

Jefferson County Commission

Request for Proposal (RFP)

For

Online Website Hosting and Content Management System



Issue Date: **May 16, 2013**

Issued By: **Jefferson County Commission**
124 E. Washington St.
Charles Town, WV 25414

Schedule of Events

Event	Date
RFP Release Date	July 1 , 2013
Vendor Written Question Submission Deadline	July 15, 2013
RFP Addendum with Final Answers to Vendors Issued	July 18, 2013
Proposal Due Date	Aug. 9, 2013 3p.m. EST
Final 3 Selection and Online Vendor Demonstrations	Aug. 19-23, 2013
Award Recommendation	Aug. 26-30, 2013
Contract Award	Sept. 16, 2013

Proposals must be received **prior to 3:00 p.m. EST on Friday, August 9, 2013.**

Table of Contents

1.	Statement of Purpose.....	10
2.	Background Information.....	11
3.	Scope of Work.....	11
4.	Existing County Infrastructure and Departmental Conditions	12
5.	Vendor Background and Qualifications	12
5.1	Vendor References and Questions.....	12
5.2	Vendor References	14
6	System Requirements and Desired Functions.....	15
6.1	System Overview.....	17
6.2	Software and Data Security	17
6.3	Operations, Maintenance and Support.....	17
6.4	Warranty and Reliability	18
7	Training.....	19
8.	Deliverables	20
8.1	Core CMS Functions	20
9.	Terms of Contract.....	21
10.	Payments, Incentives and Penalties	21
11.	Contractual Terms and Conditions	21
11.1	Indemnification/Hold Harmless	21
11.2	Insurance Requirements.....	22
11.3	Liquidated Damages	22
11.4	Independent Contractor & Compensation of Proposers Employees.....	22
11.5	Proprietary and Confidential Information	23
12	Proposal Preparation.....	24
12.1	Requirements.....	24
12.2	Proposal Format.....	25
12.3	Bid / Protest Bonds.....	25
12.4	Proposal Terms	25

13	Pricing, Evaluation and Award Process.....	26
13.1	Evaluation Criteria	27
13.2	Pricing – Software	27
13.3	Pricing – Professional Services	28
13.4	Pricing – Warranty, Maintenance, and Support	28
13.5	Pricing – Summary.....	30
14	Process Schedule	31
14.1	Implementation	31
14.2	Rejection of Proposals	32
14.3	Method of Award	32
14.4	Right to Negotiate	32
14.5	Payment Schedule	33
15	County/Agency Contacts	33
	Addendum	35
	Vendor Questions	35

1. Statement of Purpose

This Request for Proposal (RFP) is being issued by the County Commission of Jefferson County, hereafter referred to as "County" or "Jefferson County" for the purpose of procuring primarily online website hosting and content management system. The Jefferson Commission IT Support will be the primary contact. The process is open and competitive.

The County invites qualified Website Hosting and Content Management System (CMS) providers to submit responses to this Request for Proposal (RFP). The County will use the information gathered to purchase website hosting, content management system, website migration, design, and support that best meets the needs of the County.

The intent of this RFP is to solicit written proposals and product demonstrations from Vendors who are qualified to design, migrate, and maintain the desired website hosting and CMS. The purpose of the RFP is for the procurement of an online software application in order to provide for efficiency in website access and management. The system must allow users to update the website instantaneously and be easy for an average user to operate.

Our primary objective is to engage in daily work tasks while simultaneously providing public services in a streamlined, structured, controlled and secure organizational environment.

Overall Objectives include:

1. Easy access to posted weekly agendas and supporting documents.
2. Post webcasts of weekly County Commission meetings, as well as minutes.
3. Post daily news and calendar events prominently.
4. Allow multiple users to update the website with different levels of access.
5. Allow the county residents to contact the County Commission.
6. Promote the County, its departments and programs.
7. Provide a secure Intranet for employees.

Our Vision includes:

1. A professional appearance for the website.
2. Easy to use website for public and employees.
3. Post specific department information.
4. Empowering staff to update information.
5. Enhance offsite access to the website in event of emergency.
6. Have adequate bandwidth to support downloads and webcast viewing.

Specific Strategies include:

1. Increase public awareness of County's mission and services.
2. Promote citizen engagement in programs.
3. Improve business efficiencies.
4. Present comprehensive public information in easy to use formats.

Jefferson County needs online hosting to adequately provide access to County information. Current bandwidth does not allow downloads of large files and makes County Commission webcast buffer and disconnect. The County needs a content management system that allows multiple users to update data

and is compliant with 508 and W3C Standards. The website must display correctly on Internet Explorer, Safari, Firefox, Chrome, and mobile devices, among others.

2. Background Information

Jefferson County, with its five municipalities and population of nearly 54,000, comprises an area of 212 square miles located in the extreme Eastern Panhandle of West Virginia, bordering the States of Maryland and Virginia and 58 miles from Washington, D.C. Jefferson County is considered to be within the Washington D.C. Metropolitan Area (National Capital Region) and is one of the fastest growing Counties in the State of West Virginia.

The County currently uses an open source content management system using MySQL. The URL for the current website is www.jeffersoncountywv.org. The previous website to the current one can be found at <http://web.archive.org/web/20050211024234/http://www.jeffersoncountywv.org/>. The County would like to migrate the existing data to the new location but with a different design. The County does not wish to purchase a proprietary system that cannot readily integrate with or translate to future databases or software programs.

3. Scope of Work

This RFP specifies the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications. The selected system should achieve several operational objectives while providing the most state-of-the-art technology. This full suite of applications and vendor services must present an integrated presentation to the system user to allow:

- **Website Hosting.** Provide 99.9% website uptime, adequate bandwidth for document download and live webcasts. Transfer our existing domain. Secure access to some website sections. Provide daily backups including an offsite archive. Must provide 24x7 security monitoring and notification of intrusions.
- **Content Management System** Among the functions requested are website statistics, shortcut URLs, Access rights per page and per user, design templates, website migration, breadcrumbs, WYSIWYG and HTML mode, user audit capacity, calendar, image and video, directory, reservations module, search of website and posted documents, news module, posting of agendas, minutes and documents, job listings module, FAQ, secure Intranet for employees, online maps, online forms. See Section 6 for System Requirements and Desired Functions. The CMS must have an easy to use GUI and be compatible with MySQL databases. The CMS can be open source or proprietary.
- **Provide Data Security** Web access is a critical component in the County's CMS vision. Proposal must fully describe web capabilities for secure, confidential access to databases by users and public and via variety of web-browsers. Data integrity, security and archival backup or redundancy is vital. Access control lists manage users within groups where a group has access to a specific sections or pages. Provide audit trail tracking of website CMS access. Online payment systems must be PCI compliant.

- **Operations and Maintenance:** The County anticipates a licensing environment. The proposer shall fully describe its licensing structure, update cycles and costs. Include support coverage and costs.
- **Training:** The proposer will be responsible for all necessary training for all user roles, administrator, editor, browser, public, etc.

4. Existing County Infrastructure and Departmental Conditions

The table below estimates number of CMS users within county government. These departments update their website information, receive public data from forms, and post videos, audio and documents.

CMS Departments	CMS Users
Planning & Zoning	2
Engineering/Impact Fees	1
GIS/Addressing	1
911	1
Homeland Security	1
External Agencies/Elected Officials	5
County Administration	3
Information Technology	1
Total	15

Users from the various departments are located in different offices and locations within the County.

5. Vendor Background and Qualifications

5.1 Vendor References and Questions

Vendor Information	
Company Name	
Address	
City, State & Zip	

Primary Vendor Contact	
Name and Title	
Address	
City, State & Zip	
Phone	
Email	

Please answer Not Applicable (N/A) if a question does not apply to you.

5.1.1. Provide a brief company history.

5.1.2. Does the vendor develop, sell, or support any software other than content management systems? If so, describe.

5.1.3. Provide a chronology of the company's growth, heritage, staff size, and ownership structure.

5.1.4. Indicate whether the business is a parent or subsidiary in a group of companies.

5.1.5. What percentage of vendor employees are dedicated solely to CMS software versus public sector and/or private sector software?

5.1.6. How many local government agencies are currently using the vendor's CMS software?

5.1.7. How many current local government agencies have used the vendor's software for 5 years, 10 years, and 15 years, respectively?

5.1.8. Provide a contact name and the agency geographically nearest or demographically closest to Jefferson County that is using the same systems that are proposed.

5.1.9. Has the vendor ever been party to a buy-out, merger, or acquisition? If so, explain.

5.1.10. Has the company or product being proposed ever been purchased by another company or acquired because of a merger or acquisition?

5.1.11. Has the company or any company employee ever been named in litigation or arbitration related to the company's products or services? If so, explain.

5.1.12. Describe how your company measures customer satisfaction for software applications, and customer service & support.

5.1.13. Include brief statement of the Vendors experience in providing the services stated in the Scope of Services. This statement should include specifics as to experience with implementation of a CMS solution.

5.2 Vendor References

Provide at least five (5) references that are currently using the same system to the proposed solution. At least five (3) of these references must be local government customers who have used the system for five years or more. References should support similar goals, objectives and requirements of this RFP like scalability, internet-based tools, workflows, mapping, archiving and data security. Include the following information:

- Agency name
- Address, city, state, zip
- Contact information
 - Name, phone number, email
- Population Served
- Years using system
- Programs/modules in use
- Date of Project Commencement
- Date of Project Completion

6 System Requirements and Desired Functions

The following is a list of desired and optional functions. Vendors must indicate whether they can provide the functions and a description of each. Optional functions are not required but a vendor can provide additional information. A vendor can present features that are not listed as either required or optional. Please add the word ADDITIONAL next to the description.

Functions	Required/Optional	Vendor Answer
Shortcut URLs: shortened versions of URLs. Please see http://www.jeffersoncountywv.org/homeland-security.html for an example. We require at least 30 shortcut URLs.	Required	
Website Statistics: web service to keep track & monitor web traffic. The service should allow search to specific page's web statistics.	Required	
Storage: Due to the amount of minutes, agendas and other documents, the County Commission requires at least 5-10 GB of storage space.	Required	
Daily backups: for data recovery. Backup at host site would be preferred. Offsite backup archive optional but would be a nice feature.	Required	
Access rights per user and page: Must be able to assign rights to several users to the same pages.	Required	
Design Templates: Options for new website look.	Required	
Sitemap: Directory of all pages on the website needed.	Required	
Hidden pages: Must be able to hide pages from sitemap and menus.	Required	
Breadcrumbs: trail navigation for pages is required.	Required	
WYSIWYG and HTML mode: for graphical user interface. Also, need the ability to create small pieces of HTML code to place on a page.	Required	
Audit capabilities of user actions: Must be able to view actions performed by users on the system.	Required	
Posting of agendas, minutes and other documents: See http://www.jeffersoncountywv.org/jcc-minutes.html , http://www.jeffersoncountywv.org/jcc-agendas.html and http://www.jeffersoncountywv.org/government/forms-and-instructions.html	Required	
Calendar: Must have a main calendar and the ability of making other calendars for different departments.	Required	
Image and Video gallery: Want to broadcast live County Commission and Planning/Zoning meetings.	Required	
Directory: Must be able to create multiple directories of the different Elected offices and local resources.	Required	
Reservations module: an online reservation module for facilities.	Required	

Search: Must be able to search website and posted documents.	Required	
News: Would like to feature county news prominently. See http://www.jeffersoncountywv.org/	Required	
Job listings: Module to create and post job positions.	Required	
FAQ or How do I?: Need to have a module to answer and post frequent questions.	Required	
Online forms/Fillable Forms: The ability to create forms and have the content forwarded to a specific email is required.	Required	
Maps: Ability to add Google or any other map to the website.	Required	
Feedback: Need a module that allows citizens to post messages to the County Commissioners and their staff. The content must be forwarded to a specific email.	Required	
Browsers: must support Internet Explorer, Safari, Firefox, Chrome and mobile devices, among others.	Required	
Intranet for employees: Modules available for the public website must be also available for use in the Intranet.	Required	
Polls: The ability to post polls on the website is optional.	Optional	
Alerts: While we already have an alerts system for Homeland Security, we would like to see other types of alerts.	Optional	
Licenses and permits: A module for these would help the Engineering and Planning/Zoning departments.	Optional	
Online payment: For licenses and other fees. Must be PCI compliant.	Optional	

6.1 System Overview

1. In the table below, enter the name of the vendor providing each module or service in your proposed solution. The information should reflect any third party vendors proposed for this project.

Module/Service	Vendor
Hardware/Software	
Content Management System	
Data Security	
Software maintenance and support	
Licensing	
Training	

6.2 Software and Data Security

The County requires the Vendor to provide sufficient instructions or assistance as needed to ensure correct operation of CMS.

Access into the employee intranet and any online payment system must be SSL protected. All other sections do not require SSL. The hosting company must provide 99.9% uptime, have 24x7 monitoring. In case of an intrusion the vendor must notify the County Commission.

6.3 Operations, Maintenance and Support

- 6.3.1 Describe the proposed licensing structure (user, concurrent, etc.).
- 6.3.2 Provide the following information for each proposed component that requires a license. (Add rows as needed)

Licensed Component or Module	License Type (user, concurrent, etc.)	# of Proposed Licenses

- 6.3.3 Provide a sample of the proposed License Agreement.
- 6.3.4 Describe your standard maintenance program including any software updates, enhancements, upgrades, services, notification by vendor of new versions, update cycles
- 6.3.5 The solution shall consist of open architecture and ODBC compatibility. Describe.
- 6.3.6 Can the solution provide internet access to application tools without any software beyond a browser?

- 6.3.7 Is the proposed system(s) developed with a widely accepted development environment? Please describe all development languages utilized, including any proprietary toolsets
- 6.3.8 Describe your telephone or online support procedures. Provide a copy of the vendor's standard application and technical support agreement.
- 6.3.9 Please describe all third-party software required or recommended for the solution you are proposing, including database, operating systems, etc

6.4 Warranty and Reliability

Jefferson County intends to enter into a long-term relationship with a Vendor that can maintain the latest in CMS functionality for Jefferson County, with minimal disruption. Proposers must provide sufficient detail for the County to fully consider future costs rather than any substantial unknown future costs.

Warranty

1. What is the length of the warranty? When does the warranty begin?
2. Does the warranty include both maintenance and support services?
3. Describe internal performance metrics used to quantify key customer support responsiveness, such as: Issues resolved on first call, average call duration, average time to reach issue resolution, etc.

All services furnished by the Vendor under the resulting contract shall be warranted free from defects in material and workmanship, and shall conform to this RFP and the Vendor's response thereto, with all exceptions agreed to by Jefferson County. In the event any such defects in services become evident within the warranty period, the Vendor shall correct the defect by (1) repairing any defective component of the equipment; (2) otherwise correcting any reproducible and/or recurring software defects; or (3) redoing the faulty services.

The Vendor further warrants that during the warranty period that any software furnished under this contract shall operate under normal use and service as a complete system, which shall perform in accordance with this RFP and the Vendor's response thereto, with all exceptions agreed to by Jefferson County in writing. The warranty period shall be a period of at least 12 months from the date of final systems acceptance as defined herein. Claims under any of the warranties herein are valid if made within 90 days after termination of the warranty period. In addition, the following specific requirements apply to the Vendor's warranty:

- The Vendor will obtain any warranties which Subcontractors or suppliers to the Vendor give in the regular course of commercial practice, and shall apply the same to the benefit of Jefferson County.
- The Vendor shall remedy at its own expense damage caused by the Vendor to Jefferson County - owned or controlled real or personal property. The Vendor shall be liable to Jefferson County for supply of information, materials, and labor necessary for mandatory revisions determined by the manufacturer for the duration of the warranty period at no cost to Jefferson County.

- The "acceptance" of systems by Jefferson County shall not limit Jefferson County's warranty rights set forth above with respect to defects in materials or workmanship.

It is Jefferson County's position that the Proposer should be capable of accurately projecting the technology that will be available on the market at the time of delivery. It is expected that the Proposers will respond to this RFP accordingly. It is the intent of Jefferson County to purchase the latest in current technology. If, however, the Proposer develops technology that was not known at the time of the Proposer's proposal, the Proposer shall provide to Jefferson County any increase or decrease in the prices for any equipment or software changes required under the terms of this section for consideration by Jefferson County, to be formalized in a change order. Jefferson County will not be obligated to execute a change order in the event of an increase.

6.5 Reliability

Successful operation is defined as the absence of any major failure of equipment or software, or equipment or software function, which results in the disabling of a major equipment item, resulting in the inability of the overall system to perform as specified. Minor failures, such as operational problems and adjustments normally encountered during implementation of a new system, shall not constitute a failure in achieving successful operation.

Vendors should describe their quality assurance procedures and user acceptance testing processes and procedures, including any test plans, templates, or other information that demonstrates how quality assurance and system acceptance will be accomplished

A reliability test period of ninety (90) consecutive calendar days of successful error free operation after installation and performance verification shall constitute a successful performance period. During the ninety day reliability period, Jefferson County shall utilize the system for its intended purpose (in service) to test all operational modes and equipment configurations, with the system fully loaded to peak activity, to ensure that all operational modes function properly and that all system "bugs" have been corrected. The County shall not interpret the use of the system during this performance test period as "acceptance"

7 Training

Training on all system functions will be provided by the Vendor prior to commencement of the reliability test period. Training will include sufficient information and experience to familiarize all participating Departments and users. All training will take place at the Jefferson County Offices and training rooms.

The selected Vendor will be required to submit a detailed training plan, which will outline the objectives, strategy, and curriculum to be addressed during training for end users. This plan will present the activities needed to support the development of training materials, coordination of training schedules, reservation of personnel and facilities, planning for training needs, and other training tasks that are necessary for the implementation of the CMS. In developing this training plan,

in no case will ad-hoc or demonstration-only training be considered adequate to fulfill the training requirement for any operational level position.

The selected Vendor will be required to provide any and all instructional materials, media presentation devices, presentation media, and course instructors.

Jefferson County Commission intends to conduct all subsequent line-level training internally. Jefferson County requires the Vendor to grant permission to Jefferson County to reproduce any and all training materials for purposes of training Jefferson County personnel on the systems installed. To the extent possible, all such training materials shall be made available in electronic format.

Jefferson County views training as a critical component to its land development process and document management goals and places a priority on training its personnel. Please articulate how the Vendor can assist the County in ensuring that this objective is achieved.

1. Describe the vendor's training services.
2. Does the vendor provide a practice database that utilizes the agency's data? If so, describe.
3. Describe all training documentation and instructional support available to the County.
4. Explain in detail your proposal to provide training for County personnel in the use of all CMS modules.
5. Training for the various roles (e.g., end user, administrator, developer) is required. Describe your offerings. Delineate any differences in the offerings that vary depending on deployment models. Include information on approved third party providers
6. What is the recommended maximum amount of personnel per class size?
7. Describe the approach to training end-users and the required number of hours for this training.

8. Deliverables

8.1 Core CMS Functions

The core software applications required to meet the requirements of this RFP are as follows:

Website Hosting

- Bandwidth requirements and Service Level Agreement
- Visitor Reporting by page and Performance metrics

Content Management System

- Migration of Existing Website (MySQL)
- Modules as described in Section 6
- Repository of agendas, minutes and documents
- Show County Commission Live Webcasts

- Employee Intranet

The selected Vendor shall be responsible for providing the following:

- A system warranty and alternate maintenance plans and costs.
- Training for all end users of the system.
- System documentation (training, user, maintenance, operation, etc)

Vendor shall provide technical documentation that contains detailed descriptions of the CMS architecture using MS Word or Visio diagrams.

9. Terms of Contract

The initial term of this contract shall be two years from the date of the contract, with the option to renew for additional two year periods upon mutual written consent of the parties. Prices submitted by the Proposer shall remain firm for at least the initial term of the contract. Jefferson County will negotiate terms upon selection. All contracts will be reviewed by County's legal counsel. The project will be awarded upon signing an agreement or contract, which outlines terms, scope, budget, and other necessary items.

10. Payments, Incentives and Penalties

This RFP is conditional upon the availability of federal, state or local funds which are appropriated or allocated for payment of the proposed purchase. If, during any stage of this RFP process, funds are not allocated and available for the proposed purchase, the RFP process will be canceled. The County will notify all known vendors at the earliest possible time if this occurs. The County is under no obligation to compensate a vendor for any expenses incurred as a result of the RFP process. There is no penalty for withdrawing from the RFP process before the award selection is made.

11. Contractual Terms and Conditions

11.1 Indemnification/Hold Harmless

The Vendor shall indemnify and hold harmless Jefferson County, its agents, elected officials, contingency agencies, and employees from and against all claims, actions, liabilities, losses (including economic losses), costs arising out of any actual or alleged (1) bodily injury, sickness, disease, or death, or injury to or destruction of tangible property including the loss of use resulting there from, or any other damage or loss arising out of or resulting from or claims to have resulted in whole or in part from any actual or alleged act or omission of the Proposer, Vendor, any subcontractor, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable in the performance of the work; (2) violation of any federal, state, county, municipal, or other applicable laws, bylaws, ordinances, or regulations by the Vendor, its agents, associates, or employees in the performance of the work; (3) liens, claims, or actions made by the Vendor or any subcontractor or other party performing the work.

The indemnification obligations hereunder shall not be limited by any limitation on the amount, type of damages, compensation, or benefits payable by or for the Proposer, Vendor, or any subcontractor under Worker's Compensation acts, disability benefit acts, other employee benefit acts, or any statutory bar. Any cost or expenses, including attorney's fees, incurred by Jefferson County to enforce this contract shall be borne by the Vendor.

Jefferson County reserves the right at any time during the term of this contract to change the amounts and types of insurance required hereunder by giving the Vendor thirty (30) days written notice. If such change should result in substantial additional cost to the Vendor, Jefferson County agrees to modify the contract for additional compensation proportional to the increased benefit to Jefferson County.

The Vendor's failure to procure and maintain the required insurance or self-insurance program during the entire term of this contract shall constitute a material breach of this contract under which Jefferson County may immediately terminate this contract or, at its discretion, procure or renew such insurance to protect Jefferson County's interests and pay any and all premiums in connection therewith, and recover all monies so paid from the Vendor.

The Vendor shall be responsible for requiring indemnification and insurance as it deems appropriate from its employees receiving mileage allowance, agents, and subcontractors, if any, to protect the Vendor's and Jefferson County's interests, and for ensuring that such persons comply with any applicable insurance statutes.

The RFP and the Vendor's response will be incorporated into contract by reference. The order precedence shall be the contract, the RFP, and any addendum, and the vendor's proposal in response to the RFP. Any verbal communication between the Vendor and any Jefferson County personnel is not binding, including that made at the mandatory pre-proposal conference. Only information added to the RFP specifications by an official written addendum is binding.

11.2 Insurance Requirements

Proposers shall maintain during the term of the Agreement the following insurance coverage and shall file with Jefferson County prior to any work being started, certificates of such insurance which shall be subject to Jefferson County's approval as to adequacy of protection and compliance with this condition:

- a. The company is licensed to do business in the State of West Virginia.

11.3 Liquidated Damages

If the Vendor fails to deliver and install the system in accordance with this proposal, it is understood, and the Vendor hereby agrees, that the amount of \$500 per day for a period of up to 90 days shall be deducted from the monies due the Vendor for each intervening calendar day any work remains incomplete, not as a penalty, but as liquidated damages. However, the Vendor shall not be liable if failure to perform arises out of causes beyond the reasonable control of the Vendor and without the fault or negligence of the Vendor (acts of God, the public enemy, fires, floods, strikes, freight embargoes, etc.). After 90 days, Jefferson County reserves the right to enforce the provisions of the performance bond or continue the liquidated damages, at a daily rate of \$1,000, with a maximum not to exceed the value of the contract. Calendar dates are to be confirmed at contract.

11.4 Independent Contractor & Compensation of Proposers Employees

The relationship between the Vendor and Jefferson County is contractual. It is not intended in any way to create a legal agency or employment relationship. The Vendor shall at all times maintain its

status as an independent Contractor, and both parties acknowledge that neither is an agent, partner, or employee of the other for any purpose.

The Vendor shall have the sole obligation to employ, direct, control, supervise, manage, discharge, and compensate all of its employees and subcontractors, and Jefferson County shall have no control of or supervision over the employees of the Vendor or any of the Vendor's subcontractors. In this regard, the vendor shall have the sole obligation to secure any and all permits and/or licenses imposed by law, pay any and all charges or fees, and give all notices necessary to and incidental to the lawful prosecution of the work hereunder. The Vendor shall not and shall have no authority whatsoever to obligate Jefferson County to either make any payments to another party or make any promises or representation of any nature on behalf of Jefferson County, without the specific written approval of Jefferson County.

The Vendor specifically warrants and agrees that it will be solely and exclusively responsible for compensating any of its employees, subcontractors, and/or suppliers of any type or nature whatsoever and that no claims or liens of any type will be filed against any property owned by Jefferson County arising out of or incidental to the performance of any services performed pursuant to the contract.

11.5 Proprietary and Confidential Information

The Proposer shall mark as "proprietary" those parts of its proposal that it deems confidential and proprietary. However, the Proposer is alerted that this marking is only an advisory and not binding on Jefferson County.

All proprietary computer programs will be released only in accordance with the Vendor's Software License/Service provisions contained within the contract documents, including the applicable agreements to be entered into between Jefferson County and the Vendor governing Jefferson County's use of software, or as required by West Virginia Statute or court order. All other material and information of a confidential nature as designated by the Vendor will be released as necessary under the following conditions:

- Jefferson County shall exercise reasonable and prudent measures to keep these items in confidence to the maximum extent permitted under law.
- Jefferson County shall not disclose confidential items without the Vendor's permission, unless the Vendor makes them public or Jefferson County learns them rightfully from sources independent of the Vendor, or disclosure of said items is required for any of the reasons enumerated in paragraphs contained below.
- To the extent allowed by the provisions of the law, the Vendor, where necessary, retains the right to prescribe specific security measures for Jefferson County to follow to maintain the confidentiality of items so designated by the Vendor.
- Notwithstanding the obligations on disclosure and confidentiality set forth herein, Jefferson County may disclose confidential items to third parties where required pursuant to West Virginia Statute, or insofar as necessary to satisfy a proper court order, subpoena, litigation discovery demand, emergencies when the vendor is not available, or administrative or regulatory proceeding.

12 Proposal Preparation

Proposals should be prepared simply and economically providing a straight-forward, concise description of the contractor's ability to meet the requirements of the RFP. Proposals shall be typewritten. No erasures or deletions are permitted.

12.1 Requirements

- Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations.
- Clarification of documents submitted as a result of questions will be circulated in writing to all eligible vendors.
- Submit **one (1) original and seven (7)** printed & bound copies; and one (1) electronic copy in .docx (MS Word) format on a CD/DVD or USB. Title the file using the following format:
2013 Website Hosting and CMS Bid for JCC_<Vendor Name>
- Each original proposal shall be signed by an authorized individual and marked with the word "ORIGINAL" on the cover.
- Each copy of the proposal shall be marked "COPY" on the cover.
- The proposal must contain an authorized signature
- A response to all questions is required.
- Proposals cannot be withdrawn or corrected after submission.
- Proposers are liable for all errors or omissions contained in their proposals.
- Proposals must be submitted in a sealed box or envelope to the address below.

Jefferson County Commission
Charlotte Hernandez Velez
124 E. Washington St.
Charles Town, WV 25414

- Proposals must be delivered by the date/time specified and to the place stipulated above.
- It is the sole responsibility of the vendor to see that their proposal is received by the County in the proper time. Any proposal received after the date/time specified shall be eliminated from consideration and returned to the vendor unopened.
- Jefferson County will not accept proposals by facsimile or email.
- Jefferson County will not waive or excuse late receipt of a proposal, which is delayed for any reason.
- The vendor is responsible for all costs incurred in the preparation, demonstration, or negotiation of this proposal.
- If your work requires sub-contractors, you must list their names and the work they will perform. The County retains the right to refuse any selected sub-contractors. Subcontractors must undergo a background check done by the primary.
- The County reserves the right to award the project to the vendor based upon factors that include the ability to provide a comprehensive integrated solution that meets or exceeds the stated requirements, customer service, market focus, stability and price in whole or in part.
- Submission of a proposal shall constitute acknowledgement by the proposer that it has thoroughly examined the RFP, including any addenda that may be issued during the proposal preparation period. No claim will be allowed for additional compensation or additional time for completion, which is based on lack of knowledge or lack of understanding of any part of the RFP.

Additionally, any communication from a vendor, which in any manner discloses price information contained in its Proposal, if received prior to opening, may be cause for disqualification.

- Once the project is awarded and signed, all documents become public record.

12.2 Proposal Format

Vendors must organize their proposals in the following format:

- Letter of Transmittal
- Table of Contents
- Executive Summary (Concise overview of system proposed)
- Introduction/Company Background and Experience (RFP Section 5.)
- Functional Specifications (RFP Section 6.)
- Training (RFP Section 7.)
- Pricing (RFP Section 13.)
- Implementation Schedule (RFP Section 14.)
- Draft contract with the proposal based on information in the RFP
- Attachments (if necessary)

The vendor must provide a point by point technical response stating compliance or taking exception to any or all sections of this RFP and provide sufficient information to allow County to evaluate proposal. Any deviations or exceptions to the County's requirements should be noted. Incomplete proposals or proposals that do not comply with the County's stated requirements may be eliminated from the selection process at the County's discretion.

The vendor shall address each question in this RFP in the order they are presented. Proposers shall use a ***bold and italicized 11 point font*** for their written responses. **The proposer must write the response immediately after the requirement/question.** Figures and tables must be numbered and referenced in the text by that number and should be placed as close as possible to the referencing text. Pages must be numbered consecutively within each section of the proposal showing proposal section and page number.

12.3 Bid / Protest Bonds

Nothing herein is intended to exclude any responsible Vendors or in any way restrain or restrict competition. All responsible Vendors are encouraged to submit proposals. There is no penalty for withdrawing from the RFP process before a selection is made.

12.4 Proposal Terms

This RFP is used for procurement of services in situations where price is not the sole determining factor and the award will be based on a combination of cost and technical factors (Best Value). Through its proposal, the bidder offers a solution to the objectives, problems, and needs specified in this RFP, and defines how it intends to meet (or exceed) the RFP requirements.

Jefferson County reserves the right to reject any and all proposals received as a result of this RFP. If a proposal is selected; it will be the most advantageous regarding price, quality of service, the Contractors qualifications and capabilities to provide the specified service, and other factors that the County may consider as evaluation criteria.

The County does not intend to award a contract fully on the basis of any response made to the proposal; the County reserves the right to consider proposals for modifications at any time before a contract would be awarded, and negotiations would be undertaken with that contractor whose proposal is deemed to best meet the County's specifications and needs.

The County reserves the right to reject any or all bids, to waive or not waive informalities or irregularities in bids or bidding procedures, and to accept or further negotiate cost, terms, or conditions of any bid determined by the County to be in the best interests of the County even though not the lowest bid.

Proposals must be signed by an official authorized to bind the contractor to its provisions for at least a period of 90 days. Failure of the successful bidder to accept the obligation of the contract may result in the cancellation of any award.

In the event it becomes necessary to revise any part of the RFP, addenda will be provided.

13 Pricing, Evaluation and Award Process

Pricing proposal shall include:

- Total (overall) system cost (\$USD)
- Cost for each system, including interfaces to other systems
- Monthly and yearly costs for hosting. Cost for Website Design.
- Application software license fees
- Modification costs if denoted to satisfy a requirement
- Implementation, training and support services costs
- Annual Software Maintenance costs for 5 years broken out by the yearly cost
- Other anticipated costs (i.e., travel, data file conversions, integration, etc.)

All pricing information will be considered confidential and will be provided only to individuals associated with the project until such time as the contract is awarded and signed. After contract signing, the pricing information may be released to public record at the County's discretion.

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the evaluation team or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract. All applicable information will be subject to public disclosure in accordance with the Freedom of Information Act, at award of contract or cancellation of this RFP.

13.1 Evaluation Criteria

A determination of finalists will be made based on responses to the Request for Proposal. The County will consider the following in its evaluation:

- Quality and specificity of Proposal response
- Software functionality and capabilities
- Ease of use of system(s)
- Company profile and qualifications
 - o Special consideration given to vendors with similar experience with local government clients that have same objectives, including GIS interface, web-based tools, etc.
- Information provided by references
- Stability (financial viability, business longevity, national focus)
- Proposed services and methodology
- Customer service (references, retention, measured service rates, 24x7 support)
- Warranty
- Proposed Schedule
- Pricing

Provide the following pricing information for each component of the proposed solution.

13.2 Pricing – Software**Required Modules**

Provide pricing information for all required applications/modules included in the proposed solution. If a module is included in a “base price”, then indicate “included” in the price column.

Module	Price	# of user licenses included in price	Price per additional user license
Website Hosting	\$		\$
Website Design	\$		\$
Content Management System	\$		\$
Licensing	\$		\$
Training	\$		\$
Total Price for Required Modules		\$	
Check all the following that are included in the quoted Required Modules price:			
☐ Complete integration of all modules			
☐ Site license for all desktop modules			
☐ First-year maintenance on software			
☐ Technical support and customer service			
☐ Onsite end user training at implementation			
☐ Ongoing end user and administrative training			

13.3 Pricing – Professional Services

Implementation Services	
Total price for software	\$
Check all the following that are included in the quoted software price: ☐ Multiple onsite installation visits	
Total price for travel and per diem	\$
Total Price for Implementation Services	\$

Training Services	
Total price for administrative training	\$
Check all the following that are included in the quoted administrative training price: ☐ User manuals and other training materials ☐ Defined timeframe for Go-live ☐ Training database that utilizes agency-specific data ☐ Complete administrator training ☐ Post Go-live refresher training	
Total price for end user training	\$
Check all the following that are included in the quoted end user training price: ☐ User manuals and other training materials ☐ Post Go-live refresher training ☐ Pre-Implementation project team training ☐ Access to online training database	
Total price for Go-live assistance	\$
Check all the following that are included in the quoted Go-live assistance price: ☐ Post Go-live onsite refresher training	
Total travel and per diem estimate	\$
Total Price for Training Services	\$

Total Price for Implementation and Training Services \$ _____

13.4 Pricing – Warranty, Maintenance, and Support

Support	Standard Business Hours	24/7 Support
First-year support (12 months)	\$	\$

Second through fifth year support (required modules)	\$	\$
Total Price for Warranty, Maintenance, and Support		

13.5 Pricing – Summary

Inclusions	Price
Total Modules	\$
Total Professional Services	\$
Total Support	\$
Grand Total	\$

Vendor is required to provide an authorized signature certifying that the submitted bid includes **ALL** costs associated with the proposed project.

Name and title_____

Signature_____

14 Process Schedule

14.1 Implementation

Describe your implementation strategy in detail. The proposer shall provide detailed implementation work plan and project schedule in GANTT chart format that depicts the start and stop dates and logical relationships for all tasks and which shows major project events and milestones. The project schedule shall begin upon written notification from Jefferson County and shall end upon final system acceptance. The project schedule shall include all project tasks performed; including all tasks that are the responsibility of Jefferson County as part of the implementation process.

Using the table below, the Vendor must outline a preliminary schedule for the implementation of their proposed system. The Vendor must indicate the timeframe in which they are capable of installing the system, having it fully operational. These dates must be subject to change based on Jefferson County's requirements.

Project Activity	Estimated Time
System Implementation	Length of time required from contract signing
Preliminary Acceptance	Length of time required from completion of System Implementation
System Training Begins	Length of time required from Preliminary Acceptance
System Goes Live	Length of time from start of Training
System Acceptance	Length of time from cutover to Final Acceptance

1. Describe the typical implementation process for a project of this scope including the roles of key members of the implementation team.
2. Include the resume of the project manager assigned to this opportunity. Note whether the project manager is Project Management Professional (PMP) certified.
3. Provide a project organization chart.
4. What tools are employed by the implementation team to collaborate with the agency regarding project milestones? Describe/attach the proposed implementation schedule with key activities and estimated milestones and deliverables.
5. Has the vendor ever completed an implementation after the deadline or exceeded the agreed budget? If so, describe.
6. Has the vendor ever failed to complete an implementation? If so, describe.

The proposer shall provide an Acceptance Test Plan (script) that describes and exercises all system and subsystem components and which allows Jefferson County to verify that the systems installed provide the expected functional capabilities while allowing the County to document acceptance or failure of each test of the system or subsystem component. The proposer is required to provide example forms of each test, or series of tests, that will demonstrate the acceptable performance of the system proposed.

Acceptance testing shall be accomplished with Jefferson County's Project Manager or designee(s) present and participating in the testing for compliance. The County will negotiate a test compliance schedule with the Vendor.

Should any failures be identified during the test, the Vendor will have a reasonable opportunity to correct the deficiencies, after which a retest will be scheduled. Jefferson County, at its sole discretion, will require a retest of the failed functions, or may elect to require the Vendor to conduct a complete retest. This process will continue until all functions have passed or it becomes obvious that the system under test will not support one or more functions that it was designed to accomplish. Jefferson County may decide to negotiate a settlement with the Vendor, or take other steps as deemed appropriate.

To ensure that the systems purchased are the most beneficial to Jefferson County, a functional test similar to the above test may be required before the completion of proposal evaluation and Proposer selection. Proposers must be prepared to conduct such tests for the proposed system upon notification by Jefferson County. Adequate preparation times will be provided.

14.2 Rejection of Proposals

Jefferson County reserves the right to accept or reject any or all proposals, in part or in whole at its discretion. Jefferson County further reserves the right to withdraw this RFP at any time and for any reason. Submission of or receipt of proposals by Jefferson County confers no rights upon the bidder nor obligates Jefferson County in any manner. At the conclusion of evaluating proposals, Jefferson County reserves the right to negotiate with any or all Proposers susceptible to award. Jefferson County may request oral presentations from Proposers. Jefferson County will not be responsible for any costs incurred by Proposers as a result of oral presentation

14.3 Method of Award

Following evaluation of the written proposals as submitted, selection shall be made of two or more Proposers deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the Request for Proposals, including price if so stated in the Request for Proposals. Negotiations shall then be conducted with each of the Proposers so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Proposer so selected, the County shall select the Proposer which, in its opinion, has made the best proposal, and shall award the contract to that Proposer or to multiple Proposers should the County decide this to be in its best interest. Should the County determine in writing and in its sole discretion that only one Proposer is fully qualified, or that one Proposer is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Proposer.

14.4 Right to Negotiate

At the conclusion of evaluating proposals, Jefferson County reserves the right to negotiate with any or all Proposers susceptible to award. Jefferson County may request Finalist Demonstrations from Proposers. Jefferson County will not be responsible for any costs incurred by Proposers as a result of such demonstrations.

14.5 Payment Schedule

Partial payment shall be made by Jefferson County after the items awarded to the Vendor have been received, inspected, and found to comply with the RFP and to be free of damage or defect, and properly invoiced. A single itemized invoice shall bear the contract number and purchase order number.

A potential payment schedule is proposed as follows for installation and acceptance of each CMS subsystem. Vendors preferred payment schedule should be submitted for consideration. Payment schedules will be subject to negotiation.

Payment Percentage	Description
TBD (e.g. 10%)	Upon Contract signing.
TBD (e.g. 10%)	Upon System Migration
TBD (e.g. 30-50%)	Upon completion of both functional testing and throughput testing of all software.
TBD (e.g. 30%)	Upon successful completion of the 90-day reliability test period.

Payment requests must be made through the County's CMS Project Manager on an approved estimate showing component breakdown of the work totaling the awarded contract price and the amount of work for each item completed at the time of the request. It is estimated that payments will be made to the awarded Proposer within 30 days after Jefferson County gives approval and certification.

Conditions to Final Payment

Final payment shall be made by Jefferson County upon acceptance of all work fully completed under this contract. Jefferson County shall cause a final estimate to be made of the amount and value of said work according to the prices and terms of the contract, and in making this final estimate, neither Jefferson County nor the Vendor shall be stopped by the periodic estimates aforesaid. From the sum total so found shall be deducted, firstly, all previous payments made to the Vendor, and secondly, all damages and proper charges under the contract. The Vendor shall execute a final receipt and release on a form to be provided by Jefferson County. The acceptance by the Vendor of final payment shall be and shall operate as a release to Jefferson County of all claims and all liability to the Vendor for all things done or furnished in connection with this work, and for every act and neglect of Jefferson County and others relating to or arising out of this work. No payment, however, final or otherwise, shall operate to release the Vendor of his sureties from any obligations under the resulting contract or the Performance and/or Payment Bonds.

Additional Quantities

Quoted prices for software shall be valid for at least one year from the final system acceptance date. The Vendor is required to extend proposal prices beyond the initial one-year for purchase and delivery of additional equipment for future phases at a future date.

15 County/Agency Contacts

All communication regarding this RFP shall be directed to the following agency contact:

Charlotte Hernandez Velez
Jefferson County Commission
124 E. Washington St.
Charles Town, WV 25414
304-728-3374
chernandez@jeffersoncountywv.org

All interested bidders should email the contact above to indicate their intent to bid on this procurement. Jefferson County will establish a list of Vendors based on the email confirmations received. This will ensure that all responding Vendors receive addendums, including answers to all Vendor submitted questions.

Contact with other agency employees regarding this RFP is prohibited without prior consent. Vendors that directly contact employees risk elimination.

Addendum

Vendor Questions

Question 1. Do any additional programs need to be installed on the web server?

Answer 1. Yes. The GIS server will require an ESRI web adapter program be installed on the machine the website will reside on. This will allow the GIS department to publish maps from the GIS server with the address of the county webserver and not expose the GIS server to the public. This is a small program that came with the ESRI server software that allows this translation to occur. This is generally installed on a separate port on the website but can be on port 80.

Question 2. Can we provide an onsite solution, as well or instead of an offsite solution?

Answer 2. Due to bandwidth issues we prefer an offsite solution but will consider proposals for onsite hosting.

Question 3. What are the key metrics and performance indicators you are looking to achieve with the website redesign? What are the targets you are looking to achieve? What are those drivers?

Answer 3. The key metrics for the website redesign are: unique visitors, new vs. repeat visitors, traffic sources, referring URLs, indexed pages, bounce rate, and landing page conversion rate. Our targets are increased traffic, decreased complexity, customer ease of use, and employee's ease to update.

Question 4. You mentioned you would like to have both design, content migration and CMS by the vendor. In our case, One company would be providing the hosting and CMS Software to the client and work with 3rd Party Certified Partners to conduct the design, content migration and development work. Is this acceptable?

Answer 4. Yes it is acceptable to have 3rd party partners. The Vendor shall have the sole obligation to employ, direct, control, supervise, manage, discharge, and compensate all of its employees and subcontractors, and Jefferson County shall have no control of or supervision over the employees of the Vendor or any of the Vendor's subcontractors.

Question 5. Am I correct in the understanding that this RFP is both for a new Public Site and County Intranet?

Answer 5. The County would like a CMS solution software that can provide both Internet and Intranet features. Modules available for the public website must be also available for use in the Intranet.

Question 6. What criteria are important to you in selecting a vendor?

Answer 6. Cost, Company History, references and ability to provide desired functions, training, and deliverables are the criteria that will be used to select a vendor.

Question 7. What is your business process once the vendor has been selected?

Answer 7. After an initial meeting, there will be planning meetings for the design and CMS portions. Once requirements are gathered the IT Support Specialist will assist during Implementation.

Question 8. Are there any special circumstances or "hot buttons" of which we should be aware?

Answer 8. Our most popular links are on the front page of our current website. Another popular feature is the Send a Comment section. These features must remain part of the front page. The Floodplain Information is required to be on the front page for grant requirements. The NIXLE emergency announcement widget must also appear on the front page.

Question 9. Would you want the Software Vendor or the Website Designer/Developer be the Primary Respondent?

Answer 9. No preference. The Primary Respondent will be responsible for the work of 3rd parties or contractors.

Question 10. What are the metrics behind the cost weighting? What issues are of concern about pricing?

Answer 10. See Section 13.

Question 11. What expertise on staff does Jefferson County currently have? Example: HTML or CSS skills?...any programming skills?

Answer 11. HTML, CSS, PHP, JavaScript.

Question 12. Are there documents our company should review or people we should speak with prior to responding?

Answer 12. You can review our previous websites. Our past content management system was CMS Made Simple (open source). You should pay attention to all the required modules.

Question 13. Who is responsible for managing the competition process? Who else will be involved in making the decision?

Answer 13. The IT Support Specialist is managing the process. An IT committee comprised of 7-10 people will grade all proposals. The County Commission makes the final decision about approving the project.

Question 14. How many other vendors are competing? Which other companies are competing?

Answer 14. We will not know how many vendors are competing until all proposals are turned in August 9th, by 3:00 pm.

Question 15. Is there a preference for an Open Source or Proprietary CMS?

Answer 15. No preference.

Question 16. Is there a technology preference for this project for the CMS?

Answer 16. No preference.

Question 17. Have any wireframes or IA Documentation been prepared?

Answer 17. No.

Question 18. In Section 12.1 Requirements do you need 5 or 7 Copies?

Answer 18: One (1) Original copy is needed and Seven (7) copies are needed.

Question 19. Whether companies from Outside USA can apply for this ? (From India or Canada)

Answer 19. No. Neither primary or subcontractors can be from outside the United States.

Question 20. Whether we need to come over there for meetings ?

Answer 20. No, vendors do not need to be present to do presentations. Online presentations are the expected method for meetings on this project.

Question 21. Can we perform the tasks outside USA ?? (From India or Canada)

Answer 21. No. Neither primary or subcontractors can be from outside the United States.

Question 22. Can we submit our proposals via email?

Answer 22. No, we need eight physical copies (1 original/7copies) of the proposal and one digital copy in a USB device.

Question 23. Regarding an employee intranet: a. Does an intranet currently exist? If yes, on what platform? b. How many users will need access/login privileges for the intranet?

Answer 23. No Intranet currently exists. Less than 250 users would need access to the intranet.

Question 24. Is there a possibility that the dates might change?

Answer 24. Yes. Due to political and economical forces, the dates might change. Full notice will be given as soon as the changes are known.

Question 25. Regarding the databases and IT infrastructure which currently support jeffersoncountywv.org – are you using a hosted/cloud model, in-house, or hybrid solution?

Answer 25. The current website is in-house using an open source CMS with a MySQL database.

Question 26. Regarding section 13.1 Evaluation Criteria – are the listed criteria provided in order of importance?

Answer 26. No. The weight of the criteria is determined by the bid reviewer. There will be 7-10 reviewers and they will all have different perspectives/interests in this project.

Question 27. Section 12.1 It states: Submit one (1) original and five (7) printed & bound copies . Do you want 5 copies or 7?

Answer 27. Seven (7) copies and One (1) Original.

Question 28. We understand that the contract award date is set for September 15th. Is there an overall project delivery deadline or target date for completion at this time?

Answer 28. A final project plan will be finalized at the first meeting with all stakeholders. That meeting will happen within a week of the award.

Question 29. Of the users listed, how many would “live” in the CMS all day .How many would be sporadic users? Is there a Web team or person that currently keeps the site updated for all these groups?

Answer 29. 1-2 Users are power users, 5-9 are sporadic users. Each department or agency updates their own pages. There is one web development person (IT Support) that assists with programming or with the software.

Question 30. I'm pretty sure I'm clear on this but Jefferson County prefers to license, or buy, the CMS software, not subscribe to it annually like a Software-as-a-Service model. Hosting would be an ongoing charge.

Answer 30. We are looking into different license arrangements, either license or purchase.

Question 31. What are the expectations for development needs AFTER the implementation is live if necessary? Are there resources on staff? Or is the expectation that the chosen vendor (and partner network) could support any new needs if they arise.

Answer 31. There is a staff member with content management experience but the County expects the vendor to be available after the project has been completed to assist in case of problems on an as-needed basis.

Question 32. Is Jefferson County using any Online Payment Technology now? Is the plan to continue with current vendor, if so, who is that vendor?

Answer 32. The County is not using any type of Online Payment Technology at this time.

Question 33. Does Jefferson County currently use Google Analytics?

Answer 33. No.

Question 34. I noticed Agenda's, Minutes and Forms were all either in a PDF or Word format. Is this how you want it supported on the new site?

Answer 34. Yes. We are open to suggestions of other ways to display current and past minutes/agendas.

Question 35. How many total pages are there currently on your site?

Answer 35. Approximately 194 pages.

Question 36. How many total documents are there?

Answer 36. 100-200 documents between all departments and agencies.

Question 37. What sort of "workflow" currently exists (if any) to approve content? Is this something you'd be interested in?

Answer 37. Each department approves and posts and approves their content.

Question 38. What other 3rd party applications are being used on the current website?

Answer 38. FTP client to upload videos.

Question 39. It seems as if most if not all of the required functionality on the current site is being requested for the new site. Is there anything listed in the RFP that doesn't currently exist on the website?

Answer 39. We do not have a reservation system or an intranet.

Question 40. Are there any preferences for technology infrastructure besides MySQL?

Answer 40. MySQL is not a requirement, it is just what we use at the moment. We do not have any specific technology preferences as long as the requirements are met.

Question 41. What is your budget?

Answer 41. The maximum is \$20,000 but we would like to be around \$15,000.