REQUEST FOR PROPOSAL (RFP)
REDESIGN, DEVELOPMENT, AND HOSTING OF THE CCS WEBSITE

COOPERATIVE COMPUTER SERVICES (CCS)

ISSUED OCTOBER 26, 2020

RESPONSES DUE DECEMBER 11, 2020

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1. INTRODUCTION

CCS has issued this Request for Proposal (RFP) in order to select and contract with a company ("vendor") to create a modern website that combines the CCS website, Learning Portal, Training Portal, and Cataloger's Wiki into a single website that is modern, highly attractive, built with responsive web design, and contains a content management system. The vendor will migrate existing content from the CCS website, Learning Portal, Training Portal, and Cataloger's Wiki to the new website.

- CCS Website: www.ccslib.org
- Learning Portal: www.learning.ccslib.org
- Training Portal: www.training.ccslib.org
- Cataloger's Wiki: http://www.ccslib.org/Catalogers/index.php/Main_Page

CCS is seeking proposals from highly qualified, experienced website development companies to design, develop, and implement a public facing website with a repository for teaching and learning materials. The chosen strategic partner must be a firm that has experience in managing website design projects for online training and association environments, and expertise with best practices regarding:

- Content Management Systems
- Content migration
- Information architecture
- Responsive Design
- Successful website redesign
- User experience and usability testing
- Website Hosting

Additional Information:

Below are websites that CCS staff have come across and would like to provide as a point of reference. We welcome your ideas and are open to different options that could satisfy CCS goals and technical requirements for the new website.

- Consortium of Academic and Research Libraries of Illinois: https://www.carli.illinois.edu/
- HR Source: https://www.hrsource.org/maimis/
- Triangle Research Library Network: https://trln.org/

1.1 ABOUT CCS

Cooperative Computer Services (CCS) is a group of 28 public libraries in the north and northwest suburbs of Chicago that share an integrated library system. CCS, headquartered in Arlington Heights IL, has a reputation for excellence as a reliable integrated library system service provider focusing on new opportunities presented by exciting emerging technologies. The CCS Executive Director reports to the CCS Governing Board and its Executive Committee, recommending and supporting best practices and trends in centralized library services related to technology and innovation.

CCS is a member-driven organization which has built a strong and effective team to provide services to our member libraries. We are looking for a vendor that can build a website to support and enhance our efforts in continuing to implement stable, innovative, and comprehensive customer services.

1.2 PROJECT TIMELINE

Project Timeline Dates	
RFP Release Date	October 26, 2020
Written Questions Due	November 13, 2020
Response to Vendor Questions	November 20, 2020
Proposal Deadline	December 11, 2020
Completion of Proposal Evaluations	January 4, 2021
Presentations by Selected Vendors	January 12, 2021
Final Vendor Selection	January 22, 2021
Work Begins	February 15, 2021
Revision Cycle 1	TBD
Revision Cycle 2	TBD
Revision Cycle 3	TBD
Anticipated Website Launch	June 1, 2021

1.3 COOPERATIVE COMPUTER SERVICE CONTACT INFORMATION

This RFP is issued by CCS, 3355 N. Arlington Heights Road, Suite J, Arlington Heights, IL 60004.

The points of contact for all questions or requests for additional information are:

Kathleen Weiss, User Experience Specialist

Email: kweiss@ccslib.org

1.4 RFP QUESTIONS

All questions regarding this RFP including requests for additional clarification and proposed modifications or amendments to the RFP must be submitted by email. All questions must be received no later than 5 p.m. on November 13, 2020 and must labeled "CCS Website Design". Each question must contain the inquirer's name, firm, telephone number and email address. Each question should begin by referencing the RFP page number and section to which it relates. CCS is entitled to issue written addenda changing this RFP at any time.

CCS will attempt to provide assistance or additional information of a reasonable nature that may be requested by interested vendors. Telephone calls will not be accepted regarding this RFP.

Inquiries received after the November 13, 2020, 5 p.m. deadline will not be considered. All inquiries received before the deadline will be compiled.

Responses to inquiries will be posted on the CCS website, located at www.ccslib.org

1.5 TERMS OF SERVICES

CCS wishes to engage a vendor for the duration of this project and for any needed-on-going maintenance services. Specific deliverables related to the scope of work for the project will be included in the final agreement.

2. GOALS AND BACKGROUND

2.1 PROJECT OBJECTIVE AND GOALS

The primary objectives and goals of the website redesign are as follows:

- Combine the CCS website, Learning Portal, Training Portal, and Cataloger's Wiki into a cohesive website
- Furnish a content management system staff may use to easily update the redesigned website
- Migrate existing content from the CCS website, Learning Portal, Training Portal, and Cataloger's Wiki to the redesigned website

2.2. TARGET AUDIENCES

Audiences served by the website include:

- Member library staff looking for CCS governance documentation as well as instructional materials to support their use of the integrated library system
- Libraries operating in the Chicagoland area looking to join CCS

2.3 OUR CURRENT ENVIRONMENT

This is a summary of our website environment. Our goal is to combine all digital properties into a single environment.

Existing Websites – Below are a list of our existing websites:

- The CCS website (www.ccslib.org) was launched in 2003 and contains information about our organization, governance documents, and an events calendar.
- The Learning Portal (www.learning.ccslib.org) was launch in 2017 when CCS migrated to a new integration library system. The Learning Portal has grown to encompass all our training documentation and procedures.
- The Training Portal (www.training.ccslib.org) was launched in 2020 as a container for our online courses.

- The Cataloger's Wiki lists (http://www.ccslib.org/Catalogers/index.php/Main_Page) current local cataloging practices and recent decisions of the Catalog and Metadata Management (CAMM) Technical Group. This resource was established in November 2008, with a major revision in early 2017.

Content Management – The CCS website uses Joomla as its content management system. The Learning Portal uses Wix as its content management system and is maintained by a team of five staff. The Training portal is a simple HTML page. The Cataloger's Wiki uses Media Wiki.

Website Documents – The CCS website and the Learning Portal contain documents written into the content management system as well as PDFs.

Website Platform – The CCS website was built using Joomla. The CCS Learning Portal was built using Wix. The Training Portal is a simple HTML page. The Cataloger's Wiki was created with Media Wiki.

Website Hosting – The CCS website and Training Portal are hosted locally. The Learning Portal is hosted by Wix. The Cataloger's Wiki is hosted by Media Wiki.

2.4 EXISTING USER TESTING

CCS conducted usability testing with the Learning Portal and CCS Website to identify usability issues. CCS conducted a card sort activity with member library staff to create a proposed header that combines the Learning Portal and CCS website. User experience reports for both studies are available on our Learning Portal at: https://www.learning.ccslib.org/usability-testing

3. SCOPE OF WORK

3.1 VENDOR EXPERIENCE AND DEVELOPMENT CRITERIA

Preference will be given to vendors with experience developing online training and association websites with special attention given to vendor's breadth of experience, references, and number of years of experience and expertise of staff.

Additional development criteria include:

Collaborative Effect- The website will be developed through the cooperation of CCS and the vendor facilitated under the supervision of a dedicated project management professional in the direct employ of the vendor.

Skilled Team – Vendor will supply a team of user experience, design, and development professionals to supplement the development process led by the project manager. This team should include staff members skilled in teaching and learning website user experience, navigation and information architecture, website design, accessibility, and support and training of the content management system. The vendor should provide a defined project manager for the CCS website redesign project.

Proven Development Process – Vendor should have a proven development process and flexible timeline structure that favors the availability and time commitment to CCS.

Proven Content Management System – The proposed content management software must be a proven platform for website development and training website architecture. Development that is requested and approved by CCS should be performed by the vendor utilizing agile software development methodologies that encourage collaboration between the developer and CCS.

Internal Development Staff – CCS prefers a vendor utilizing its own development staff rather than subcontracting pieces of the project development to additional vendors.

CMS Training – All nine CCS staff members will need basic training in the content management system.

3.2 DESIGN GUIDELINES AND QUALIFICATIONS

The design of the website should be welcoming, attractive and created by a member or members of the vendor's professional design staff. The final version of the design should be a collaborative effort between CCS and the vendor, incorporating elements that effectively represent the CCS and image through a consultative development process. The website should utilize an open source typeface or font.

CCS's logo and brand colors may be found below:

Pantone Color	Hex	RGB	CMYK
PANTONE 2767 C	13294B	19, 41, 75	100, 71, 0, 66
PANTONE 715 C	F68D2E	246, 141, 46	0, 50, 93, 0
PANTONE 7692 C	005687	0, 86, 135	98, 51, 1, 25
PANTONE 360 C	6CC24A	108, 194, 74	59, 0, 90, 0

The vendor should utilize a data-driven design process to gather information to complete a comprehensive redesign of our website. The techniques should include best practices of usability and user experience:

Stakeholder Survey – The vendor should survey CCS staff with the purpose of validating goals and tasks for the new website.

Three Revision Cycles – The vendor should provide three revision cycles for CCS to request changes or variation to the initially presented design concept.

Accessibility Validation (WCAG 2.0) – the vendor should analyze the accessibility of the current sites and make recommendations for the new site.

User Usability Testing – usability testing allows vendor to conduct user research with participants in their natural environment to test interaction and identify issues with navigation and layout.

The results of the usability design study should be a written report with design recommendations and a wireframe version of the proposed new website that will be used to develop homepage and interior page design concepts.

Specific design guidelines include:

Accessibility – Website design and associated elements should comply with WCAG 2.0 and Section 508 of the Rehabilitation Action

Consistent Website Design – Website design must be consistent throughout all pages to maximize usability.

Design Overview – Website design must be visually appealing, incorporating CCS' colors and logo where appropriate.

Design Process – The vendor shall develop an original design for CCS and over a period of time during the development of the website, consult with key members of the website redesign committee to make revisions and alternatives to the vendor's original design submission.

Easy Updating – Design elements should include background image, photographs, logos, and buttons that are easily updated and swapped out by our staff at any time without incurring additional implementation or charges.

Website Design and Content Ownership – Ownership of the website design and all content should be transferred to CCS upon completion of the project.

3.3 RESPONSIVE WEBSITE

We recognize that there are two ways to build a responsive website – using responsive design and adaptive design. Responsive design provides one layout that fluidly changes depending on the size of the screen. Adaptive design has several distinct layouts for multiple screen sizes that are built for the distinct needs of that device. We are seeking a vendor partner who has experience in both approaches and who will recommend the best solution for our needs.

The vendor is expected to produce a responsive website for CCS to meet the needs of users accessing the site on a variety of devices, including computers, tablets, and smart phones. Vendor must have proven success in previous responsive design projects. The solution should automatically detect the screen resolution of any device and respond with a view of the site that is optimized specifically for that screen. This will ensure that all users will be able to view our site, no matter what device they are using.

The project is expected to include:

- Clean visual design incorporating CCS
- Responsive site creation that includes, but not limited to:
    - Creation of responsive templates
    - Creation of fluid grids
    - Navigation redesign
    - Taxonomy and site map
    - Image adjustments
    - Ability to adjust or modify response views on individual pages of templates

3.4 SYSTEM FUNCTIONALITY

The vendor's proposed content management system should be a web-based application that provides the core of the entire development process, being both the platform for development and the tool by which system administrators and contributors can update the new website. The CMS may feature plug-in applications or modules that enhance the functionality of the website, though core features should center around ease-of-use, flexibility and, for ongoing stability, an estimated information architecture and hosting environment.

The CMS should contain the following abilities:

Administrative Dashboard – The administrative portion of the CMS shall be accessible for all content contributors and features a customizable interface the displays critical shortcuts, on-site items that require attention, recent activity logs and an internal messaging system that displays administrative message and updated information.

Automatic Sitemap – The CMS should automatically create and update a sitemap and on-page breadcrumbs when content is added, edited, or removed from the site.

Content Expiration – Notification of expiration of site content shall be received by content owners through notification available via the CMS, including a dashboard administrative display and email notifications. The dashboard should also detail the specific dates for when content was last updated and allow for notifications when certain time periods are reached.

Content Management – A way to add, edit, and move content directly on an assigned webpage without the need to utilize or be trained on a back-end administrative system (i.e. HTML).

Document Library – A secure place to store document files as drafts or published content.

Version Control – A way to rollback to previous versions of the website as well as versions of the documents held in the document library

Archive Functionality – A way to archive live content from the website to the document library

Image Library – a secure place to store image files

Concurrent Users – Multiple content publishers shall be able to log in asynchronously to simultaneous mange the website and add content.

Content Preview – Content publishers must have the ability to preview change prior to publishing on the site.

Content Scheduling – Content added to the site shall feature delayed posting and automatic expiration abilities.

Hyperlinking – Users who wish to add simple links – either internal or external – should be provided with an option to do so through an automatic hyperlinking option

Menu Updates – Content publishers should be able to add and update menu items

Page Templates – Content publishers must have the option to use pre-created page templates to assist in the formatting and development of new content. Content publishers must have the option to share templates use and use templates from a wider community poll which shared consistent page development.

Conversion of Microsoft Word Documents to HTML – Ability to upload a Microsoft Word Document into WYSIWYG editor

PDF Conversion – Ability to convert documents to PDFs via an included PDF conversion tool.

Spell Check – Editor should include spell-check functionality.

Support Access – Trained content creators of the CMS shall have access to live support via email or phone during vendor's normal business hours.

WYSIWYG – The CMS must have an advanced WYSIWYG rich text editor for content additions and updates, that while allowing flexibility for higher-end content contributors, is simple and straightforward, giving basic content contributors a basic set of fewer options to alter established site styles.

The system shall also include the following features for use by administrative users:

Approval Workflow – The ability to manage administrative access to the site through a permission system that defines in-system rights and workflows including content approval for both general content and modular applications that are included as a part of the CMS. Administrators should be able to define the workflow, assign the workflow to content groups and content types, and assign users to workflow rules.

CMS Activity Reporting – A report detailing all changes and activity taking place on the website through content contributors and administrators, which can be filtered by start and end dates, times, by content type and by action taken, and exportable.

Content Categories – Administrators shall have the ability to create content categories within CMS applications and modules and edit the parameters for categories.

Emergency Live Support – Designated administrators shall have access to live support for emergencies. Please specify the type of support available for during emergencies.

Graphics Administration – Administration of on-site banners and graphics, with the ability to add new banners and on-site graphical elements and assign those elements to specified areas of the site

Login History – A separate history report detailing user login history, including the user type, the date and time of the attempted login, the IP address of the user and whether or not the login attempt was successful.

Menu Administration – Administrators shall have the ability to add, edit, update, and move menu items, affecting overall site structure and organization.

Permissions – The permission system shall be divisible into both user administration and group administration, allowing permission levels to be attributed to groups to which users can be added.

Site Search Statistics – Access to site search statistics, including the ability to filter searched terms by date and time, which can also be exported.

User-friendly URLs – System should allow for creation of user-friendly URLs.

3.5 SYSTEM INTEGRATIONS

Integration with L2 – L2 is an integrated database for managing user accounts and registration, member directory, and event management with a calendar housed on a separate server. For more information on L2 please visit: https://librarylearning.org/.

The L2 Application Programming Interface (API) is an OAuth-based API that will allow the retrieval of information about Regional Library Systems, Catalog Consortia, Agencies, Locations, and User information through a developer-friendly API. All data retrieved from the L2 API will be returned in JSON format. One of the primary functions of L2 is to be able to authenticate users. L2 is built using Drupal 8. The authentication of users via the new L2 will use JSON as the format for sending an authentication request. The redesigned CCS website should integrate with L2 in the following ways:

- **User Accounts** – Users should be able to use their L2 account to login to the CCS website.
- **Calendar** – The website should be able to house the L2 calendar using its API.

Integration with Mail Chimp – CCS uses Mail Chimp to distribute a weekly newsletter called CCS News. The website will need to be able to house the CCS News archive as well as offer a form where users can sign up for the newsletter.

Integration with Cataloger's Wiki – Users should be to log in and edit the Cataloger's Wiki if given the appropriate editing permission.

3.6 SYSTEM ADMINISTRATION

Broken Link Review – An administrative center for reviewing quality assurance, including detailing broken links on the website, including the referring page location so that links can be corrected.

Dynamic Menu Structure – A dynamic menu structure, with the ability to easily add, edit, move, and delete menu items in multiple structural areas of the site.

Infinite Menu Levels – An infinite menu level system that allows the addition of an unlimited number of menu levels by CCS.

Infinite Page Structure – An infinite page structure system that allows the addition of an unlimited number of pages by CCS.

SSL Certificate – If necessary, one or more SSL certificates to encrypt data contained in site transmissions.

Website Analytics – An administrative center for reviewing, filtering, and exporting overall website statistics, including the ability to view statistics by page or section and presenting the information in a graphical representation.

3.7 SYSTEM FEATURES

Accessibility Add-ons – Accessibility software embedded in the website that offers users access to larger fonts and audible content

Advanced Site Search – Provide an internal site search that:

- Users should be able to sort search results by date, content, title, or relevance; users should be able to filter by type of content and easily apply advanced search techniques, such as Boolean, if desired.
- Administrators should be able to tune the search results by using synonyms for common words or terms, and promote pages through the use of keywords.
- Search functionality should search web content as well as the contents of files (PDFs, Word Documents, etc.)
- Is contained exclusively within the Cooperative Computer System's site and not outsourced to an external page hosted by a search provider such as Google.

APIs, Import and Export – Major components should have import and export capabilities, and APIs should be defined.

Document Archive – A document archive for specified categories of documents with built-in filtering abilities and search capabilities.

Document Storage – An on-site document storage application with unlimited levels of folders, providing centralized storage of any type of file.

E-Newsletter and Blog Posting – Solution should have e-newsletter tool functionality. The solution should have the ability for use to post blog posts and feature stories and "what's new" content on the site. News content should have an auto archiving functionality to archive posts after a certain time frame.

Embedded Audio/Video/Media and Social Media – Easy embedding of audio, video, media, and social-networking applications with associated embed codes.

Emergency Alert – Solution should have an easily visible and changeable emergency alert notifications that link to critical on-site information.

Emergency Home Page – Solution should have ability to create and easily swap out home page for emergencies, ILS migrations, or other short-term purposes.

Form Creator – Solution should have an online form development tool for the Cooperative Computer Services to develop interactive forms:

- Ability to have unlimited categories of forms, with an unlimited number of forms in each category.
- Ability for users to complete and submit forms electronically.
- Method by which form data is stored in a database and can be exported in a usable format from the CMS.
- Capability to merge forms with other applications of the CMS.
- Ability to customize forms for other applications of the CMS and tie directly into those tools.

HTML Code – The solution should have the capability to view the HTML code of any individual page and directly add or alter the code, as necessary.

iFrame Functionality – The solution should have iFrame functionality to seamlessly embed other documents within any HTML page. Examples of embedded content include videos, third party applications, SlideShare documents, etc.

Image Management – Image management tools for the addition of images to on-site content through web pages and modular elements associated with the CMS.

- Image editing abilities on uploaded images, including the ability to change opacity, resize images dynamically based on width and height, ability to constrain proportions, flip images, rotate images, crop images, restore images and save altered images as a thumbnail or alteration of the original upload or to replace the original upload with the altered image.
- Capacity to upload multiple images at one time and associate images with specific pages; the maximum file size should be no less than two (2) megabytes.
- Ability to preview images prior to association with on-site content.
- Ability to alter image properties, including image width, image height, capability to associate or disassociate width and height, border color, border width, image alignment, margins, and application of CSS classes from overall website styles.
- Full accessibility options provided in an easy-to-use interface that promotes all image-based aspects relating to Section 508 of the Rehabilitation Act, including specification of alternate text and long descriptions.

Mega Menus – The solution should provide capability for fully-customizable mega menus, including options to define the number of levels of navigation, columns, and the ability to place widgets (images, content, and calendars) on the menu. Mega Menus should be unique to each main navigation item.

Job Posts –The solution should have a component to create job postings.

Online Polling – The solution should have the ability to create and provide a poll on the website. Depending on the poll settings, the poll will appear on the public website inside a polls widget. The functionality should include the ability to add, edit, import, export and copy the poll. The admin should be able to define poll categories and capture/display poll results.

RFP Posts – Should include an RFP posting where RFPs can be posted along with amendments and updates. RFPs should be schedulable and should have the capability to automatically expire on a certain date to ensure that the site is always up to date.

Tagging – Ability to tag any content and search, sort or view based on those tags.

Third Party Integration – Ability to integrate with existing 3rd party applications

User-centered Content – Organization of the site content will be functional and user-centered for ease of use by citizens and business.

3.8 CONTENT MIGRATION

The selected vendor will need to convert a substantial amount of existing content to new website. Vendor will migrate existing content from CCS's current websites to the newly created site. Migrated content should be formatted to fit the theme and of the new website.

This content includes:

CCS News – CCS produces a weekly newsletter using Mail Chip. The newsletter archive must be included and searchable within the new website.

CCS Website – The CCS website is built on Joomla and contains information about CCS as well as governance documents for our organization.

Learning Portal – The Learning Portal is built on Wix and contains substantial amounts of training material for member libraries.

Cataloger's Wiki – The Cataloger's Wiki is hosted by Media Wiki can contains guidelines for cataloging staff.

3.9 TRAINING

We are interested training our staff of nine in the content management system. Please explain the types of training you provide as part of your services:

In-Person and Remote Training – Describe the scope of any in-person training and remote you provide for using the website and its CMS.

Access to On-Demand Training Library – Do you have an on-demand library of training videos and materials?

Training and Best Practice Webinars – Describe your regular training and best practice webinars. Explain whether webinars recorded and available at a later date.

3.10 TECHNOLOGY/PLATFORM REQUIREMENTS

Browser Support – CCS is looking for the new website to support mobile and desktop versions of Apple Safari, Google Chrome, Microsoft Internet Explorer and Edge, and Mozilla Firefox. The site should support all versions of the browsers that have been released within the last 5 years.

DDoS Mitigation – The hosted solution should protect the website against Distributed Denial of Service (DDoS) and other cyberattacks and should be able to detect and mitigate malicious traffic within seconds. The solution should have smart detection technology that can identify the source and analyze the behavior of the attack.

Disaster Recovery – In the event of any outage impacting the primary data center, the hosting solution must have a disaster recovery or backup data center where our website visitors will continue to be able to access our site. The Recovery Time Objective (RTO) should be 60 minutes or less and the data replication (Recovery Point Object or RPO) should be 15 minutes or less.

Hosting Data Center and Backup Data Center – The hosting platform must be in a certified data center (SSAE 16 Type II Compliant) with multiple layers of security access, redundant ISP providers, backup power and redundant generator, and firewall protection.

Page Load Time – The solution should ensure that pages load on an average of 1.5 seconds or less.

Programming Experience – Explain your firm's experience with other programming capabilities that would be useful in developing websites.

Responsive CMS Recommendation – CCS is looking to have the vendor recommend a content management system. Explain your firm's experience utilizing recommended CMS in designing responsive websites.

System Uptime Guarantee – The hosting platform should have a guaranteed uptime of 99.99% and be backed by a Service Level Agreement (SLA).

Third Party Plugins – CCS will allow the vendor to use third-party plugins where appropriate as potential solutions for a requirement.

3.11 MAINTENANCE AND SUPPORT

The vendor's CMS, including all features and modular applications associated with the CMS, must have qualified and available support included as a part of ongoing services to maintain the CMS, using guidelines, structures and materials meeting the following criteria:

Online Training Videos – An online repository of training videos for the purposes of fully training new staff members or retraining existing staff members.

Support – The vendor shall provide access to live support available via e-mail or phone during vendor's normal business hours. The support team must be fluent in the functionality and uses of both the content management system's features and associate applications and modules.

Support Materials – 24/7 access to support materials including, but not limited to: online training manuals, support FAQs, customer support forums, instructional videos, informational newsletters, informational and support-driven webinars (live and archived), request forms, online education courses and support-related updates through common social networking mediums.

Support Service Level Agreement – In all submitted proposals, vendors shall be able to produce a Service Level Agreement that details guarantees of customer support as well as a service escalation process. While website content updates are to be managed by CCS through the CMS, vendor must commit to regular maintenance and updating of the CMS and associated applications for the purposes of keeping the existing software up to date as well as introducing new functionality and applications.

Vendor shall commit to:

CMS Development Process – An internal process dedicated to reviewing new technologies and implementing development projects in order to provide a more robust CMS with additional features and applications.

Software Service Level Agreement – In all submitted proposals, vendors shall be able to produce a Service Level Agreement that details guarantees of upgrades and the dedicated process for improving the software purchased by CCS.

3.12 ADDITIONAL OPTIONS

Although CCS has these specific requirements, it is also interested in your ideas for the approach of redesigning the style of the CCS website. We encourage respondents to consider and propose alternative solutions and recommendations. We are particularly interested in specific web functionality that your company may have already developed and deployed for other customers

4. EVALUATION OF PROPOSALS

4.1 EVALUATION OF SUBMITTED PROPOSALS

CCS intends to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. All proposals that are properly submitted will be evaluated using the evaluation criteria listed below. All proposals that are properly submitted will be evaluated by the Evaluation Committee that will make recommendations for the award.

4.2 EVALUATION CRITERIA

This set of criteria will be used to evaluate each vendor's proposal. A contract will be awarded to the vendor that best satisfies the overall requirements of the RFP. Each proposal will be evaluated based on:

- Experience and Capacity for Developing Online Training and Association Websites (30%)
- Features and Function of CMS (20%)
- Technical and Design Expertise (20%)
- Client List and References (10%)
- Pricing (20%)

Evaluation Proposals will be distributed to the members of the Evaluation Committee for evaluation utilizing the criteria set forth above.

4.3 INTERVIEWS AND DEMONSTRATIONS

We will schedule in-person or web-based interviews with the top three companies based on satisfying the evaluation criteria above. CCS staff will reach out to the main contact at each of the three companies to schedule a date and time that works for the company as well as the Evaluation Committee.

4.4 RECOMMENDATION FOR AWARD

After the interviews have been conducted, the Evaluation Committee shall recommend to CCS based on the outcome of the interview process. CCS reserves the right to make an award, not to make an award or to cancel this RFP either before or after the date of the RFP response deadline.

4.5 CONTRACT DISCUSSIONS

Upon approval by the committee, CCS shall enter into contract discussions with the Successful Vendor. If the terms and conditions of a contract cannot be successfully established within a reasonable amount of time (as determined by CCS), then contract discussions will be terminated and contract discussions with the next highest-ranking Vendor will commence. Negotiations shall continue at the sole option of CCS until a contract is signed and approved or all proposals are rejected, and the RFP is withdrawn.

4.6 NOTICE OF AWARD

All vendors submitting a response to this RFP will be notified in writing of the award of a contract if and when an award is made. If no award is made, all vendors will be notified accordingly. For the purposes of this RFP, an award shall be deemed to have been made upon the completion of contract negotiations.

4.7 DISCLAIMER

This RFP is not an offer to purchase. The RFP is solely a request for expressions of interest and statements of qualifications. It is not an invitation for tenders, an offer to contract, or an invitation for

offers capable of acceptance to create a contract. No contractual or other legal obligations or relations between CCS and any other person can or will be created hereunder.

CCS assumes no financial responsibility for the cost of preparation of proposals by respondents nor does it make any commitment to enter into a contract for service based on responses to this RFP.

5. VENDOR QUALIFICATIONS AND OBLIGATIONS

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

5.1 DOCUMENTS TO BE SUBMITTED

Vendor must submit the following information to be considered (include the corresponding item number with each response):

5.1.1 EXECUTIVE SUMMARY

5.1.1.1 Summarize on one page or less the key products and services you are proposing. Explain which RFP requirements these products are intended to meet and the benefits if we use these products and services.

5.1.2.2 Summarize your overall strategy and approach for delivering web redesign and development projects.

5.1.2 CORPORATE PROFILE

5.1.2.1 Provide a brief overview of your firm's history and philosophy.

5.1.2.2 State the year the vendor started in the business of selling CMS solutions and web design services.

5.1.2.3 Where is the vendor company's headquarters located?

5.1.2.4 Describe the process of how your company works with remote customers

5.1.2.5 Provide the total number of vendor's employees and the number of employees in user experience and web design.

5.1.2.6 List the vendor's sales in the previous four years

5.1.2.7 Specify the number of public sector vs. private sector clients.

5.1.2.8 Indicate whether the business is a parent or subsidiary.

5.1.2.9 What percentage of revenues does this offered product represent to your company versus other products and/or services?

5.1.2.10 Indicate if the company incurred an annual operating loss in the last 5years.

5.1.2.11 Has the company had a workforce reduction during the past 5years?

5.1.3 VENDOR SYSTEM INFORMATION

5.1.3.1 For hosted solutions, describe your hardware and software configuration as Attachment A.

5.1.3.2 Describe the architecture, languages, content management system, and tools used to develop your proposed solution.

5.1.3.3 Provide details on the licensing requirements and a copy of software license agreements as Attachment B in your response.

5.1.3.4 Describe your DDoS Mitigation solution.

5.1.3.5 Describe your disaster recovery solution, including Recovery Time Objective (RTO) and Recovery Point Objective (RPO)

5.1.4 SERVICES AND IMPLEMENTATION

5.1.4.1 Provide an in-depth list of your firm's capabilities.

5.1.4.2 Explain your firm's experience in developing responsive websites.

5.1.4.4 Identify what uniquely distinguishes your offering from your competitors.

5.1.4.5 Describe your experience in implementing solutions for online learning and association website.

5.1.4.6 Describe your implementation approach, project management tools and methodologies for the proposed solution.

5.1.4.7 Submit a detailed implementation plan which will address requirements, customizations, content migration, implementation schedule, delivery milestones and responsibilities for each party as Attachment C in your response.

5.1.4.8 Describe any optional services that could be included with our solution:

- Advanced training
- Content Strategy
- Site health checks
- Site analytics reporting
- Ongoing maintenance and technical support

5.1.5 CLIENT EXAMPLES

5.1.5.1 Provide three examples of responsive websites your firm has developed. Clearly explain the design objectives, the outcome and whether your firm managed the entire site or specific modules or applications within the site

5.1.5.2 Provide three client references in your proposal, including a current contact name, organization name, phone number and email. References from customers in libraries or related fields are preferred.

5.1.6 PROJECT TEAM

5.1.6.1 The success of the design and implementation depends on several factors including experienced project management, a planned approach and coordination of content population. The selected vendor must provide an experienced project manager to lead the implementation process. Provide an organizational chart along with a defined project manager for the CCS website redesign.

5.1.6.2 Define the process, project management and team structure that would execute this type of solution.

5.1.6.3 Define the interim project reviews you will utilize to gain team, management, and key stakeholder buy-in and approval to move to the next phase of the project.

5.1.6.4 Define and describe the team members that would execute a project for CCS. Identify their experience, roles, and length of time with your organization. Specify the primary point of contact.

5.1.6.5 Define how your process manages or mitigate client changes throughout the life of a project.

5.1.7 TRAINING

5.1.7.1 Describe the training that accompanies the system implementation.

5.1.7.2 What types of training materials are provided?

5.1.7.3 Do you offer on-site and remote training?

5.1.7.4 Do you offer train-the-trainer classes?

5.1.7.5 Describe your training staff's qualifications and experience.

5.1.8 SOFTWARE SUPPORT AND MAINTENANCE

5.1.8.1 Describe the software support/maintenance programs available.

5.1.8.2 Does the maintenance program include all future software upgrades?

5.1.8.3 Describe the hours of support you provide? 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.

5.1.8.4 Describe your service call escalation policy.

5.1.8.5 What are recommended client staffing requirements for ongoing support of the proposed solution? Discuss in terms of full-time equivalents (FTEs).

5.1.8.6 Do you have a guaranteed uptime? Describe your service level agreement for uptime.

5.1.9 WARRANTY: CCS REQUIRES THAT A WARRANTY BE INCLUDED WITH THE PROPOSED SOLUTION

5.1.9.1 Describe the warranty offered with your proposed solution.

5.1.9.2 Do the same support commitments apply during the warranty period as during the maintenance contract period?

5.1.10 SERVICES AND SUPPORT COSTS

Please complete the chart below to detail services and support costs. Please list any additional services as needed.

Service	Cost
5.1.10.1 Implementation of Website Design	
5.1.10.2 Implementation Services	
5.1.10.3 Training Services	
5.1.10.4 Software Support and Maintenance	
5.1.10.5 Hourly billing rates for each job classification that will or could be utilized during the project and/or post "go-live"	
5.1.10.6 Hourly billing rate for website updates after the final revision has been accepted.	
5.1.10.7 Content Migration from current websites to redesigned website	
5.1.10.8 Other Services and Costs (Specify)	
TOTAL:	

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5.1.11 ONGOING COSTS

Please complete the chart below to detail ongoing costs. Please list any additional services as needed.

Service	Cost
5.1.11.1 Annual Hosting or Subscription Fee	
5.1.11.2 Hourly Rates for custom development	

5.1.11.3 Other ongoing costs	
TOTAL:	

6. SUBMISSION FORMAT AND DELIVERY REQUIREMENTS

6.1 PROPOSAL RESPONSE DELIVERY

Proposals should be emailed as a PDF to:

Kathleen Weiss, User Experience Specialist

kweiss@ccslib.org

6.2 DATE AND HOUR OF SUBMISSION

Response must be received on or before December 11, 2020 at 5:00 pm. Any proposal that has not been received at the above address by 5:00 pm on December 11, 2020 shall be disqualified from further consideration.

6.3 ACCEPTANCE OR REJECTION OF SUBMISSIONS

CCS reserves the right to reject any or all proposals, or any part thereof, make counter proposals and/or engage in negotiation with any or all vendors making a proposal in order to obtain the required and appropriate services at a cost acceptable to CCS and in its sole judgment will best serve the interests of CCS. CCS reserves the right to expand the response period, including but not limited, to supply further information, to make revisions in the scope of services or to solicit additional proposals from other vendors. CCS reserves the right to cancel or amend the RFP at any time, without liability for any loss, damage, cost or expense incurred or suffered by any vendor as a result of that change or cancellation. Each vendor is solely responsible for the risk and cost of preparing and submitting its proposal to this RFP, and CCS is not liable for the cost of doing so or obliged to remunerate or reimburse any vendor for that cost. This RFP does not impose on CCS any duty of fairness or natural justice to any or all respondents with respect to this RFP or the process it creates. CCS is entitled to act in its sole, absolute and unfettered discretion.

In considering any responses delivered in response to the RFP, CCS among other things, reserves the absolute and unfettered discretion to:

- accept or reject any proposal that fails to comply with the requirements set out in the RFP for the content of proposals;
- assess proposals as it sees fit, without in any way being obligated to select any proposal or vendor;
- assess and select proposals as it sees fit without being obliged in any way to select the proposal that offers the lowest price or cost;
- determine whether any proposal or proposals satisfactorily meet the selection criteria set out in this RFP;

- require clarification after the dates and times set out herein from any one or more of the vendors in respect of proposals submitted;
- communicate with, meet with or negotiate with any one or more of the vendors respecting their proposals or any aspects of the project;
- reject any or all proposals with or without cause, whether according to the selection criteria set out herein or otherwise.

6.4 COSTS FOR DOCUMENT DEVELOPMENT

Costs for developing the response to this RFP are entirely the responsibility of the proposing party and shall not be chargeable in any manner to CCS. All Vendors agree to provide all such additional information as, and when, requested at their own expense. No vendor in supplying such information shall be allowed to change the pricing or other cost quotations originally submitted.

6.5 PROPOSAL VALIDITY

A proposal submitted in response to this RFP is irrevocable for 90 days from the date of submission. CCS reserves the right to withdraw a bid acceptance at any time if in the opinion of CCS the vendor is unwilling or unable to enter into a form of contract satisfactory to CCS. Acceptance will be defined as CCS selecting you as our provider of service for the intent of negotiating a contract for services.

6.6 CONTRACT EVALUATION AND AWARD

CCS reserves the right to execute any of the following options:

- Issue no contract award for any of the services described within this RFP.
- Award all services to one vendor.
- Issue contract awards for any combination of services and vendor, either all of part of the business as CCS sees fit.
- CCS is not obligated to accept the lowest price or most technologically advanced proposal.

CCS has no obligation to reveal the basis for contract award or to provide any information to vendors relative to the evaluation or decision-making process. All participating vendors will be notified promptly of bid acceptance or rejection. CCS's relationship to the vendor under the contract shall be that of independent contractor. The vendor will not be considered an agent or employee of CCS for any purpose. The Vendor will not hire CCS employees to perform any portion of the work or services provided for herein, including clerical, secretarial, and similar incidental services, except with the prior written approval of the Executive Director of CCS. CCS shall have no responsibility to any subcontractor employed by a vendor for performance of work and all subcontractors and material suppliers shall look exclusively to the vendor for any payments due. CCS will not be responsible for reporting or paying employment taxes or other similar levies that may be required by the United States Internal Revenue Service or other State or Federal agencies. Every subcontractor shall be bound by the terms and provisions of the contract as far as applicable to their work. The vendor shall be fully responsible to CCS for the acts and omissions of its subcontractors, and shall ensure that any subcontractors perform in accordance with the requirements of the contract. Nothing contained herein shall create any

contractual or employment relations between any subcontractor and CCS. The RFP is solely a request for expressions of interest and statements of qualifications. It is not an invitation for tenders, an offer to contract, or an invitation for offers capable of acceptance to create a contract. No contractual or other legal obligations or relations between CCS and any other person can or will be created hereunder. CCS will contract for the services directly. The contents of the proposal of the successful respondent (if any) shall become contractual obligations binding on the successful respondent if a contract is issued by CCS.

Certain conditions are unacceptable to CCS, including, but not limited to, the following:

- Governing law other than the State of Illinois
- Clauses requiring CCS to indemnify or hold harmless the vendor
- Clauses that unduly restrict or place unreasonable claims of ownership on data which are the subject of the agreement/contract
- Clauses relating to requiring CCS to enter into reimbursement arrangements relative to attorney's fees
- Payment terms of less than thirty (30) days
- An effort by the vendor to limit its liability

7. CONTRACT NEGOTIATION AND EXECUTION

It is the intent of CCS that after the successful vendor has been selected, CCS and the selected vendor will enter into contract negotiations containing all terms and conditions of the proposed service. Any acceptance of a proposal is contingent upon the execution of a written contract and CCS shall not be contractually bound to any bidder prior to the execution of such written contractual agreement. The contents of the bid submitted shall become part of the contractual obligation and incorporated by reference into the ensuing contract. The contract with a successful vendor will include penalties for non-performance and failure to meet the proposal implementation schedule. Contract execution is contingent upon approval by CCS's Executive Committee.

7.1 PROPOSAL SUBMISSION CERTIFICATION

By submitting a proposal, vendor certifies that he or she has carefully examined all the documents for the project and has carefully and thoroughly reviewed this RFP, and understands the nature and scope of the work to be done and the terms and conditions thereof. The vendor further agrees that the performance time specified is a reasonable time.

7.2 INSURANCE REQUIREMENTS

The acceptance of a bid proposal is contingent on vendor providing satisfactory proof that the vendor has adequate insurance coverage. It is in CCS's sole discretion the amount of insurance coverage required for the period of work under this contract.

8. MISCELLANEOUS

8.1 VENDOR SUBMITTALS & REQUIREMENTS

The preceding information has been prepared to assist vendors in preparing their complete proposals. The list highlights the major areas to be discussed in the proposal and should serve to give the vendors some insight into the information that CCS will consider and evaluate in order to make a fair assessment of each vendor's product and services. The award of this proposal may be in section or in total, at the discretion of CCS.

8.2 COMPLIANCE WITH THE LAW

The vendor shall at all times observe and comply with all laws, ordinances and regulations of the Federal, State, county and local government, which may in any manner affect the preparation and submittal of the RFP, the contract with CCS and the performance of the services. The vendor shall not engage in any prohibited form of discrimination in employment as defined in the Illinois Human Rights Act. The vendor shall maintain policies of equal employment opportunity which shall prohibit discrimination against any employee or applicant for employment on the basis of race, religion, color, sex, national origin, ancestry, citizenship status, age, marital status, physical or mental disability unrelated to the individual's ability to perform the essential functions of the job, association with a person with a disability, or unfavorable discharge from military service. Vendors shall comply with all requirements of the Illinois Human Rights Act including maintaining a sexual harassment policy and of the Rules of the Illinois Department of Human Rights with regard to posting information on employees' rights under the Act.

8.3 REPRESENTATION

By submitting its proposal to CCS, each vendor represents and warrants to CCS that the information in its proposal is accurate and complete.

8.4 CONFIDENTIALITY

Vendors are required to keep their proposals confidential and must not disclose their proposals, or information contained in them, to anyone else without the prior written consent of CCS. Vendor agrees that all information received from CCS and all works heretofore made for CCS and all future works shall be considered confidential information which is the property of CCS, and vendor agrees not to disclose such information to any third party, not to use the information for its own benefit and not to publish such information without the prior written consent of CCS. Vendor further agrees to return all originals and copies of documents and materials given to vendor by CCS upon completion of the work performed hereunder.

8.5 PROPRIETARY INFORMATION

Although CCS does not guarantee that information contained in any proposal will remain confidential, if vendor considers that any part of its proposal is proprietary, including by reason of its being copyright, the proposal must clearly identify those portions of it that are considered proprietary.

8.6 WAIVER AND ALLOCATION OF RISK

CCS accepts no responsibility or liability for the accuracy or completeness of this RFP or of any recorded or oral information communicated or made available for inspection by CCS, and no representation or warranty, either express or implied, is made or given by CCS with respect to the accuracy or completeness of any of those things. The sole risk, responsibility and liability connected with reliance by any vendor or any other person on this RFP or any other such information as is described in this section is solely that of each vendor. Each vendor acknowledges and agrees that it is solely responsible for obtaining its own independent financial, legal, accounting, engineering and other advice with respect to the contents of this RFP or any such information as is described in this section. Each vendor who submits a proposal to CCS is deemed to have released CCS from, and waived, any action, cause of action, claim, liability, demand, loss damage cost or expense, of every kind, in any way connected with or arising out of the contents of this RFP or any such information as is described in this section. Each vendor who submits a proposal is deemed to have agreed that it is solely responsible and liable to ensure that it has obtained and considered all information necessary to enable it to understand the requirements of this RFP, and of the services, and to prepare and submit its proposal.

8.7 FUTURE WORK

CCS shall have a royalty-free license under any and all U.S. and foreign copyrights that proposer has or may have in work to be performed or created by proposer for CCS. Said license shall extend to CCS the right to reproduce copies of the work and to modify the work and reproduce copies of the work as modified. Further, proposer agrees to supply to CCS copies of the work in digitized format, on computer readable disk, along with a written statement of the programs necessary to read and manipulate the data provided. Proposer further agrees that all of the originals of any and all materials created in conjunction with the work heretofore produced by proposer for CCS shall be the exclusive property of CCS.

All future work performed or created by proposer for CCS of the type falling within the definition of "works made for hire" under the Copyright Act to 1976 shall be considered work made for hire, and CCS shall be considered the author of such work and the owner of the copyright in it. Proposer further agrees that with respect to any such future work, that the original and all copies of such work shall be the exclusive property of CCS and proposer agrees to turn over any and all such property to CCS, in the format requested by CCS, including but not limited to digitized format in computer-readable form, along with a description of the programs necessary to read and manipulate the data, upon the request of CCS and at no additional charge to CCS other than the full payment of the contract price for the preparation of the future work.

With respect to any future work of the type not considered to be "work made for hire" under the Copyright Act of 1976, proposer hereby assigns, and agrees to execute such documents in the future, as may be prudent in the reasonable business judgment of CCS, necessary to complete such an assignment of any and all U.S. and foreign copyright interest in such future work. Proposer further agrees that with respect to any such future work, that the original and all copies of such work shall be the exclusive property of CCS and proposer agrees to turn over any and all such property to CCS, in the format requested by CCS, including but not limited to digitized format in computer-readable form, along with a description of the programs necessary to read and manipulate the data, upon the request

of CCS and at no additional charge to CCS other than the full payment of the contract price for the preparation of the future work.

To the extent that any future work performed for CCS by proposer is subject to protection under the Patent Law of the United States or any foreign country, all U.S. and foreign patents rights in and to the work is hereby assigned to CCS by proposer.

8.8 PATENTED DEVICES, MATERIALS, AND PROCESSES

The selected proposer shall pay for all royalties and/or license fees and assume all costs incident to the use in performance of the work or the incorporation in the work of any invention, design, process, product or device which is subject to patent or copyrights held by others, and, additionally, shall defend all suits or claims for infringements of any patent or invention right or copyrights involved in the items furnished hereunder.

8.9 INDEMNIFICATION AND INSURANCE

The selected proposer shall covenant and agree at its own expense to defend, indemnify and hold harmless CCS, its officers, directors, agents, employees and representatives and assigns, from and against all lawsuits, actions, costs (including attorneys' fees), claims or liability of any character, incurred due to or brought because of any injuries or damages received or sustained by any person, persons or property on account of any act or omission, neglect or misconduct of said proposer, any subcontractor or anyone directly or indirectly employed by any of them, their officers, agents and/or employees arising out of, or in performance of any of the provisions of the work, including any claims or amounts recovered for any infringements of patent, trademark or copyright or from any other law, ordinance, order or decree. In connection with any such claims, lawsuits, actions or liabilities, CCS, its officers, directors, agents, employees, representatives and their assigns shall have the right to defense counsel of their choice. The selected proposer shall be solely liable for all costs of such defense and for all expenses, fees, judgments, settlements and all other costs arising out of such claims, lawsuits, actions or liabilities.

The selected proposer shall purchase and maintain such insurance as will protect it and CCS from claims which may arise out of or result from proposer's work under this RFP, whether such operations be by itself or by any subcontractor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable.

All insurance shall be provided under enforceable and valid policies issued by insurance companies licensed to do business in the State of Illinois. Before commencing any work under the RFP, the selected proposer shall deliver CCS evidence of all insurance required which evidence shall be in form and substance satisfactory to CCS.