in this packet including separate costing for each module where modules are sold separately.

- Module/feature license fees
- Implementation and training including anticipated travel costs
- Modification costs if noted to satisfy a requirement
- Annual software maintenance, hosting and support costs for each application or module for the first five (5) years (noting when first year costs begins)
- Migration cost estimates noting items included
- Other anticipated costs

References – Provide five (5) references of clients similar to the City who are using the software proposed and the year it was installed and the version currently used. Please include the client name, address, telephone number, contact name and contact title.

Signature Form – The attached signature form must be signed as outlined for the proposal to be considered.

SUBMISSION OF PROPOSALS

Each proposal will be prepared including the provided signature and cost summary forms and be submitted in a sealed envelope bearing the words “**City of Fountain – Website Content Management System - #100515**” and the name of the vendor. One printed copy and one electronic copy shall be provided.

It is the sole responsibility of the vendor to see that their RFI is received prior to due date and time. Any proposal received after the proposal opening date and time shall be eliminated from consideration and returned to the vendor unopened.

Bids must be received no later than 5:00 pm MST on Friday, 20 November 2015, at the following address:

City of Fountain
Attn: Paul Lavelle, IT Manager
116 S. Main Street
Fountain, CO 80817

All proposals submitted shall be valid for a period of 120 calendar days from the date of proposal opening.

DEMONSTRATIONS AND PRESENTATION

The City may require vendors to provide detailed demonstrations of proposed application software either on-site at City facilities, or via online conferencing technology. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of the City. Completion of a Functional /Technical Questionnaire may be required after the RFI is submitted.

EVALUATION RIGHTS

The City reserves the right to: a) reject any or all proposals, or to make no award, b) require modifications to the initial RFI, c) make partial or multiple awards, or d) further negotiate costs submitted in the RFI. The City reserves the right to award the contract in any manner deemed in the best interest of the City.

EVALUATION OF PROPOSALS

Evaluation of the proposals is expected to be completed within 90 days after receipt with implementation to begin as soon as possible. The City's staff will evaluate all proposals and review the features. The City may involve outside consultants in this review. An evaluation team will evaluate proposals using the criteria outlined below.

- Public sector specific market focus
- Quality, clarity and responsiveness to the RFI
- Cost and quality of software/implementation services
- Functional/technical requirements
- Installation and training plan
- Conversion from the existing software system
- Demonstrated performance of the software elsewhere
- System maintenance, updating and ongoing technical support
- Information security functionality and capabilities
- Vendor financial stability and longevity
- Qualifications of the assigned project manager and training staff
- On-site/remote demonstrations and potential visits to client locations
- Site design aesthetics and user interface/experience

CONFIDENTIALITY

The Vendor agrees that it will not permit the disclosure or duplication of any information received from the City or stored on City systems unless such disclosure or duplication is specifically authorized in writing by the City, or as required by law. The awarded vendor will be required to sign a non-disclosure agreement with the City regarding system security and operational details relating to the project.

The City agrees that it will not disclose or duplicate any information designated in advance by the Vendor as "Confidential/Proprietary" information to any person (other than City personnel who must have access to such information) unless such duplication, use or disclosure is specifically authorized in writing by the Vendor or is required by law. The term "Confidential/Proprietary" does not include ideas, techniques, or concepts that are in the public domain.

INDEMNIFICATION

Vendor shall agree to defend, indemnify, and hold harmless the City, its officers, employees, agents and volunteers from any and all claims, actions, judgments, losses, cost (including personnel related costs, reasonable attorney's fees and all

other claim related expenses) and damages whatsoever including but not limited to claims made upon the City arising by reason of accident, injury, or death to any person, to Vendor or to Vendor agents, employees, servants and all subcontractors or by reason of injury to property arising out of or in connection with work performed under the contract, except upon a finding of a tier of fact that such loss was caused by the sole negligence of the City. This promise of indemnity shall specifically apply in the case of injuries to Vendor's own employees.

INFORMATION SECURITY

The successful vendor shall agree to the following information security requirements:

- Vendor shall agree to cooperate with City IT staff to ensure the solution is compliant with City information security policies.
- Upon delivery, vendor shall supply documentation describing the functional properties of the security controls employed in the product, with sufficient detail to permit analysis and testing of the controls.
- Vendor shall disable or change any and all default security credentials and/or maintenance backdoors upon delivery of the system.

INSURANCE REQUIREMENTS

The successful Vendor shall procure and maintain for the duration of this agreement insurance of the types and in the amounts required by the City against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work by the Vendor, its agents, representatives, employees, sub-consultants or subcontractors.

EQUAL EMPLOYMENT

The Vendor shall comply with all federal, state, and local laws, rules, regulations and ordinances prohibiting discrimination in employment with regard to age, sex, race, color, creed, national origin, or mental handicap, unless based upon a bona fide occupational qualification.

PAYMENT SCHEDULE

Upon reaching agreement with the Vendor for the pricing of work, the City shall pay the Vendor according to an agreed upon payment the schedule specified in the final contract or lease agreement.

SIGNATURE FORM

If the Vendor is a SOLE **OWNER OR PARTNERSHIP** (indicate one) execute this part of the Proposal:

(Signature of Owner or Partner) (Date)

(Print Contact Name and Title)

(Business Name of Bidder)

(Contact Telephone Number)

(Address)

(City, State, Zip)

If the Vendor is a **CORPORATION** execute this part of the Proposal. If not executed by the Corporation (i.e. required signatures as seen below and Corporate Seal affixed), a certified Corporate Resolution authorizing the form of execution used must be attached to and made part of this RFI Response.

(Signature of President/Vice President) (Date)

Signature of Secretary, Asst. Sec., or Treasurer

(Title)

(Title)

(Corporate or Business Name of Bidder)

(Print Contact Name and Title)

(Address)

(Contact Telephone Number)

(City, State, Zip)

CORPORATE SEAL

