

Request for Proposals (RFP)

for

The Design, Development, Deployment and Maintenance of the Wright County Public Facing Website

Issued by: Wright County Department of Information Technology

Date: September 18th, 2013

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I. Introduction and Purpose

Wright County is soliciting proposals from qualified, experienced website development companies to design, develop, implement, and maintain its public facing website. The County is seeking a strategic web development partner that will work with County staff on improving services to the public in the most cost effective manner. The County Board is committed to embracing new ways of doing business and considers the enhancement and maintenance of its web site as a key strategy.

High level goals of the redesign are to provide simple and intuitive electronic access to public services; serve as the public communications tool; improve efficiency of transactions with the public; reduce the amount of time that IT spends on enhancing and maintaining the site, streamline business operations; provide greater accessibility to county services; improve transparency and communications; and generate interest among residents, visitors, and businesses in the resources Wright County has to offer.

II. Description of Wright County

Wright County lies in East Central Minnesota, bordered on the north by the Mississippi River and the east by the Crow River. Due to its proximity to the Twin cities Metropolitan Area, this County is one of the fastest growing in the state. The 2010 census has the population at 124,700. The County consists of seventeen cities and eighteen townships.

The County's organizational structure consists of the Board of Commissioners and 15 departments. The five commissioners as well as the Sheriff, Attorney and Auditor-Treasurer are elected while the remaining department heads are appointed by the Board. The County has approximately 700 employees.

The following "Web Site Redesign Committee", made up of representatives from the various service areas, will serve in evaluation process:

Service Areas	Web Committee	Represented County Departments
Human Services	Christine Partlow Cecilia Webb	Human Services
Land Records	Bob Hiivala Steve Jobe	Assessor, Auditor/Treasurer, Surveyor, Planning and Zoning, Recorder
Law/Legal	Carol Barnaal Jim Kaufman	Attorney, Court Services, Sheriff/Jail, Court Administration, Civil Defense
Public Works	Chad.Hausmann Steve Jobe	Highway, Surveyor, Parks
Enterprise Services	Lee Kelly, Tammy Bigelow, Bill Swing, Olga Strobel, Karen Hayes, Mike Janckila	Administration, Information Technology
Commissioners	Mark Daleiden, Charles Borrell	Commissioned Technology Committee

III. Project Scope

The selected Company will lead a team of County department representatives in web design, web development, implementation, and follow through on post implementation issues. It will provide a functional layout, a site map, all graphics and pages, design and technical feature descriptions, migration of content, content manager training, and usability and American's with Disability Act (ADA) test reports for a redesigned public website.

The project will be divided into four phases; design, development, implementation, and maintenance. The design phase is to ensure that the proposed design elements are acceptable and approved by the county prior to development and implementation.

It is anticipated that the term of the first three phases of this project (design through implementation) will be approximately five months starting from the date of contract signing. Given acceptable performance by the company, maintenance is anticipated to be ongoing.

IV. Instructions to Bidders

Inquiries concerning any aspect of this RFP should be submitted by postal mail or e-mail. Each question should begin by referencing the RFP page number and section number to which it relates. **Telephone calls will not be accepted regarding this Request for Proposals.**

Questions concerning this RFP should be sent to:

Karen Hayes, Manager Systems Development
Department of Information Technology
Wright County Government Center, Room 151
10 NW Second Street
Buffalo, MN 55313
karen.hayes@co.Wright.mn.us

Key Dates

- RFP Issuance.....Wednesday, September 18, 2013
- Last Date for Questions.....Friday, October 4, 2013
- Last Addendum Issued.....Tuesday, October 8, 2013
- Proposal Due Date.....Friday, October 11, 2013
- Completion of Proposal EvaluationsFriday, October 18, 2013
- Presentations by Three Finalists.....Wednesday/Thursday October 23-24, 2013
- Award Recommendation to Board.....Tuesday, November 5, 2013
- Completion of Contract Negotiations.....Monday, November 18, 2013
- Recommend Contract to Board..... Tuesday, November 19, 2013
- Design Services Meeting.....Tuesday, November 26, 2013

Questions received after the October 4th, 4:00 PM deadline will not be considered. All questions received before the deadline will be compiled. Responses to all questions will be made available by the County in addendums to the RFP located in the County's RFPs and Bids Solicitation Center at url <http://gov.findrfp.com/gov/List.aspx?id=52377>.

Wright County reserves the right to amend this RFP at any time. Changes to the RFP, if any, will be posted at <http://gov.findrfp.com/gov/List.aspx?id=52377>.

All questions contained in this RFP must be answered. Failure by a proposer to answer all questions may result in the proposal being rejected.

V. Current Environment

A. Wright County Web Site

The Wright County web site has been designed, developed and maintained by the Wright County IT Department since the mid '90s. From time to time, the Department has partnered with outside firms for specific web projects. Today, the environment consists of the following three domains:

1. Internet site: www.co.wright.mn.us (Classic ASP)
2. Intranet site: <https://wrightnet.co.wright.mn.us> (SharePoint 2010)
3. Extranet site: <https://extranet.co.wright.mn.us> (SharePoint 2010)

The environment includes one hosted site entitled “Beacon – Interactive GIS Map” that is maintained by the Schneider Corporation.

<http://beacon.schneidercorp.com/Application.aspx?App=WrightCountyMN>

Property tax data is transferred nightly to this host site via data transfer services (DTS).

The internet site consists of a mixture of web pages managed by 15 department webmasters using an in-house content management tool and an assortment of pages and applications that have been acquired and developed by the IT Department.

Approximately 220 pages are managed through the content management tool. Some progress has been made in establishing consistent formatting across departments in the posting of department level and home page announcements. It is worth noting that an initial SharePoint “Standards document” has been established and discussed by the Web Committee relating to the ongoing development of the Intranet site, WrightNet.

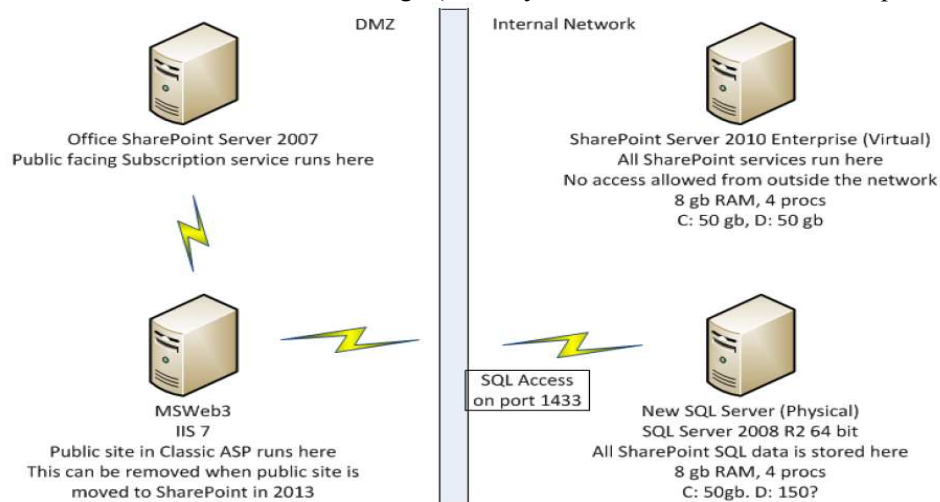
Development by the IT Department has focused on specific applications involving data feeds from core applications, access to documents and images, and coded pages not maintained by the content management tool. Examples of developed applications are (1) property search, (2) tax statements, (3) land title, (4) plat search, (5) parks reservation, (6) announcements, (7) FAQ, (8) HS WOW van, (9) HS daycare providers, (10) HS training schedules, and (11) siren routes. There are approximately 60-70 supporting pages for shared functions across multiple pages, i.e. header, right & footer navigation, supporting shared functions. The site contains approximately 1,000 uploaded documents and 1,200 images.

The site, including the content management tool, has been developed mostly with classic ASP. New development is now being performed with .NET. The two current .NET apps are Tax Statements & Siren Routes.

B. Technical Infrastructure

The Hardware/Software Infrastructure and Platforms supporting the County's web sites include the following (illustrated below):

- HP servers running Microsoft OS (Windows Server 2008 R2)
- Virtual application servers
- Physical database servers running Microsoft SQL (SQL Server 2008 R2)
- Internet Platform: Microsoft IIS 7 running classic ASP primarily with some ASP.NET
- Intranet Platform: Microsoft IIS 6 running SharePoint 2010 (deployed Microsoft Office SharePoint Server 2007 in 2008 with subsequent upgrade to SharePoint 2010 in 2nd quarter of 2012)
- Email Platform: Microsoft Exchange (recently converted from Novell Groupwise),



VI. Web Site Design

Wright County recently implemented (Summer 2012) a new county Intranet site (WrightNET) developed in Microsoft SharePoint 2010. SharePoint is currently being used as the county's content management system for internal content. The County realizes the value of having just one content management tool, i.e. SharePoint, for both the internal and external web sites. However, the county is open to all programming approaches. Your proposal should address how, if at all, SharePoint will be leveraged in the new website.

To accommodate the growing need to deliver an enhanced mobile experience to citizens and businesses, Wright County will require the use of HTML5 for mobile applications.

Wright County sees much value in the hosted model, i.e. outsourcing of infrastructure, outsourcing of web maintenance, resiliency (with proper design), high availability (with proper design), etc. The county looks forward to advice from the successful bidder in determining the optimum model, i.e. County hosted, vendor hosted, or a hybrid of both. The proposed hosted solution must include a technical design that satisfies County, State and Federal data protection requirements, i.e. HIPAA, MN BCA, MN Data Practices statute. The design must also satisfy 'high availability' requirements, i.e. infrastructure redundancies, backup site(s), disaster recovery infrastructure & procedures, etc.

VII. Goals and Functional Requirements

A. Goals

Goals of this redesign can be viewed under two broad areas: (1) The Visitor's Experience to the Web Site, and (2) Web Site Maintenance and Administration. The following are examples:

The Visitor's Experience to the Web Site

- Provide accurate, current, comprehensive information to Wright County audiences, in a visually appealing, user-friendly way, i.e. transparency.
- Allow audiences to interact and participate with Wright County.
- Move transactions online, for citizens and businesses to provide convenience for users and convenience and efficiency for Wright County.
- Provide round-the-clock access to County information and transactions.
- Market and showcase Wright County.
- Comply with Section 508 of the Rehabilitation Act of 1973.
- Comply with HIPAA requirements.
- Offer a variety of communication methods to keep audiences up-to-date, including e-mail notifications, SMS text messages, RSS feeds and Gov 2.0 interaction.
- Promote the use photo, audio and video posting methods that encourage user viewing, feedback and interaction.

Web Site Maintenance, Administration and Internal Efficiencies

- Reduce IT web development and maintenance effort. (Anticipated shifts in the Department include re-directing the efforts of staff spent on web development/maintenance to business analysis and project management duties.)
- Reduce County staff time handling routine inquiries.
- Simplify website administration, allowing users of all skill levels the opportunity and means to update assigned sections of the website.
- Enable site administrators to interact with a larger community of software users in order to develop best-practices and share general information.
- Build upon proven and accepted website development standards while maintaining the flexibility to easily grow and add new functionality for audiences and administrators over time and with minimal cost.

B. Functional Requirements

Specific functional requirements are listed below. Realize that some of these requirements are already being met to some degree on the County's current site, i.e. e-subscription, e-payments, social media, calendars, secure government portal, content management, FAQ, usability feedback, existing content pages, etc. While there is a sense that some of these functions need to be revamped, existing functionality should be taken into consideration in the design phase, i.e. possibly "porting" some of these functions to the new site. Of course, web applications tied to SQL databases and hosted applications such as the Schneider Beacon site will need to be accommodated.

1. The site will contain an aesthetically pleasing design that adheres to standard template(s), a consistent brand throughout the site, color scheme, and navigation.

2. Organization of the site content will be functional and user-centered for ease of use by citizens and businesses.
3. It will contain a powerful, comprehensive, and robust search capability based on user friendly content management.
4. The total number of pages on the site will be minimized, i.e. user should always be three clicks or fewer from desired content.
5. Social Media options will be prominently available on the site and appropriately organized, i.e. multiple departments currently utilize social media for different purposes.
6. Language translations will be available (example: Google Translator)
7. Site Help/Assistance will be available and comply with all Americans with Disability Act (ADA) requirements.
8. The site will be designed to accommodate mobile device functionality and access, i.e. forms, maps, and site navigation will be available to mobile devices.
9. Citizens will be able to input or submit complaints, i.e. recommendation for application and integrated into design of the site.
10. Integrate existing and future videos into the site, i.e. tours of buildings, tour of parks, instructions.
11. It will provide for e-payment for county services, i.e. recommendation for application and integrated into design of the site.
12. There will be a secure portal(s) for sharing information with businesses and cities.
13. Content management and updating of the site will be intuitive and user friendly.
14. Visitors will be able to submit e-forms and fillable forms through the website.
15. A mechanism to track usage of the site, individual pages, and web applications will exist.
16. A search structure (site pages) will exist to replace names and content easily as programs and staff change
17. Banners will be included in the design so long as they do not affect the load time of the site and the look and feel will be consistent throughout the site pages
18. A-Z Guide and Department pages for navigating the site pages will be available, but as a secondary option for organizing site content, i.e. primary site organization will be citizen centric and function based.
19. The site will allow for usability feedback
20. The site will contain a FAQ section(s).
21. The site will contain a calendar of County events.
22. The site will permit automated sign-up for county list-serves and mailings
23. The site will accommodate an automated records management function whereby destruction dates are set when posting items to the site and alerts are provided to the visitors as to when an item will be removed.
24. Secure access for employees to work remotely
25. Hosting of the site or a County-Vendor hybrid (Discussed in Section VI).

C. Options

- i. Although the County has these specific requirements, it is also interested in your ideas for content, and more specifically, your approach in redesigning the style of the county's website. We encourage respondents to consider and propose alternative solutions and recommendations. We are especially interested in County specific web functionality that your company may have already developed and that has been successfully been deployed in other Minnesota Counties, i.e. specific functionality for Public Safety, Human Services, Public Works, Land Records, County Administration, etc.

VIII. Vendor Response to Functional Requirements

8.1 Provide a general response relating to your company's ability to satisfy the goals stated in Section VII.A.
8.2 Provide a "Yes" or "No" answer to each of the functional requirements listed in Section VII.B and provide associated explanations as appropriate.
8.3 Provide a response to "Options" in response to discussion in Section VII.C. Feel free to elaborate.

IX. Vendor System Information

Currently the County's web site is hosted internally and supported by our IT staff. As stated above, the County is open to selecting a web content management solution which is hosted either by the County or by the selected vendor. We are also agreeable to utilizing a solution platform mix of locally-hosted and vendor-hosted solutions.

9.1 List the minimum required hardware and software configuration Wright County will need to support your solution in our environment. Provide list as Attachment A: "Proposed Hardware and Software Configuration."
9.2 Describe the architecture, languages and tools used to develop your proposed solution.
9.3 Is the source code included with your solution? If not, is it available for purchase? Include source code cost in Section 14.1.5, "Other Hardware and Software Costs."
9.4 Do you offer web site hosting services? If yes, describe your services and describe the technology architecture and hardware configuration of your hosted solution. Your description must satisfy 'high availability' requirements and County, State and Federal data protection requirements as described in Section VI of this RFP.
9.5 If providing a hosted solution, how do you accommodate web based applications that have ties to

local County SQL databases? Do you have technical methods supporting daily data transfers to your site such as Data Transfer Services (DTS)?
9.6 Provide as Attachment B: “Software License and Support Agreements,” a copy of software license agreements and/or hosting agreements that will become part of the final agreement. Provide details on the licensing requirements such as enterprise, site or limited number of users.

X. Documentation

10.1 Describe the type of technical documentation provided with your solution.
10.2 How often is documentation updated?
10.3 Is online help assistance available with your system?

XI. Services and Support

Implementation Services

11.1.1 Describe your experience in implementing public sector market solutions.
11.1.2 Describe your implementation approach, project management tools and methodologies for the proposed solution.
11.1.3 Submit a detailed implementation plan which will address requirements, customizations, content migration, implementation schedule, delivery milestones and responsibilities for each party as Attachment C: “Implementation Plan.”

Training Services

11.2.1 Describe the training that accompanies the system implementation.
11.2.2 What types of training materials are provided?
11.2.3 Do you offer on-site training?
11.2.4 Do you have a training facility in the Minneapolis/St. Paul, MN area? If not, where is your closest training facility?
11.2.5 Do you offer "train the trainer" classes?
11.2.6 Describe your training staff's qualifications and experience.

XII. Software Support/Maintenance

12.1 Describe the software support/maintenance programs available. Highlight the maintenance program you would recommend for Wright County.
12.2 Does the maintenance program include all future software upgrades?
12.3 Do you have a 24/7 help desk? Where is it located? Is it staffed by your own employees or is it a third-party facility? Briefly discuss technical support staffing numbers, staff experience, etc.
12.4 Describe your service call escalation policy.
12.5 Do you offer on-site support?

12.6 What are recommended client staffing requirements for ongoing support of the proposed solution? Discuss in terms of full-time equivalents (FTEs).
12.7 Do you provide maintenance/support on customized software?

XIII. Warranty

13.1 Describe the warranty offered with your proposed solution.
13.2 Do the same support commitments (that is, response time, etc.) apply during the warranty period as during the maintenance contract period?

XIV. Costs

Provide detailed pricing information for the proposed solution. Include list prices and discounted prices. Only include licenses as required for the different roles of users (for example, "view only" vs. "view and update" vs. "administrator"). Break pricing down by project phases if appropriate.

If Contractor desires to include attachments and/or supporting documentation, such as URL links, specifications, white papers, etc., reference the attachments and supporting documentation in the fields provided.

A. Hardware and Software Cost Summary

14.1.1	Identify costs for software modules that satisfy items proposed in Section VIII item 8.2.	
14.1.2	Identify costs for "Beta Modules" that satisfy items proposed in Section VIII item 8.2.	
14.1.3	Identify costs for "Custom Development" that will satisfy proposed in Section VIII item 8.2.	
14.1.4	Hardware Costs (if applicable)	
14.1.5	Other Hardware and Software costs (specify)	

B. Services and Support Cost Summary

14.2.1	Implementation of Web Site Design - (Section 5 Web Site Design)	
14.2.2	Implementation Services - (Section 11.1 Implementation Services)	
14.2.3	Training Services - (Section 11.2 Training Services)	
14.2.4	Software Support/Maintenance - (Section 12 Software Support/Maintenance)	
14.2.5	Other Services and Support costs (specify)	

C. Ongoing Costs

14.3.1	Annual License Fee	
14.3.2	Web Site Hosting Fee	
14.3.3	Hourly rates for custom development	
14.3.4	Other Ongoing Costs (specify)	

D. Options

Provide a brief description and cost associated with option(s) provided under Section VII.C

14.4.1	Description of Option One	
14.4.2	Description of Option Two	
14.4.3	(Add additional options/costs as appropriate)	

XV. Project Management and Scope

15.1	Describe your project management methodology. Address items such as team formation, type & frequency of meetings, communications utilized, testing process & environment, user acceptance testing, follow through, etc.
14.4.3	Provide a draft project time line for a typical deployment involving design, development, implementation, and maintenance. Comment on project scope concepts presented in Section III of this RFP. Modify as necessary while providing arguments.

XVI. Additional Information

15.1 Provide profiles of the project team members that would be assigned to the Wright County project.
15.2 Provide profiles of any third-party vendor involved in the implementation of the proposed system.
15.3 Provide any additional information not specifically solicited above that you feel is pertinent to this RFP.

XVII. Ownership of Proposals

All proposals timely submitted become the property of Wright County upon submission, and the proposals will not be returned to the proposers. By submitting a proposal, the proposer agrees that Wright County may copy the proposal for purposes of facilitating the evaluation or to respond to requests for public data. The proposer consents to such copying by submitting a proposal and warrants that such copying will not violate the rights of any third party, including copyrights.

XVIII. Public Records and Requests for Confidentiality

Pursuant to Minnesota Government Data Practices Act, Minn. Stat. § 13.591, the names of all entities that submitted a timely proposal to Wright County will be public once the proposals have been opened. All other information contained in the proposals remains private or non-public until Wright County has completed negotiating a contract with the selected proposer. After a contract has been negotiated, all information in all of the proposals is public, except “trade secret” information as defined at Minn. Stat. § 13.37.

Requests for release of information held by Wright County are subject to the provisions of the Minnesota Government Data Practices Act, Minn. State. Ch. 13. Proposers are encouraged to familiarize themselves with these provisions before submitting a proposal.

All information submitted by a proposer eventually will be treated as public information by Wright County unless the proposer properly requests, and Wright County agrees, that information be treated as a trade secret. A proposer making such a request must include the name, address and telephone number of the individual authorized by the proposer to answer inquiries by Wright County concerning the request. Wright County reserves the right to make the final determination of whether the data identified in such a request is non-public or protected non-public within the meaning of the Minnesota Government Data Practices Act. A proposer’s failure to request non-public or protected non-public treatment of information pursuant to this Section E will be deemed by Wright County as a waiver by the proposer of any non-public or protected non-public information included in the proposal.

XIX. Proposer's Experience

Prior to the award of the Contract, the apparent successful proposer, if requested by Wright County, shall furnish current information and data regarding the proposer's financial resources and organization, within five (5) working days. Wright County shall have the right to take such steps as it deems necessary to determine the ability of the proposer to perform the work, and the proposer shall furnish the County all such information and data for this purpose as the County may request. Wright County reserves the right to reject the proposal where the available evidence or information does not satisfy the County that the proposer is qualified to properly carry out the terms of the contract. The expertise of the proposer in the particular field of endeavor must be demonstrated and documented to the full satisfaction of the County, upon request, or the County may reject the proposal.

The County also requires that at least three (3) references representing similar website design and development services be provided as part of the proposal. Exhibit 4 provides a customer reference form to be completed and included as part of the RFP response. In addition, if requested by Wright County, proposers will be expected to provide the resumes of all staff that would be assigned to work on the project.

XX. General Contract Requirements

Wright County will require the selected proposer to include the contents of this RFP and all representations, warranties and commitments in the proposal as contractual obligations. The Authorized Agent for the administration of the contract is William Swing, IT Director. He will have the authority to accept the Company's services and shall have the responsibility to ensure that the Contractor is paid pursuant to the agreed upon terms.

The required contract terms, including insurance requirements are set forth in Section XXII.

XXI. General Proposal Requirements

A. General Instructions

1. All proposals by corporations shall bear the official seal of the corporation, if applicable, along with the signature of a duly authorized officer of the corporation.
2. Proposals must be sealed and clearly marked "Website Design—Wright County Department of Information Technology, Attn: Karen Hayes, Wright County Government Center Room 151, 10 NW Second Street, Buffalo, MN 55313.
3. All proposers must submit two (2) complete hard copies of their proposal and one electronic copy on a CD.
4. Each section of the proposal should be clearly labeled, with pages numbered. Failure by a proposer to include all listed items may result in the proposal being rejected.
5. In the case of a variance between written words and figures, the amount(s) stated in written words shall govern. In case of unit price difference from extended figure the unit prices shall govern.

6. All alterations or erasures must be crossed out and the corrections thereof printed in ink or typewritten adjacent thereto. The corrections must be initialed in ink by each person signing the proposal.
7. This request for proposal is not intended to be construed as an offer to contract, and Wright County reserves the right to accept or reject any or all proposals, to waive any defects or to advertise for new proposals where the acceptance, rejections, waiving or advertising of such would be in the best interest of Wright County. The County reserves the right to enter into negotiations with the successful proposer to arrive at a proposed contract. No contract may be formed with the county unless the County Board first approves the contract and authorizes its execution.
8. Proposals received prior to the due date and time will be kept secured and unopened. No proposal received after the due date and time will be considered and will be returned to the proposer unopened.
9. Wright County will not physically release or return to the proposer any proposal for purpose of modification, withdrawal, or any other purpose.
10. All proposals shall be held firm for 90 days from the proposal due date.
11. Wright County is not responsible for locating or securing any information that is not identified as the proposal and reasonably available to Wright County. To ensure that sufficient information is available, the proposer must furnish as part of the proposal all descriptive material necessary for Wright County to determine whether the proposal meets the requirements of the RFP.
12. Wright County may make such investigations as it deems necessary to determine the ability of the proposer to furnish the services outlined herein, and the proposer shall furnish to Wright County all such information and data for this purpose as Wright County may request. Wright County reserves the right to reject any proposal if the evidence submitted by, or investigation, of such proposer fails to satisfy Wright County that such proposer is properly qualified to carry out the obligations of the contract.
13. After proposals have been received and opened, Wright County may schedule interviews and demonstrations with any or all proposers as a part of the evaluation process to determine the most appropriate proposer to whom the contract should be awarded, and to enter into negotiations with proposers in order to arrive at a contract that the County deems in its best interest.
14. Wright County shall send a written notice of award to the successful proposer.
15. By submitting a proposal, the proposer certifies that it is the only party interested in its proposal, and that its proposal is made and submitted without fraud or collusion with any other person, firm or cooperation. Wright County reserves the right to disqualify any proposal, before or after opening, upon evidence of collusion with intent to defraud, or other illegal practices upon the part of the proposer, or for noncompliance with the requirements of this request for proposals.

XXII. Required Proposal Contents

A. Contractor Information

Each proposer shall include in its proposal the items listed below:

- Company name, address, and the name, title, address, and telephone number of the designated person in the company who is authorized to respond to any questions concerning the proposal. (Completion of Exhibit 2)
- Describe the company's qualifications to provide the required services.
- At a minimum, three (3) references of entities that it provides the same or similar service as required by this RFP. Included should be the company names, a short description of the contracted services, and the name, address, and telephone number, fax and email of the contact person for that reference. (Completion of Exhibit 4)
- Statement as to whether it can provide the requisite insurance required by this RFP. (Section XXII)
- Describe the support services that will be provided in ensure compliance with the contract.
- Statement that it can comply with the terms of the contract and/or note specific exceptions to the terms. (Exhibit 1)
- Statement that the proposer understands that if selected, its employees will be subjected to a criminal background checks.

B. Meeting RFP Requirements

The proposal shall affirmatively state the proposer's complete acceptance of all the General Contract Requirements of Section III and the General Proposal Requirements of Section IV of the RFP, or any alterations should be fully described.

XXIII. Evaluation of Proposals

Wright County shall send written notice of award to the successful proposer. The award shall be made to the responsible proposer whose proposal is determined, at the county's sole discretion to be the most advantageous to Wright County based on, but not necessarily limited to, the following:

<u>Criteria</u>	<u>Percent</u>
OVERVIEW OF COMPANY	15
SOLUTION DESCRIPTION & OPTIONS	35
WEB SITE DESIGN	10
GENERAL SYSTEM INFORMATION	10
SERVICES AND SUPPORT	15
COSTS	15
Total:	100 %

The lowest cost will not be the sole determining factor in awarding a contract. Rather the County may award the contract to the vendor whose proposal represents the best value proposal, as determined by the evaluation criteria above.

Proposers should exercise particular care in reviewing the requirements of this RFP. The evaluation may result in one or more finalists. At that point, negotiation will be carried out to finalize the award of the project. Revisions may be permitted after submissions and prior to the award for the purpose of obtaining best and final offers.

XXIV. Insurance & Indemnification

- A. Indemnity. The Contractor does hereby agree that it will defend, indemnify, and hold harmless the County against any and all liability, loss, damages, costs and expenses which the County may hereafter sustain, incur or be required to pay by reason of any negligent act or omission or intentional act of the Contractor, its agents, officers or employees during the performance of this Agreement.
- B. Insurance. The Contractor does further agree that in order to protect itself, as well as the County, under the indemnity agreement provision herein above set forth, it will at all times during the term of the Agreement have and keep in force:
 - 1. Commercial General Liability/Professional Liability with contractual liability coverage in the amount of the County's tort liability limits set forth in Minnesota Statute 466.04 and as amended from time to time.
 - 2. Automobile coverage in the amount of the County's tort liability limits set forth in Minnesota Statute 466.04 and as amended from time to time.
 - 3. Workers' Compensation in statutory amount.

Evidence of Insurance shall be provided before this Agreement is effective. The County shall be given thirty (30) days advance written notice of any changes in coverage.

In the event that claims or lawsuits shall arise jointly against the Contractor and the County, and the County elects to present its own defense, using its own counsel, in addition to or as opposed to legal representation available by the insurance carriers providing the coverage as stated above, then such legal expense shall be borne by the County.

XXV. Proposal Costs

Wright County is not responsible for any costs incurred by the proposer to prepare or submit a proposal, participate in proposer demonstrations or any other costs to the proposer associated with responding to the RFP.

EXHIBIT 1

CONTRACT TERMS

The following terms are required when entering into a contractual relationship with Wright County.

AUDITS, REPORTS, RECORDS AND MONITORING PROCEDURES

The Contractor will:

- (a) Maintain records which reflect all revenues, costs incurred and services provided in the performance of the Agreement.
- (b) Agree that the County, the State Auditor or legislative authority, or any of their duly authorized representatives at any time during normal business hours, and as often as they may deem reasonable and necessary for a minimum of six years from the end of this contract pursuant to Minnesota Statute 16C.05, shall have access to and the right to examine, audit, excerpt, and transcribe any books, documents, papers, records, and accounting procedures and practices of the Contractor which are relevant to the Contractor's performance and determination of the agreed upon discounted payment rate under this Agreement.

STANDARDS

- (a) The Contactor shall comply with all applicable Federal and State Statutes and regulations as well as local ordinances now in effect or hereafter adopted.
- (b) Failure to meet the requirements of Section a. above may be cause for cancellation of the Agreement effective the date of receipt of the Notice of Cancellation.

DATA PRIVACY

All data collected, created, received, maintained, or disseminated, or used for any purposes in the course of the Contractor's performance of this Agreement is governed by the Minnesota Government Data Practices Act, Minnesota Statutes 1984, Section 13.01 et seq. or any other applicable state statutes and state rules adopted to implement the Act, as well as state statutes and federal regulations on data privacy. The Contractor agrees to abide by these statutes, rules and regulations and as they may be amended. The Contractor agrees to implement and comply with the Health Insurance Portability and Accountability Act of 1996 (HIPPA Public Law 104-191), as it may be amended from time to time.

EQUAL EMPLOYMENT OPPORTUNITY - CIVIL RIGHTS

- (a) During the performance of this Agreement, the Contractor agrees that no person shall, on the grounds of race, color, religion, age, sex, sexual preference or orientation, disability, marital status, public assistance status, criminal record, creed or national origin, be excluded from full employment rights in, participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, service, or activity under the provisions of any and all applicable federal and state laws against discrimination including the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973, as amended; and Minnesota Stat §181.59.

EXHIBIT 2

VENDOR PROFILE AND QUALIFICATIONS

1. Legal name of the vendor:
2. Official company address:
3. Federal ID number:
4. Type of operation: Individual ___ Partnership ___ Corporation ___ Government ___
5. Number of years in business: _____ Number of years under present name: _____
6. Number of years providing website design and development services: _____
7. Total number of employees: _____ Number of employees dedicated to fulfillment of this project: _____ Number of employees dedicated to train Wright County staff: _____
8. Company-wide annual sales volume: _____
9. Total number of clients using vendor designed website products: _____
10. State that you will provide a copy of your financial statements for the past three (3) years, if requested by Wright County.
11. Is vendor currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, please explain the impact both in organizational and direction terms.
Yes No
12. Provide any details of all past or pending litigation or claims filed against vendor that would affect vendor's performance under a contract with Wright County.
13. Is vendor currently in default on any loan agreement or financing agreement with any bank, financial institute, or other entity? If yes, specify date(s), details, circumstances and prospects for resolution.
Yes No
14. Does any current relationship whether a relative, business associate, capital funding agreement or any other such kinship, exist between vendor and any Wright County employee or official? If yes, please explain relationship.
Yes No
15. Are there any circumstances impacting vendor that could affect vendor's ability to perform under any award made through the RFP process?
Yes No

EXHIBIT 3

VENDOR ABILITIES

1. Provide a statement of vendor's ability to meet the County's Goals and Functional Requirements listed and discussed in Section VII of this RFP. Realize that all items must be addressed. Failure to do so may result in the proposal being rejected.
2. Describe implementation approach, project management tools, proposed work plan and estimated project implementation timeline. Address the Project Scope described under Section III and modify as appropriate.
3. Provide a statement defining vendor's ability to meet the County's security requirements:
4. Provide a statement defining vendor's ability to comply with the County's current infrastructure standards:
5. Provide information regarding vendor's product support:
6. Provide information on vendor's software release strategy:
 - a. Determination of functionality and priority in new releases
 - b. Ability to prioritize and include statutory changes in new releases prior to the effective date of the statutory change
 - c. Forum for the County to direct future functionality
 - d. How often new releases are made available
 - e. How new releases are tested
 - f. How new releases are communicated to clients
 - g. Type of training supplied with new releases
 - h. Recent history of releases
7. Provide a description and copy of all warranties associated with the proposed application:
8. Describe skill set and training requirements for:
 - a. IT support personnel
 - b. System administrators
 - c. End users
9. Describe training that is provided by the vendor:

EXHIBIT 4

CUSTOMER REFERENCES

Reference (1):

Customer Name: _____

Address: _____ City _____ State _____ Zip _____

Contact Name: _____ Telephone: _____

Email: _____

Identify the components installed and services provided: _____

Contract date: _____ Go live date: _____ (or approximate project completion date)

Reference (2):

Customer Name: _____

Address: _____ City _____ State _____ Zip _____

Contact Name: _____ Telephone: _____

Email: _____

Identify the components installed and services provided: _____

Contract date: _____ Go live date: _____ (or approximate project completion date)

Reference (3):

Customer Name: _____

Address: _____ City _____ State _____ Zip _____

Contact Name: _____ Telephone: _____

Email: _____

Identify the components installed and services provided: _____

Contract date: _____ Go live date: _____ (or approximate project completion date)