

CITY OF WOONSOCKET
EDUCATION DEPARTMENT

INVITATION TO BID

BID #17-19 Website Redesign, Development and Hosting

Sealed bids for furnishing the Woonsocket Education Department with proposals for Website Redesign, Development and Hosting will be received in the BUSINESS OFFICE, McFee Administration Building, 108 High Street, Woonsocket, RI 02895, until **10:00 AM on Friday, January 20, 2017**, at which time they will be opened publicly.

Specifications as attached.

The School Committee reserves the right to accept or reject without prejudice, any or all proposals or to waive any irregularities therein, or to accept the bid deemed to be in the best interest of the City of Woonsocket.

Bids are to be placed in sealed envelopes and clearly marked: "**BID #17-19 Website Redesign, Development and Hosting**" and addressed to the BUSINESS OFFICE.

No bid will be accepted after date and time specified.

WOONSOCKET SCHOOL COMMITTEE
Soren Seale
Chairman

Bid #17-19 Website Redesign, Development and Hosting

SCOPE OF WORK

PROPOSAL PRICING BREAKDOWN - WEBSITE REDESIGN, DEVELOPMENT, AND HOSTING – www.woonsocketschools.org

Component	Price
<i>Design and Development: to include:</i> <ul style="list-style-type: none"> • <i>assessment of current website including content inventory analysis</i> • <i>inclusion of at least two (2) but no more than three (3) concept designs for the site as a means of meeting the requirements. Based on the selected concept, the vendor will proceed with one (1) concept</i> • <i>recommendation for updated architecture, navigation, and design in support of selected concept</i> • <i>all associated costs to bring concept to launch including development, testing, and training</i> 	
<i>Annual Licensing Fee: if applicable, to include all associated costs</i>	
<i>Annual Hosting</i>	
<i>Migration of existing content/ existing materials i.e. forms, documents, calendar entries, classrooms assignments.</i>	

Vendors must provide, with this pricing template, a set of educational websites with similar scope that have been developed by their organization. Include, where possible, a point of contact for reference.

Vendors are also asked to submit a proposed timeline for project completion.

**Woonsocket Education Department
Specifications
Website Redesign, Development, and Hosting –
www.woonsocketschools.org**

SUMMARY

The Woonsocket Education Department seeks proposals to redesign, develop, and host district and school websites. The redesign must meet high standards for contemporary design quality and visual appeal as well as simplify the management of content.

Proposals will be evaluated using the following evaluation tool:

Website Design, Development, and Hosting Proposal Evaluation Tool: (please make note clearly identifying any supporting documentation in *Comment* area)

Web content management & community engagement	Yes	No	Comment
Provides a unified user experience at district, school, and other functional area websites through district-controlled navigation, branding, and layout standards			
Provides a design that is visually appealing to the end user and meets approval of district stakeholders.			
Downloadable mobile app that supports district mobile communications strategy and works seamlessly with CMS; can be branded for our district, and allows publishing content to website from smartphone.			
Responsive web design to accommodate a wide range of devices across multiple platforms.			
Ability to quickly roll out functional area web pages with pre-designed layouts that can be easily personalized by responsible user.			
Ability to easily create and publish custom databases, such as staff directories, book lists, and athletic schedules.			
Content controls that allow editors to review and approve any content before it is published.			
Provides seamless navigation throughout district family of websites from the district home page to school sites, and functional area websites.			
Ability to upload any video format and enable playback on any device without plugins.			

Communication and collaboration	Yes	No	Comment
Ability to enable safe social media functionality on virtually any aspect of any web page, in order to increase community participation.			
Ability for users to set up a personal dashboard where they can view the information they care about most, all in one place.			
Provide a strong communications engine for pushing targeted messages via email to subscribers.			
Ability for community members to subscribe to automated email notifications that let them know when website content of interest to them has been updated.			
Allows instant information broadcasts and alerts to groups of constituents via multiple channels (website, email, Facebook, Twitter, push notifications, and text messaging).			
Provides safe and powerful social collaborative tools including blogs, podcasts, forums, and wikis.			
Ability to create online tests, surveys, and registrations with results automatically compiled and delivered in a variety of reporting styles.			
Ability to search site for content.			
User experience	Yes	No	Comment
Easy for novice users to contribute, yet also provides sophisticated features and functionality for advanced editors.			
Ability for district to grant access to certain features and functions based upon an individual's permissions, role and group; users may have multiple roles for different areas but require only one account.			
Allows district to configure single sign-on access to the web-based services you wish to provide to community members, without being dependent on the provider or other third party. Active Directory/ Google/ GAFE Authentication for user accounts			
Cloud based integration with Microsoft 365 or Google Apps for Education			
Allows individuals to leverage commonly used web applications to create and edit web content.			
Enables defined functionality and relevant information to be presented to individuals based on their permissions, roles, and groups within district.			

Company considerations	Yes	No	Comment
Provider is committed to focusing on and meeting the unique needs of PK-12 school districts and working toward expanding solutions and services as clients' needs evolve.			
Provider conducts extensive research and works with reputable thought leaders, associations, school district leaders, and clients to continually expand products and services to meet the needs of PK-12 schools.			
Provider's employees are committed to education as evidenced by their participation in PK-12 local, regional, and national professional associations and boards.			
Provider has knowledgeable client support staffs based in the United States who are available to personally take calls and provide immediate assistance.			
District can extend the value of its website by creating and/or modifying features and functions that address specific needs not met by the core product.			
Provider discloses the FTE of client support personnel and software engineers available to assist the district.			
Provider offers a state-of-the-art system for use by its client base to collaboratively identify and prioritize feature requests and product enhancements.			
Branding	Yes	No	Comment
Enables district to enhance and maintain brand, while still providing design flexibility at the school, department, and functional area web page levels.			
Solution provides you with flexibility to choose between designing template, selecting from a catalog of brand-ready templates, or working with the provider's creative team to create a made to order design. Ability to easily cascade a new look throughout district's family of websites to coordinate with changes such as seasons, holidays, or events.			
Navigational structures automatically update when pages are added to website.			
Designers have project management experience and work directly with district to make sure vision is executed effectively.			
Extended reach	Yes	No	Comment
Downloadable branded mobile app that supports district's mobile communications strategy and works seamlessly with CMS; one that can be branded for district, and lets you publish content to website, right from smartphone.			
Provide easy mobile access to home screen, announcements, headline news, calendar of events, and lunch menus.			
Responsive web design services which include five break points to ensure website renders correctly on most mobile devices.			

Supports multiple communication channels, making it easy to create once, publish everywhere. Channels should include: voice, text, email, push notifications, and social media.			
Service and support	Yes	No	Comment
Provider is committed to success by requiring expert installation, initial training, and responsive support services tailored to district's specific needs.			
Provider will offer training for staff members to design and upload classroom updates and training for staff members/ administrators to directly upload information.			
Provider exhibits a track record of launching a district's website on time, within scope, and within the district's budget.			
Provider offers a full range of services, including design, implementation, hosting, and training.			
Solution provides district with access to comprehensive, 24/7 anytime, anywhere training webinars, training collateral, and online video tutorials, enabling teachers and staff to learn at their own pace and at a time that works best for them.			
Exclusive and active online client community that provides collaboration and communication opportunities for sharing ideas, information, templates, best practices, and other resources with peers.			
Customer support is available 24/7 via phone, email, or online support portal with a minimum guaranteed response of one business day after receiving notice of issue.			
Proof of performance	Yes	No	Comment
Provider serves an extensive client base of districts of all sizes, with different requirements and unique needs, while maintaining a high client retention rate.			
Provider can provide multiple references as to the quality, speed, and availability of on-demand services and support.			
Provider is fiscally sound, consistently growing each year, is nationally recognized for its product offerings, and focused solely on the PK-12 market.			
Provider can present multiple references from districts of similar size and requirements as ours.			
Provider exhibits a strong, steady client retention rate within the PK-12 school market that proves its success in providing high levels of value and service to its clients.			
Compliance	Yes	No	Comment
Immediate emergency support is available 24/7 via phone.			
Provider facilitates compliance with The Americans with Disabilities Act, Bobby-approved.			

Provider facilitates compliance with The Children's Online Privacy Protection Act.			
Reliability and data security	Yes	No	Comment
Provider has been recognized from outside sources for a commitment to reliability.			
Distributed Denial of Service, off-site backup with extended retention policy, dictator recovery, SSL encryption, vulnerability scans, and managed firewalls are considered essential to provider's data security plan.			
Provider's hosting environment provides district with 24/7/365 monitoring of critical systems and applications.			
Provider's hosting environment provides district with secure, reliable and redundant data protection and disaster recovery.			
Provider's hosting environment provides website with a high capacity internet connection with multiple carriers to ensure consistent, reliable page-load times.			
Provider offers enterprise-class Tier 3 hosting services that protect data with physical security, data encryption, user authentication, and application security using the latest firewall protection, intrusion detection systems, SSL encryption, and other security products.			
Provider has been recognized by national organizations for reliability.			
Vision	Yes	No	Comment
The company offers visibility and insight into their product roadmap as well as research and development.			
The provider shares valuable content and research regarding community engagement strategies.			
The provider offers an avenue to share feedback about solutions and to give input on daily challenges district faces to encourage innovative product development.			
The vision of the company is focused on making the user experience seamless, regardless of which solutions the school district includes.			
Technology infrastructure	Yes	No	Comment
Solution is scalable and robust enough to meet the needs of district.			
One unifying solution that provides comprehensive content management, mobile support, notification suite, safe social media functionality, and web-based services for district's website community.			

Community-based infrastructure	Yes	No	Comment
Ability to keep community members informed when they're on the go, with mobile solutions that provide easy access to website, anytime, anywhere.			
District-wide intranet solution that is the communications hub for staff to actively participate in idea sharing, project teams, professional development, and job support.			
The one-stop internet hub for district's community members to interact and engage with information, resources, and people.			
Safe social media services are woven into the solution for key stakeholders to connect and engage with district.			
Ability to share content and services with community members through permissions managed by profile, role, or group.			
Ability to easily integrate any web-based tools already in use in classrooms, providing easy access to teachers and students.			

BID #17-19 Website Redesign, Development and Hosting

TERMS AND CONDITIONS

- A. Bids will not be considered if prices are not firm and irrevocable.
- B. The prices quoted and conditions stated on this bid will be firm and final. Any correspondence or notations accompanying this bid, changing any prices or items, may subject the bid to being rejected at the sole discretion of the School Committee.
- C. Bid items and prices quoted, as alternates must be accompanied by a detailed description of such items and how it meets or exceeds the specifications of the product requested. Where a brand name or model number may be specified, it is to be used as a benchmark or standard. Equivalents will be considered. Bids must be submitted on forms supplied by the School Committee.
- D. Following the opening of bids, this bid cannot be withdrawn within sixty (60) calendar days from the acceptance thereof.
- E. All costs of delivery must be included in the bid quotation. The School Committee reserves the right to increase or decrease the quantities ordered, at the unit prices quoted, upon the evaluation of all bid proposals.
- F. When applicable, the bidders' attention is directed to the fact that all applicable state laws, municipal ordinances, rules and regulations and lawful orders of all public authorities having jurisdiction for the safety of persons or property or to protect them from damage, injury or loss - including wages of the crafts doing the work - shall prevail; and they will be deemed to be included in the contract, the same as though herein written out in full.
- G. Term discounts will be taken into consideration when awarding contracts. The award of any and all bids is subject to available funding.
- H. The School Committee reserves the right to accept or reject, without prejudice, any or all proposals or to waive any irregularities therein, or to accept the bid deemed to be in the best interest of the City of Woonsocket.
- I. In awarding the contract, the School Committee will consider all aspects including, but not limited to quality, availability of product, references and cost.

- J. It is the vendor's responsibility to see that his proposal is delivered within the time and at the place prescribed. Proposals received prior to the time of opening will be securely kept unopened. No responsibility will attach to any officer or person at the Woonsocket Education Department for the premature opening of a proposal not properly addressed and identified as a bid.
- K. Any proposal received after the time and date specified shall not be considered, by messenger or by mail; even if it is determined by the Woonsocket Education Department that such non-arrival before the time set for opening was due solely to delay in the mails for which the vendor is not responsible.
- L. Telephonic, telegraphic or oral proposals, amendments or withdrawals will not be accepted.
- M. Proposals may be withdrawn personally or by written request at any time prior to the time specified for the opening. Negligence on the part of the vendor in preparing the proposal confers no right of withdrawal or modification of his proposal after such proposal has been opened.
- N. The Woonsocket Education Department is exempt from payment of the Rhode Island Sales Tax under the 1956 General Laws of the State of Rhode Island, 44-18-30 Paragraph I as amended. The Woonsocket Education Department is exempt from payment of Federal Excise Taxes. The prices bid must be exclusive of taxes and will be so construed. Exemption certificates will be completed as required by the successful bidder.
- O. All questions regarding bid specifications shall be directed in writing or email five (5) days prior to the opening of bids, submitted to the Business Office or BPaquin@woonsocketschools.com.
- P. The Woonsocket Education Department reserves the right to award a contract by item or in total.
- Q. Where a specified brand or model # is asked for, it is to be viewed as a benchmark or standard, a substitute may be deemed equivalent at the discretion of the Business Manager.

BID FORM

BID #17-19 Website Redesign, Development & Hosting

TERMS & CONDITIONS

I have read and agree to the terms and conditions contained within this specification.

TERMS

COMPANY NAME

DELIVERY

BY _____
SIGNATURE

TOTAL BID AMOUNT: _____

DATE

COMPANY NAME

SIGNATURE

ADDRESS

CONTACT PERSON (please print)

CITY, STATE, ZIP CODE

EMAIL ADDRESS

TELEPHONE NUMBER

FAX NUMBER