

**GRAYS HARBOR COUNTY REQUEST FOR PROPOSAL (RFP)
FOR COUNTY WEBSITE REDESIGN**

1. Introduction. Grays Harbor County (“County”) is soliciting proposals from qualified vendors for the redesign of the County’s website, www.graysharbor.us. The redesigned website must utilize a modern hosting platform, feature a configurable content management system (CMS), comply with ADA and WCAG 2.1 level AA standards, and incorporate the latest web technologies. It must also provide robust security, allow departmental content updates, have full site search capabilities, allow for secure Intranet pages, and ensure reliable backup solutions. The proposal should include detailed cost estimates for deployment, hosting, ongoing maintenance, and support. This statement of requirements outlines the essential functionalities and expectations for the County website redesign, ensuring vendors understand the critical aspects necessary for successful implementation and ongoing management.

The County may at any time and for any reason withdraw or amend the terms of this solicitation. Bidders are solely responsible for all costs or expenses arising out of or relating to submitting their responses.

2. Response Due Date. To be considered, the County must receive the bidder’s entire response not later than 10:00 a.m. PST on July 16, 2024. The response must be in writing, contained in a sealed envelope that is clearly marked “RFP for County Website Redesign,” and delivered to:

Grays Harbor County Commissioner’s Office
Attn: Director of Central Services
100 W. Broadway Ave., Suite #1
Montesano, WA 98563

3. County’s Authorized Representative. For purposes of this RFP, the County’s Authorized Representative is Ged West, Director of Central Services. All communications regarding this RFP must be directed to the County’s Authorized Representative at gwest@graysharbor.us.

4. Project Overview. The selected vendor’s responsibilities include but are not limited to:

- (a) designing and developing a new County website,
- (b) migrating current website content to new site,
- (c) implementing a CMS that enables individual departments to manage their own content,
- (d) ensuring ADA and WCAG 2.1 level AA compliance,
- (e) hosting the website on a reliable platform with backup capabilities, and
- (f) providing ongoing maintenance and support.

5. Detailed Requirements.

5.1 Hosting Platform

- (a) *Scalability.* The hosting platform must be scalable to accommodate varying traffic loads.
- (b) *Reliability.* Ensure high availability and minimal downtime.
- (c) *Backup Solutions.* The platform must support regular backups. If provided by the hosting company, detail the backup frequency and data retention policies.

5.2 Content Management System (CMS).

- (a) *Configurable CMS.* The CMS must be user-friendly and configurable, allowing non-technical staff to update content easily.

- (b) *Departmental Access*. Provide the ability for individual departments to manage and update their specific sections of the website.
- (c) *Intranet Access*. Must create a secure, password protected Intranet that will allow for the creation and linking of internal content.
- (d) *Version Control*. Include version control to track changes and revert to previous versions if necessary.
- (e) *Training*. Provide training for County staff on how to use the CMS effectively.

5.3 Americans with Disabilities Act (ADA) Compliance.

- (a) *Accessibility Standards*. The website must comply with ADA standards and WCAG 2.1 Level AA guidelines.
- (b) *Testing*. Conduct accessibility testing to ensure compliance and provide documentation of the results.
- (c) *Usability Enhancements*. Implement features such as screen reader compatibility, keyboard navigation, and alternative text for images.

5.4 Latest Web Technologies.

- (a) *Modern Design*. Utilize the latest web design trends and technologies to ensure the website is visually appealing and functional.
- (b) *Responsive Design*. Ensure the website is fully responsive, providing an optimal experience across various devices and screen sizes.
- (c) Scripting capabilities (such as JavaScript) desirable.
- (d) *Performance Optimization*. Optimize the website for fast loading times and efficient performance.
- (e) Search Capabilities for compliance with Washington's Public Records Act, chapter 42.56 RCW.

5.5 Security.

- (a) *Data Protection*. Implement robust security measures to protect against data breaches and unauthorized access.
- (b) *SSL Certification*. Ensure the website uses SSL encryption for secure data transmission.
- (c) *Compliance*. Adhere to relevant security standards and regulations (e.g., GDPR, CCPA).

5.6 Backup Solutions.

- (a) *Local and Remote Backups*. Provide solutions for both local and remote backups of website data.
- (b) *Backup Frequency*. Detail the frequency of backups (e.g., daily, weekly) and data retention policies.
- (c) *Disaster Recovery*. Include a disaster recovery plan to ensure quick restoration of services in case of any failure.

5.7 Cost.

- (a) *Deployment Costs*. Provide a detailed breakdown of all costs associated with the website design, development, and deployment.
- (b) *Ongoing Maintenance and Support Costs*. Include estimates for ongoing maintenance, updates, and support services. Specify any additional costs for extended support hours or urgent issue resolution.

6. Vendor Qualifications.

- (a) *Experience*. Vendors should demonstrate experience in developing and managing government or large-scale websites.
- (b) *Portfolio*. Provide examples of previous work, including at least three websites of similar scope and complexity.
- (c) *Technical Expertise*. Vendors must have expertise in modern web technologies, CMS platforms, and security practices.

7. Proposal Submission Requirements.

- (a) *Technical Proposal.* Detailed description of the proposed solution, including architecture, features, and compliance with the requirements.
- (b) *Implementation Plan.* Timeline and milestones for the project, including key phases such as design, development, testing, and deployment.
- (c) *Cost Proposal.* Comprehensive cost breakdown, including all fees for development, hosting, maintenance, and support.
- (d) *Support and Training.* Information on post-deployment support and training programs for County staff.

8. Evaluation Criteria. Proposals will be evaluated based on:

- (a) compliance with technical requirements,
- (b) vendor experience and portfolio,
- (c) cost-effectiveness,
- (d) proposed implementation timeline, and
- (e) support and training offerings.

9. Proprietary or confidential information. All Bids submitted become the property of the County and are subject to the Public Records Act. Any information contained in the Response that is proprietary or confidential must be clearly designated.

10. ADA statement. In accordance with Section 504 of the Rehabilitation Act (Section 504) and the ADA, the County commits to nondiscrimination on the basis of disability in all of its programs and activities. This material can be made available in an alternate format by emailing Robert Bouffard, ADA Coordinator, at robert.bouffard@grayharbor.us or by calling (360) 964-1513.

11. Title VI statement. In accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. 2000d to 2000d-4) and the Regulations, the County hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

12. Equal employment. Federally funded projects are subject to federal Equal Employment Opportunity requirements.

13. Questions. Questions regarding this solicitation must be delivered in writing and not later than five (5) business days prior to the Response due date to the County's Authorized Representative. See Section 3.