

Virgin Valley Water District

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Request For Proposal

VVWD Document: WEBSITE 20080101

Submissions due: October 29, 2008

Objective of this RFP

Requests for Proposals process are different from an Invitation to Bid. The District expects vendors to propose creative, competitive solutions to the District's stated problem or need as specified below. While adherence to specifications is desired, vendors **may take exception** to any requirement of the RFP. Exceptions should be clearly stated in Attachment A (Certification of Indemnification and Compliance with Terms and Conditions of RFP) The District reserves the right to limit the Scope of Work prior to award, if deemed in the best interest of District.

This RFP solicits proposals for the following:

- A comprehensive and secure website that provides for an improved customer experience and easy access to public documents and information.
- Tight integration of the Electronic Commerce portion of the website into the existing accounting system. Must provide adequate reporting of all transactions that occur on the site.
- Content management of the website allowing for timely and consistent updates of data and information from various District users.

For further details see Chapter 6 of this document.

1.0 Introduction

1.1 Goals of Virgin Valley Water District

The Virgin Valley Water District serves a portion of the South-Eastern part of the State of Nevada which includes the City of Mesquite a fast growing community in southern Nevada. Created in 1993, its mission is to continue to provide the people it serves with good, safe and affordable water and water resources.

1.2 Organization of this document

The remainder of this document is organized as follows:

Chapter 2 – *Acronyms and Definitions* – information on words used in this document.

Chapter 3 – *Proposal Evaluation and Award Process* - background information on the District's award process.

Chapter 4 - *Instructions for Submitters* - explanation of how to make a submission to this RFP.

Chapter 5 - *General Requirements on Proposals* - requirements that apply to all proposals submitted to the District.

Chapter 6 - *Specific Requirements on Proposals* - problem statement, scope of proposals sought, requirements and optional features, issues to be discussed, evaluation criteria, and timetable that apply specifically to this RFP.

Attachment A - *Certification of Indemnification and Compliance with Terms and Conditions of RFP* – Forms that must be included in the with the prospective vendor's proposal.

1.3 Conventions

The key words "**must**", "**must not**", "**required**", "**shall**", "**shall not**", "**should**", "**should not**", "**recommended**", "**may**", and "**optional**" in this document are to be interpreted as described in RFC 2119 [RFC2119] and in Chapter 2 of this document.

1.4 Contact Information

Questions related to the District RFP process may be directed to *mary@vvh2o.com*. General questions about this RFP may be sent to *responses@vvh2o.com*.

District documents (and information about Virgin Valley Water District in general) can be obtained from the web site *<http://www.vvh2o.com>*.

2.0 Acronyms and Definitions

2.1 Introduction

This chapter specifies several words which are used to signify the requirements of the specification of this RFP. These words may be capitalized.

2.2 Glossary of Terms

Awarded Vendor – The organization/individual that is awarded and has an approved contract with the District for services and/or products identified in this RFP

District – The Virgin Valley Water District

Evaluation Committee – A four-member committee appointed by the Virgin Valley Board of Directors will evaluate and score proposals submitted in response to this RFP

MUST - This word, or the terms "**REQUIRED**" or "**SHALL**", mean that the definition is an absolute requirement of the specification. Failure to meet an absolute requirement may result in the rejection of a proposal as non-responsive

MUST NOT - This phrase, or the phrase "**SHALL NOT**", mean that the definition is an absolute prohibition of the specification. Failure to meet an absolute requirement may result in the rejection of a proposal as non-responsive

SHOULD - This word, or the adjective "**RECOMMENDED**", mean that there may exist valid reasons in particular circumstances to ignore a particular item, but the full implications must be understood and carefully weighed before choosing a different course. If the vendor fails to provide a particular item that is recommended the District may, at its sole option, ask the vendor to provide the particular item or evaluate the proposal without the particular item.

SHOULD NOT - This phrase, or the phrase "**NOT RECOMMENDED**" mean that there may exist valid reasons in particular circumstances when the particular behavior is acceptable or even useful, but the full implications should be understood and the case carefully weighed before implementing any behavior described with this label. If the vendor provides a particular item that is not recommended the District may, at its sole option, ask the vendor to remove the particular item or evaluate the proposal with the particular item.

MAY - This word, or the adjective "**OPTIONAL**", mean that an item is truly optional. One vendor may choose to include the item because a particular marketplace requires it or because the vendor feels that it enhances the product while another vendor may omit the same item. An implementation which does not include a particular option **MUST** be prepared to interoperate with another implementation which does include the option, though perhaps with reduced functionality. In the same vein an implementation which does include a particular option **MUST** be prepared to interoperate with another implementation which does not include the option (except, of course, for the feature the option provides.)

RFP – Request for Proposal. This is a written statement that sets forth the requirements and specifications of a contract to be awarded by competitive selection

Subcontractor – A third party not directly employed by the vendor who will provide services and/or products identified in the RFP. This does not include third parties who provide support or incidental services to the vendor

WILL – Expected or required

Vendor – Organization/individual submitting a proposal in response to this RFP

3.0 Proposal Evaluation and Award Process

3.1 Evaluation and Scoring

Proposals will be consistently evaluated and scored based upon the following criteria list in descending order of precedence:

- Demonstrated competence;
- Experience in performance of comparable engagements;
- Reasonableness of cost;
- Expertise and availability of key personnel;
- Financial stability; and
- Conformance with the terms of this RFP.

All proposals will be kept confidential until a contract is awarded.

3.2 References may be contacted

The evaluation committee may also contact the references provided in response to Chapter 5 section identified as Company Background and References; contact any vendor to clarify any response; contact any current users of a vendor's services; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process.

3.3 Clarification Discussions

Clarification discussions may, at the District's sole option, be conducted with vendors who submit proposals determined to be acceptable and competitive. Vendors shall be accorded fair and equal treatment with respect to any opportunity for discussion and/or written revision of proposals. Such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information derived for proposals submitted by competing vendors.

3.4 Notification of Intent to Award

A Notification of Intent to Award shall be sent to any vendor selected. Any award is contingent upon the successful negotiation of final contract terms and upon approval of the Virgin Valley Water District Board of Directors, when required. Negotiations shall be confidential and not subject to disclosure to competing vendors unless and until an agreement is reached. If contract negotiations cannot be concluded successfully, the District upon written notice to all vendors may negotiate a contract with the next highest scoring vendor or withdraw the RFP.

Any contract resulting from the RFP shall not be effective unless and until approved by the Virgin Valley Water District Board of Directors.

4.0 Instructions for Submitters

4.1 Pre-proposal Conference

To submit to an RFP issued by the District the submitter or submitters are not required to attend the pre-proposal conference, but the District recommends attendance. The District will not accept any questions and/or comments in lieu of attending the pre-proposal conference.

4.2 RFP Preparation Costs

An RFP submission may require significant effort in terms of document preparation, presentations to the District, and participation in the District evaluation process. Several staff months of effort might be necessary. The District will not reimburse submitters for any costs in conjunction with their submissions to this RFP.

4.3 Certification of Indemnification and Compliance with Terms and Conditions of RFP Attachment

Submitted proposals are confidential until the contract is awarded; following the contract award, the District will maintain confidentiality of identified and labeled proprietary information regarding a trade secret as defined in NRS §600A.030(5). The District will also protect any additional information marked “CONFIDENTIAL” providing you agree to indemnify and defend the District for honoring such a designation.

A vendor will need to understand their responsibility to act in the protection of the labeled information. Any failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the District will constitute a complete waiver of any and all claims for damages caused by the release of the information.

A vendor will need to understand and agree to comply with the terms and conditions specified in the Request for Proposals. Any exceptions **MUST** be documented.

A vendor will need to provide a signed Compliance with Terms and Conditions of RFP for each subcontractor that will provide services and/or products identified in the vendor’s proposal.

4.4 Responding to RFP items

4.4.1 Complete proposals

A submission must propose full specifications for all of the relevant requirements detailed in Chapter 6 of this RFP. Submissions that do not present complete proposals may be at a disadvantage.

Submitters are highly encouraged to propose solutions to any optional requirements enumerated in Chapter 6.

4.4.2 Additional specifications

Submissions may include additional specifications for items not covered by the RFP that they believe to be necessary and integral to their proposal. Information on these additional items should be clearly distinguished.

Submitters must give a detailed rationale as to why these specifications should also be considered.

Alternative approaches

Submitters may provide alternative RFP item definitions, categorizations, and groupings so long as the rationale for doing so is clearly stated. Equally, submitters may provide alternative models for how items are provided if there are compelling technological reasons for a different approach.

4.5 Proof of Concept

Submissions must include a “proof of concept” statement, explaining how the submitted specifications have been demonstrated to be technically viable. The technical viability has to do with the state of development and maturity of the technology on which a submission is based. This is not the same as commercial availability. Proof of concept statements can contain any information deemed relevant by the submitter; for example:

“This specification has completed the design phase and is in the process of being prototyped.”

“An implementation of this specification has been in beta-test for 4 months.”

“A named product (with a specified customer base) is a realization of this specification.”

It is incumbent upon submitters to demonstrate to the satisfaction of the District Committee managing the evaluation process, the technical viability of their proposal. The District will favor proposals based on technology for which sufficient relevant experience has been gained.

4.6 Format of RFP Submissions

This section presents the structure of a submission in response to an RFP. *All submissions* must contain the elements itemized in section 4.6.2 below before they can be accepted as a valid response for evaluation.

4.6.1 General

- Submissions that are concise and easy to read will inevitably receive more consideration.
- Submitted documentation should be confined to that directly relevant to the items requested in the RFP. If this is not practical, submitters must make clear what portion of the documentation pertains directly to the RFP and what portion does not.
- The key words "**must**", "**must not**", "**required**", "**shall**", "**shall not**", "**should**", "**should not**", "**recommended**", "**may**", and "**optional**" shall be used in the submissions with the meanings as described in RFC 2119 [RFC2119] and in Chapter 2 of this document.

4.6.2 Required Outline

A three-part structure for submissions is required. Part I is non-normative, providing information relevant to the evaluation of the proposed specification. Part II is normative, representing the Narrative and/or Technical Proposal. Part II **MUST NOT** include cost and pricing information. Specific sections like Appendices may be explicitly identified as non-normative in Part II. Part III is normative specifying cost and pricing information to be able to implement the specification/proposal proposed in Part II.

PART I

- The name of the RFP that the submission is responding to.
- Overview or guide to the material in the submission
- Overall design rationale (if appropriate)

- Statement of proof of concept (see 4.6)
- Resolution of RFP requirements and requests

Explain how the proposal satisfies the specific requirements and (if applicable) requests stated in Chapter 6. References to supporting material in Part II should be given.

In addition, if the proposal does not satisfy any of the general requirements stated in Chapter 5, provide a detailed rationale.

- Responses to RFP issues to be discussed

Discuss each of the “Issues To Be Discussed” identified in Chapter 6.

PART II

The contents of this part should be structured based on the RFP and should contain the following elements:

- Scope of the proposed specification and/or Scope of Work
- Proposed conformance criteria

Submissions should propose appropriate conformance criteria for implementations.

- Proposed normative references

Submissions should provide a list of the normative references that are used by the proposal

- Proposed list of terms and definitions

Submissions should provide a list of terms that are used in the proposal with their definitions.

- Proposed list of symbols

Submissions should provide a list of special symbols that are used in the proposal together with their significance

- Narrative of Proposal and/or Proposed Technical specification.

PART III

- Vendors must provide detailed fixed prices for all the costs associated with the responsibilities and related services and/or products.
- Vendors must submit the number man-hours needed to implement the proposal, an hourly cost for those services and the total fixed-price for project budget.
- Vendors must provide a detailed evaluation of all recurring costs associated with the responsibilities and related services and/or products of the proposal. These costs may be estimates, but the vendor should try to be as accurate as possible.

4.7 How to Submit

Submitters will send one (1) original proposal mark “MASTER” and seven (7) identical copies to:

Virgin Valley Water District
Attn: Mary Johnson
500 Riverside Rd.
Mesquite, NV 89027

Proposals will be clearly labeled in a seal envelope or box as follows:

REQUEST FOR PROPOSAL NO: 20080101
PROPOSAL OPENING DATE: OCTOBER 29, 2008
FOR: Website

Submitters should make sure they receive electronic or voice confirmation of the successful receipt of their submission.

- 4.7.1 Proposals must be received at the above referenced address no later than 3:00 p.m. Pacific Time, October 29, 2008. Proposals that do not arrive by proposal opening time and date will not be accepted. Vendors may submit their proposal any time prior to the above stated deadline.
- 4.7.2 The District will not be held responsible for proposal envelopes mishandled as a result of the envelope not being properly prepared. Facsimile or telephone proposals will not be considered; however, proposals may be modified by fax or written notice provided such notice is received prior to the opening of the proposals
- 4.7.3 Although it is a public opening, only the names of the vendors submitting proposals will be announced. Technical and cost details about proposals submitted will not be disclosed. Assistance for handicapped persons who wish

to attend the RFP opening is available. If special arrangements are necessary, please notify the Virgin Valley Water District as soon as possible and at least two days in advance of the opening.

- 4.7.4 If discrepancies are found between two or more copies of the proposal, the master copy will provide the basis for resolving such discrepancies. If one copy of the proposal is not clearly marked "MASTER." the District may reject the proposal. However, the District may at its sole option, select one copy to be used as the master.
- 4.7.5 If complete responses cannot be provided without referencing supporting documentation, such documentation must be provided with the proposal and specific references made to the tab, page, section and/or paragraph where the supplemental information can be found.
- 4.7.6 Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of the RFP. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.
- 4.7.7 The Proposal must be signed by the individual(s) legally authorized to bind the vendor.
- 4.7.8 For purposes of addressing questions concerning the RFP, the sole contact will be Virgin Valley Water District Office Manager. Upon issuance of this RFP, other employees and representatives of the agencies identified in the RFP will not answer questions or otherwise discuss the contents of this RFP with any prospective vendors or their representatives. Failure to observe this restriction may result in disqualification of any subsequent proposal. This restriction does not preclude discussions between affected parties for the purpose of conducting business unrelated to this procurement, nor does it preclude any discussions between affected parties during the pre-proposal conference.
- 4.7.9 If a vendor changes any material RFP language, vendor's response may be deemed non-responsive.
- 4.7.10 A Vendor who believes proposal requirements or specifications are unnecessarily restrictive or limit competition may submit a request for administrative review, in writing, to the District. To be considered, a request for review must be received no later than the deadline for submission of questions.

The District shall promptly respond in writing to each written review request, and where appropriate, issue all revisions, substitutions or clarifications through a written amendment to the RFP.

Administrative review of technical or contractual requirements shall include the reason for the request, supported by factual information, and any proposed changes to the requirements.

- 4.7.11 Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals, which do not contain the requisite licensure, may be deemed non-responsive. However, this does not negate any applicable Nevada Revised Statute (NRS) requirements.

5.0 General Requirements on Proposals

5.1 Terms, Conditions and Exceptions

- 5.1.1 This procurement is being conducted in accordance with NRS chapter 322.
- 5.1.2 The District reserves the right to alter, amend, or modify any provisions of the RFP, or to withdraw the RFP, at any time prior to the award of a contract pursuant hereto, if it is in the best interest of the District to do so.
- 5.1.3 The District reserves the right to waive informalities and minor irregularities in proposals received.
- 5.1.4 The District reserves the right to reject any or all proposals received prior to contract award.
- 5.1.5 The District shall not be obligated to accept the lowest priced proposal, but will make an award in the best interests of the District after all factors have been evaluated.
- 5.1.6 Any irregularities or lack of clarity in the RFP should be brought to the District's attention as soon as possible so the corrective addenda may be furnished to prospective vendors.
- 5.1.7 Proposals must include any and all proposed terms and conditions, including, without limitation, written warranties, maintenance/service agreements, license

agreements, lease purchase agreements and the vendor's standard contract language. The omission of these documents renders a proposal non-responsive.

- 5.1.8 Alterations, modifications or variations to a proposal may not be considered unless authorized by the RFP or by addendum or amendment.
- 5.1.9 Proposals, which appear unrealistic in the terms of technical commitments, lack of technical competence, or are indicative of failure to comprehend the complexity and risk of the contract, may be rejected.
- 5.1.10 Proposals from employees of the District will be considered in as much as they do not conflict with Policies of the District.
- 5.1.11 Proposals may be withdrawn by written or facsimile notice received prior to the proposal opening time. Withdrawals received after the proposal opening time will not be considered.
- 5.1.12 The price and amount of the proposal must have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contactor, vendor or prospective vendor. Complimentary proposals are illegal and prohibited.
- 5.1.13 No attempt may be made at any time to induce any firm or person to refrain from submitting a proposal or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.
- 5.1.14 Prices offered by vendors in their proposals are an irrevocable offer for the term of the contract and any contract extensions. The awarded vendor agrees to provide the purchased services at the costs, rates and fees as set forth in their proposal in response to this RFP. No other costs, rates or fees shall be payable to the awarded vendor for implementation of their proposal.
- 5.1.15 The District is not liable for any costs incurred by vendors prior to entering into a formal contract. Costs of developing the proposals or any other such expenses incurred by the vendor in responding to the RFP, are entirely the responsibility of the vendor, and shall not be reimbursed in any manner by the District. The master copy of each proposal shall be retained for official files and will become public record after the award of a contract unless the proposal or specific parts of the proposal can be shown to be exempt by law. Each vendor may clearly label all or part of a proposal a "Confidential" provided that the vendor thereby agrees to indemnify and defend the District for honoring such a designation. The failure to so label any information that is released by the District shall

constitute a complete waiver of any and all claims for damages caused by any release of the information.

- 5.1.16 A Proposal submitted in response to the RFP must identify any subcontractors, and outline the contractual relationship between the awarded vendor and each subcontractor. An official of each proposed subcontractor must sign, and include as part of the proposal submitted in response to the RFP, a statement to the effect that the subcontractor has read and will agree to abide by the awarded vendor's obligations.
- 5.1.17 The awarded vendor will be the sole point of contract responsibility. The District will look solely to the awarded vendor for the performance of all contractual obligations, which may result from an award based on the RFP, and the awarded vendor shall not be relieved for the non-performance of any or all subcontractors.
- 5.1.18 The awarded vendor must maintain, for the duration of its contract, appropriate bonding and insurance coverage's. Work on the contract shall not begin until after the awarded vendor has submitted acceptable evidence of the required bonding and insurance coverage's. Failure to maintain any required bonding and insurance coverage or acceptable alternative method of insurance will be deemed a breach of contract.
- 5.1.19 Notwithstanding any other requirement of this section, the District reserves the right to consider reasonable alternative methods of insuring the contract. It will be the awarded vendor's responsibility to recommend to the District alternative methods of insuring the contract. Any alternatives proposed by a vendor should be accompanied by a detailed explanation regarding the vendor's inability to obtain insurance coverage as described above. The District shall be the sole and final judge as to the adequacy of any substitute form of insurance coverage.
- 5.1.20 Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented, as a conflict should be disclosed. By submitting a proposal in response to the RFP, vendors affirm that they have not given, not intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The District will determine whether a conflict of interest exists and whether it may reflect negatively on the District's selection

of a vendor. The District reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

- 5.1.21 Each vendor must include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, any civil or criminal litigation or investigation pending which involves the vendor or in which the vendor has been judged guilty or liable. Failure to comply with the terms of the provision will disqualify any proposal. The District reserves the right to reject any proposal based upon the vendor's prior history with the District or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures.
- 5.1.22 The District will not be liable for Federal, State, or Local excise taxes.
- 5.1.23 Execution of Attachment A of the RFP shall constitute an agreement to all terms and conditions specified in the RFP, except such terms and conditions that the vendor expressly excludes. Exceptions will be taken into consideration as part of the evaluation process.
- 5.1.24 The District reserves the right to negotiate final contract terms with any vendor selected. The contract between the parties will consist of the RFP together with any modifications thereto, and the awarded vendor's proposal, together with any modifications and clarifications thereto that are submitted at the request of the District during the evaluation and negotiation process. In the event of any conflict or contradiction between or among these documents, the documents shall control in the following order of precedence: the final executed contract, the RFP, any modifications and clarifications to the awarded vendor's proposal, and the awarded vendor's proposal. Specific exceptions to this general rule may be noted in the final executed contract.
- 5.1.25 Vendor understands and acknowledges that the representations above are material and important, and will be relied on by the District in evaluation of the proposal. Any vendor misrepresentation shall be treated as fraudulent concealment from the District of the true facts relating to the proposal.
- 5.1.26 No announcement concerning the award of a contract as a result of this RFP can be made without the prior written approval of the District.
- 5.1.27 The Nevada Attorney General will not render any type of legal opinion regarding this transaction.

- 5.1.28 Any person who requests or receives a Federal contract, grant, loan or cooperative agreement shall file with the using agency a certification that the person making the declaration has not made, and will not make, any payment prohibited by subsection (a) of 31 U.S.C. §1352.

5.2 Company Background

- 5.2.1 Vendors must provide a company profile. Information will include:
- 5.2.2 Company ownership. If incorporated, the state in which the company is incorporated and the date of incorporation. An out-of-state vendor must become duly qualified to do business in the State of Nevada as a foreign corporation before a contract can be executed.
- 5.2.3 Location(s) of the company offices and location of the office servicing any District account(s).
- 5.2.4 Number of employees both locally and nationally.
- 5.2.5 Location(s) from which employees will be assigned.
- 5.2.6 Name, Address and telephone number of the vendor's point of contact for a contract resulting from the RFP.
- 5.2.7 Company background/history and why vendor is qualified to provide the services described in this RFP.
- 5.2.8 Length of time vendor has been providing services described in the RFP to the public and/or private sector. Please provide a brief description.
- 5.2.9 Has the contractor ever been engaged under contract by any local government agency? Yes or No. If "Yes," specify when, for what duties, and for which agency.
- 5.2.10 Vendor's Dun and Bradstreet number if applicable.
- 5.2.11 Resumes including Social Security Number and Date of Birth for each key staff to be responsible for performance of any contract resulting from the RFP will be required should vendor be awarded a contract. Key staff will be required to sign a waiver regarding educational and criminal background investigations. The District may contact any or all background references for validation of information submitted.

5.3 References

- 5.3.1 Vendors shall provide a minimum of three (3) references from similar projects performed for clients of a similar size within the last three years.
- 5.3.2 Vendors are required to submit Attachment B, Reference Questionnaire Form to the business references they list. The business references must submit the Reference Form directly to the District designee. It is the vendor's responsibility to ensure that the completed forms are received by the District on or before the proposal submission deadline for inclusion in the evaluation process. Business References that are not received, or are not complete, may adversely affect the vendor's score in evaluation process. The District may contact any or all business references for validation of information submitted.
- 5.3.3 References must include the following:
- 5.3.4 Client name;
- 5.3.5 Project Description;
- 5.3.6 Technical environment; (i.e., Software applications, Internet capabilities, Data communications, Network, Hardware);
- 5.3.7 Staff assigned to reference engagement that will be designated for work per this RFP;
- 5.3.8 Client project manager name, telephone number, fax number and e-mail address.

5.4 Subcontractor Information

- 5.4.1 Does this proposal include the use of subcontractors? Yes or No.
- 5.4.2 If "Yes", vendor must: Identify specific subcontractors and the specific requirements of the RFP for which each proposed subcontractor will perform services.
- 5.4.3 Provide the same information for any proposed subcontractors as requested in the Primary Vendor Information section. References as specified above must be provided for any proposed subcontractors.

- 5.4.4 The District requires that the awarded vendor provide proof of payment to any subcontractors used for this project. Proposals will include a plan by which the District will be notified of such payment.
- 5.4.5 Primary vendor will not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the using agency.
- 5.4.6 Primary vendor must notify the using agency for the intended use of any subcontractors not identified within their response and receive agency approval prior to subcontractor commencing work.

6.0 Specific Requirements on Proposals

6.1 Problem Statement

Currently the Virgin Valley Water District has a very simple website design and user interface. The website does not comply with section 508 requirements for access by disabled persons and does not meet staff requirements for modification of content.

The site also does not meet the requirements of staff for reporting and tracking of Electronic Commerce transactions. The current site also lacks simplified integration with the existing accounting software.

The website lacks an intuitive and easy to use interface.

6.2 Scope of Proposals Sought

The District is seeking proposals that will provide for a website that has an elegant, intuitive and easy to use interface for an improved user experience.

A proposal should show how the vendor would establish communication with key audiences and the aims of the District. As well as being aesthetically pleasing, all submitted designs should be enjoyable to use. Typography of all layout designs will be considered and should provide for an orderly visual user experience and the vendor will explain their choice of pixel resolution. All proposed designs will make sure that the site content is organized into logical sections and that the site navigation reflects this organization. Site navigation should not leave the user wondering where they are or what can they do.

Accessible and standards-based designs are sought and encouraged. Well documented designs that communicate its purpose over its appearance are expectant.

A prospective proposal will provide workable solutions to the problems and expectations stated above.

6.3 Related Activities, Documents and Standards

1. Guide to the Section 508 Standards for Electronic and Information Technology, Web-based Intranet and Internet Information and Applications (1194.22), Updated: June 21, 2001, [http://www.access-board.gov/sec508/guide/1194.22.htm#\(a\)](http://www.access-board.gov/sec508/guide/1194.22.htm#(a))
2. The W3C WAI Web Content Accessibility Guidelines 1.0 Checkpoint 1.1 provides further guidance and techniques for this requirement, at <http://www.w3.org/TR/WCAG10/#tech-text-equivalent>
3. The W3C WAI maintains a listing of various tool and services available for evaluation and repair of web pages for web content accessibility, at <http://www.w3.org/WAI/ER/existingtools.html>

6.4 Mandatory Requirements

Proposals must provide for hosting on District owned and operated servers. The proposed programming code must operate to the satisfaction of the District staff on SuSE 9.x AND 10.x type systems.

Proposals must provide for secure and easy access to customer water usage data. It must allow customers to pay and review their bills in real-time.

Proposals must support Electronics Commerce transactions using industry accepted protocols for security.

Proposals must include a content management system to allow staff to edit, modify and update content on the site in an easy and consistent manner.

All proposals must meet or exceed State and Federal requirements for access by disabled persons.

6.5 Optional Requirements

Proposals may provide for operational and programmatic integration with existing accounting systems provided by Caselle, Inc.

Proposals may support Electronics Commerce transactions using the existing Merchant Account and programming API provided by PaymentTech, Inc.

6.6 Issues to be discussed

Proposals will discuss what technologies the vendor plans to provide and the design rationale for using those technologies.

Proposals shall include information and/or white papers related to the technologies they plan to use.

These issues will be considered during submission evaluation. They should not be part of the proposal narrative. (Place them in Part I of the submission.)

6.7 RFP Timetable

The timetable for this RFP is given below. Note that the District may, in certain circumstances, extend deadlines while the RFP is running.

Event or Activity	Actual Date
<i>Preparation of RFP by District</i>	<i>November 2007</i>
<i>RFP published</i>	<i>“Three week rule”</i>
<i>Pre-proposal Conference</i>	<i>October 8, 2008</i>
<i>Deadline for clarifications</i>	<i>October 13 ,2008</i>
<i>Answers to clarifications published</i>	<i>October 17, 2008</i>
<i>Deadline for submission of proposals</i>	<i>October 29, 2008</i>
<i>Date for opening proposals</i>	<i>October 29, 2008</i>
<i>Evaluation period</i>	<i>November 2008</i>
<i>Selection of Vendor</i>	<i>December 2, 2008</i>

Attachment A

CERTIFICATION OF INDEMNIFICATION AND COMPLIANCE

WITH

TERMS AND CONDITIONS OF RFP

PRIMARY VENDOR

Submitted proposals are confidential until the contract is awarded; following contract award, the District will maintain confidentiality of identified and labeled proprietary information regarding a trade secret as defined in NRS §600A.030(5). The District will also protect any additional information marked "CONFIDENTIAL" providing you agree to indemnify and defend the District for honoring such a designation.

This proposal contains proprietary or confidential information Yes _____ No _____

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the District shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

I have read, understand and agree to comply with the terms and conditions specified in this Request for Proposal. Checking "YES" indicates acceptance, while checking "NO" denotes non-acceptance and should be detailed below. Any exceptions **MUST** be documented.

YES _____ NO _____ SIGNATURE _____
 Authorized Officer of Primary Vendor

EXCEPTIONS: Attach additional sheets if necessary. Please use this format.

EXCEPTION SUMMARY FORM

RFP Section #	RFP Page #	Exception (Provide a detailed explanation)

RFP# 20080101 REFERENCE QUESTIONNAIRE FOR

(NAME OF COMPANY REQUESTING REFERENCE)

This form is being submitted to your company for completion as a business reference for the company listed above. This form is to be returned to Virgin Valley Water District, via facsimile at (702) 346-2596 or mailed to 500 Riverside Road, Mesquite NV 89027. This questionnaire must be **received** no later than October 29, 2008 @ 3:00 p.m. Pacific Time and **must not** be returned to the company requesting the reference.

For questions or concerns regarding this form, please contact the Virgin Valley Water District by telephone, (702) 346-5731, via facsimile at (702) 346-2596 or mailed to 500 Riverside Road, Mesquite NV 89027, please be sure to include the Request for Proposal number listed at the top of this page.

CONFIDENTIAL INFORMATION WHEN COMPLETED

Company Providing Reference	
Contact Name and Title/Position	
Contact Telephone	
Contact Email Address	

QUESTIONS:

1. In what capacity have you worked with this vendor in the past?

COMMENTS:

2. How would you rate this firm's knowledge and expertise?

____ (3=Excellent; 2=Satisfactory; 1=Unsatisfactory; 0=Unacceptable)

COMMENTS:

3. How would you rate the vendor's flexibility relative to changes in the project scope and timelines?
____ (3=Excellent; 2=Satisfactory; 1=Unsatisfactory; 0=Unacceptable)

COMMENTS:

4. What is your level of satisfaction with hard-copy material produced by the vendor?
____ (3=Excellent; 2=Satisfactory; 1=Unsatisfactory; 0=Unacceptable)

COMMENTS:

5. How would you rate the dynamics/interaction between the vendor and your staff?
____ (3=Excellent; 2=Satisfactory; 1=Unsatisfactory; 0=Unacceptable)

COMMENTS:

6. Who were the vendor's principal representatives involved in your project and how would you rate them individually? Would you comment on the skills, knowledge, behaviors or other factors on which you based the rating?

____ (3=Excellent; 2=Satisfactory; 1=Unsatisfactory; 0=Unacceptable)

Name: _____ Rating:

Name: _____ Rating:

Name: _____ Rating:

Name: _____ Rating:

COMMENTS:

XT-01

7. How satisfied are you with the products developed by the vendor?
(3 = Excellent; 2=Satisfactory; 1=Unsatisfactory; 0=Unacceptable)

COMMENTS:

8. With which aspect(s) of this vendor's services are you most satisfied?

COMMENTS:

9. With which aspect(s) of this vendor's services are you least satisfied?

COMMENTS:

10. Would you recommend this vendor's services to your organization again?

COMMENTS: