

**Request for Qualifications (RFQ)
Website Services
Town of Columbia, CT
Solicitation Number 2019-4**



TOWN OF COLUMBIA

323 Jonathan Trumbull Highway, Columbia, CT 06237
(860) 228-0110 Fax: (860) 228-1952

The Town of Columbia is accepting sealed bids for the RFQ for Website Services at the Town Administration Office at Town Hall, 323 Route 87, Columbia, Connecticut, until **4:00 p.m. on August 5, 2019**. Thereafter, the names of those submitting qualifications and proposals will be read aloud.

The RFQ documents will be available from the Town Administration Office at Town Hall, 323 Route 87, Columbia, Connecticut, telephone number (860) 228-0110 or the Town's website, www.columbiact.org. After bids are received, the Town Administrator may analyze whether vendors have submitted comparable bids and meet the requirements called for. In reviewing the bids, the Town Administrator may consider the past performance, financial responsibility, and sales and service experience of the vendors. The Town reserves the right to reject any or all bids, to waive any defects in same, or to choose to make purchases other than strictly in accordance with price considerations, and/or to choose other than the lowest bidder, if it be deemed in the best interest of the Town of Columbia or as funding allows.

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INTRODUCTION

THE TOWN OF COLUMBIA is requesting responses from qualified firms (including individuals) interested in providing Website Services (hereinafter “Vendor” or “Firm”) to the TOWN OF COLUMBIA.

The Town of Columbia’s website is designed to provide services online, communicate with the public, support government transparency and free access to information, and promote Columbia’s offerings. Our residents, visitors, and businesses frequently access our websites and rely on them as important resources.

While we regularly enhance and revise our website offerings, we have reached the point where a more comprehensive redesign and technology platform is needed to better meet the needs of our constituents. Website and communication technology have rapidly advanced in recent years and our website offerings need to leverage these new opportunities and modern website standards.

We are seeking a qualified vendor to provide website design, content management system (CMS), and hosting services. Our purpose is to position the Town to greatly enhance their ability to serve and communicate online. We are committed to ensuring that our residents, business owners, and visitors can access modern online features to meet their information and communication needs as well as highlight the Town of Columbia is a great place to learn, live, work, and visit.

KEY EVENT DATES

Advertisement of RFQ&P	July 10, 2019
Public Opening of Responses	4:00 pm, August 5, 2019
Contract Awarded (Not Definite)	August 30, 2019

OBTAINING RFQ DOCUMENTS

The RFQ documents will be available from the Town Administration Office at Town Hall, 323 Route 87, Columbia, Connecticut, telephone number (860) 228-0110, the Town’s website www.columbiact.org under the RFP/RFQ/Bids tab and the CTDAS website <https://biznet.ct.gov>.

QUESTIONS ABOUT QUALIFICATION REQUIREMENTS

Respondents with questions regarding the submission requirements may contact the Town Administrator, Mark Walter by **email only**: townadministrator@columbiact.org. Deadline for questions is 7/22/19.

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RFQ RESPONSE SUBMISSION INSTRUCTIONS

- A. One (1) original and two (2) copies must be submitted clearly marked "Website Services". In addition, an electronic submittal must be submitted by the due date and time to Mark Walter, Town Administrator at townadministrator@columbiact.org. If forwarded by mail or courier, the sealed envelope must be addressed to "Town Administrator Town of Columbia, 323 Route 87, Columbia, Connecticut 06237". Responses must be at the office of the Town Administrator by the time of the Public Opening of Responses date noticed in Section 2 titled Key Event Dates. Postmarks are NOT an acceptable waiver of this policy. Corrections and/or modifications received after the first response is publicly opened will NOT be accepted. Late submittals will be rejected.
- B. Ditto marks or words such as "SAME" on the Response Form are NOT considered writing and must not be used.
- C. All information must be submitted in ink or typewritten. Mistakes may be crossed out and corrections inserted. Corrections must be initialed by the person signing the response.
- D. Responses are considered valid for ninety (90) days after response(s) are opened. Vendors submitting responses may not withdraw, cancel or modify their response for a period of ninety (90) days after response(s) are opened.
- E. Responses must be signed by an authorized person representing the legal entity of the firm submitting the response.
- F. The inability to meet any specified requirements(s) must be stated in writing and attached to the response form or written on the response form.
- G. Any and all exceptions of the respondent to the terms and specifications of this RFP shall be made in writing and submitted in full with the proposal.
- H. The respondent shall bear all costs associated with submitting its RFP.
- I. Any and all written RFP documents submitted to the Town shall be property of the Town and therefore shall be subject to public disclosure under the Freedom of Information Act.

PRESUMPTION OF VENDOR BEING FULLY INFORMED

At the time the first response is opened, each Vendor is presumed to have read and be thoroughly familiar with all RFQ and contract documents herein. Failure or omission of the Vendor to receive or examine any information shall in no way relieve any Vendor from obligations with respect to their response.

The Town may, before or after proposal opening and in its sole discretion, clarify, modify, amend or terminate this RFQ if the Town determines it is in the Town's best interest. Any such action shall be affected by a posting on the Town's website, www.columbiact.org. Each respondent is responsible for checking the Town's website to determine if the Town has issued any addenda and, if so, to complete its proposal in accordance with the RFQ as modified by the addenda.

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INTERPRETATION OF ACCEPTABLE WORK

The specifications, response and contract documents are to be interpreted as meaning those acceptable to the TOWN of COLUMBIA. Any substantive changes or interpretations will be issued by the Town in writing as an addendum.

TAX EXEMPTIONS

The TOWN of COLUMBIA is exempt from Federal Excise taxes and Connecticut Sales and Use taxes. Firms shall avail themselves of these exemptions.

INSURANCE

The firm awarded this contract must provide a current Certificate of Insurance to the Town Administrator PRIOR to commencement of work, with the following requirements:

- 1) **General Conditions:** Within ten (10) business days of the award or notice, or prior to the start of work, whichever comes first, the contractor/insured will provide, pay for, and maintain in full force and effect the insurance outlined here for coverage's at not less than the prescribed minimum limits of liability. Such coverage is to remain in force during the life of the contract and for such additional time as may be required, and will cover the contractor/insured's activities, those of any and all subcontractors, or anyone directly or indirectly employed by any of them, or by anyone for whose acts of them may be liable.
 - A. **Certificates of insurance:** The contractor/insured will give the Town of Columbia a certificate of insurance completed by a duly authorized representative of their insurer certifying that at least the minimum coverage's required here are in effect and specifying that the liability coverage's are written on an occurrence form and that the coverage's will not be canceled, non-renewed, or materially changed by endorsement or through issuance of other policy(ices) of insurance without sixty (60) days advance written notice to the Town of Columbia's, Town Administrator.

Failure of the owner to demand such certificate or other evidence of full compliance with these insurance requirements or failure of the town to identify a deficiency from evidence provided will not be construed as a waiver of the contractor/insured's obligation to maintain such insurance.
 - B. **Insurer Qualifications:** All Insurance will be provided through companies authorized to do business in the State of Connecticut and considered acceptable by the Town.
 - C. **Additional Insured:** The policy or policies providing insurance as required, with the exception of professional liability and worker's compensation, Contractor shall add the Town of Columbia on all insurance policies. Contractor

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shall provide the Town of Columbia with a certificate of insurance. Contractor insurance shall be primary and non-contributory.

- D. **Retroactive Date and Extended Reporting Period:** Any coverage written on a claims made basis requires an extended reporting period of at least 36 months upon final payment or date of project completion, whichever occurs later.
- E. **Subcontractors' Insurance:** The contractor will require and cause each subcontractor hired and/or employed by the contractor to purchase and maintain insurance of the types specified below. When requested by the town, the contractor will furnish copies of certificates of insurance evidencing coverage for each subcontractor. Any coverage written on a claims made basis requires an extended reporting period of at least 36 months upon final payment or date of project completion, whichever occurs later.
- F. **Waiver of Subrogation:** The contractor shall waive subrogation and all rights of recovery against the Town of Columbia. Contractor will require all insurance policies related to the work and secured and maintained by the contractor to include clauses waiving subrogation in the certificate of insurance. The contractor/insured will require of subcontractors, by appropriate written agreements, similar waivers each in favor of all parties enumerated in this section.
- G. **Hold Harmless:** To the fullest extent permitted by law, Contractor shall defend, indemnify and hold harmless the Town of Columbia, and their boards, employees and agents from and against all claims, damages, losses, judgments and expenses, including but not limited to attorney fees of counsel selected by the Town, that arise from or may arise from the performance of the work, the supplying of materials and/or the breach of this Agreement provided that such claim, loss, damage, judgment and/or loss expense is attributable to bodily injury, sickness, disease or death, or to injury or destruction of tangible property (other than the work itself) but only to the extent caused by the negligent acts or omissions of the Contractor, subcontractors, anyone directly or indirectly employed by them or anyone for whose acts they may be liable, regardless of whether or not such claim, damage, loss, or expense is caused in part by a party indemnified hereunder.

2) Insurance Limits and Coverage:

- A. To the extent applicable, the amounts and types of insurance will conform to the minimum terms and conditions and coverages of the national Insurance Services Office (ISO) policies, forms, and endorsements.
- B. If the contractor/insured has self-insured retention's or deductibles under any of the following minimum required coverage's, the contractor/insured must identify on the certificate of insurance the nature and amount of such self-

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insured retention's or deductibles and provide satisfactory evidence of financial responsibility for such obligations. All self-insured retention's or deductibles will be the contractor/insured's sole responsibility.

- C. Commercial General Liability: The contractor/insured will maintain commercial general liability insurance covering all operations by or on behalf of the contractor/insured on an occurrence basis against all claims for personal injury (including bodily injury or death) and property damage (including loss of use).

Such insurance will have these minimum limits:

- \$ 1,000,000 each occurrence.
- \$ 1,000,000 each occurrence if blasting is required.
- \$ 2,000,000 general aggregate with dedicated limits per project site.
- \$ 2,000,000 products and completed operations aggregate.
- \$ 1,000,000 personal and advertising injury.

- D. Automobile Liability: The contractor/insured will maintain business auto liability coverage for liability arising out of any auto, including owned, hired, and non-owned autos.

- E. Workers' Compensation: The contractor/insured will maintain workers' compensation and employer's liability insurance in the following minimum limits:

- Workers' Compensation: statutory limits.
- Employer's Liability: \$1,000,000 bodily injury for each accident.
- Employer's Liability: \$1,000,000 bodily injury by disease each employee.
- Employer's Liability: \$1,000,000 bodily injury disease aggregate.

- F. Professional Liability: \$1,000,000

- G. Governing Law: This agreement shall be governed by the laws of the State of Connecticut.

- H. These are, minimum insurance limit requirements only. Additional insurance coverage's and amounts may be required by the Town of Columbia on a per project basis.

PERMITS

If applicable, the Vendor is solely responsible for obtaining all required permits, obtaining all necessary inspections and approvals, and satisfying any and all fees. The Town will waive all TOWN of COLUMBIA fees for building permits and inspections.

FAIR EMPLOYMENT PRACTICES

The Vendor agrees not to discriminate against any employee or applicant for employment in the performance of this RFP's work with respect to hire, tenure, terms, conditions, or privileges of employment due to race, sex, age, religion, national origin, or other condition proscribed by State or Federal law.

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TERMS AND CONDITIONS OF CONTRACT

The terms, conditions, and requirements of the contract for Website Services are detailed in the attached specimen contract.

AWARDING THE CONTRACT

The TOWN of COLUMBIA reserves the right to accept or reject, any, all, or any part of responses, to waive formalities or informalities, and to make awards that are deemed to be in the best interests of the Town.

It is the Town's policy to not award to those who owe TOWN of COLUMBIA prior year(s) property taxes.

The "Contract Awarded" date in section 2. entitled Key Event Dates is the date the contract is anticipated to be awarded. It is not a date certain.

The lowest priced response is NOT the sole determining factor when making awards.

END OF STANDARD INSTRUCTIONS TO PROPOSERS

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GENERAL INSTRUCTIONS

INSTRUCTIONS FOR VENDORS SUBMITTING RESPONSES

The services to be performed under the Contract are more particularly described below and in **Exhibit A**. Requirements as to how the services are to be performed are set forth in the Sample Contract, **Exhibit B**, attached hereto.

SELECTION PROCESS & PROCEDURES

The Town of Columbia follows best practices for vendor selections and RFQs. Specifically: the RFQ process will follow a standard phased approach leading to the final selection of a vendor and establishment of a contract meeting best value requirements. Specifically:

- a) **Phase 1:** Opportunities for vendors to express interest and join the open competitive process. Vendors that have interest in this RFQ should email Mr. Mark Walter at townadministrator@columbiact.org by 4:00pm on 7/17/19 expressing their interest. This ensures that all interested vendors receive any addendums such as answers to commonly posed questions by participating vendors.
- b) **Phase 2:** Vendors should submit the requested vendor documentation for this RFQ process. See the "RFQ RESPONSE SUBMISSION INSTRUCTIONS" and "KEY EVENT DATES" section of this RFQ. Vendors should submit One (1) original and two (2) copies must be submitted clearly marked "Website Services". In addition, an electronic submittal must be submitted by the due date and time to Mark Walter, Town Administrator at townadministrator@columbiact.org If forwarded by mail or courier, the sealed envelope must be addressed to "Town Administrator Town of Columbia, 323 Route 87, Columbia, Connecticut 06237 by 4:00 pm on 8/5/19.
- c) **Phase 3:** Vendors will be interviewed starting the week of August 12th to determine finalists for the RFQ and ultimately a vendor selection so that the Town of Columbia can secure appropriate pricing and reach an agreement to complete the RFQ process. It is our intent to start to move forward with a selected vendor on 8/30/19 with an understanding the actual implementation process will occur over a multi-month timeline

Ultimately, pricing will contribute to our decision-making, however it will not be the sole factor in selection process. We will consider five major factors:

- The vendor's available offerings and features relative to our stated needs.
- The vendor's accomplishments and achievements with other clients.
- The vendor's future ability to continue to support and enhance their offerings.
- The vendor's experience working with the particular website communication needs of public sector organizations similar to our organizations.

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- The financial cost considerations including both upfront and ongoing costs.
- d) The Town reserves the right to reject any or all responses, to accept any response, to negotiate changes to response terms, and to waive minor inconsistencies with the RFQ, if deemed in the best interest of the Town.
- e) Responses submitted in response to this RFQ will be reviewed against the Selection Criteria listed above.
- f) A Selection Committee may assist the Town in choosing a Vendor(s) to provide the requested services. Vendors submitting the most comprehensive and qualified responses may be invited to an interview with a Selection Committee. The Town intends to enter into contracts with the Vendor(s) whose responses are determined to best meet the needs of the Town.

REQUESTED VENDOR DOCUMENTATION

As noted in the phase timeline on page 9 of this RFQ, we are requesting specific documentation from vendors. Vendors may choose the format for this information and may choose to include additional information beyond these requirements. The submission does not need to follow the order nor format below, however the items listed below should be included within the documentation.

- a) **Introductory Information:** The vendor should provide some brief background including a brief company history, physical office location(s), approximate staff count, and a sense of the company's current client focus / size. **Sample Customer Websites:** The vendor should provide the URL addresses of a minimum of three other customer websites, preferably websites of public sector organizations similar to our organizations. A vendor is welcome to provide more than three URL addresses.
- b) **Technical Background:** The vendor should provide a brief summary of the technical background of their offering. Specifically, the technologies used by the vendor's solution, any add-on local machine technologies required by individuals editing the site, the vendor's ability to continue to provide new enhancements as website technology and standards grow in the future, and the vendor's history/capability to provide reliable uptime / safeguards from outages. Additionally, address if the solution is cloud hosted by the vendor, or locally hosted by the client, or potentially either.
- c) **Support System:** The vendor should provide a summary of how service is provided during the implementation process as well as how ongoing support is provided following the launch and going forward into the day-to-day future.
- d) **Anticipated Timeline / Process:** While an exact commitment is not needed at this point in the process, the vendor should speak to what a typical timeline / process would look like, such a likely length of duration, the typical components/phases/items in the process, and the responsibilities of the vendor vs. the responsibilities of the Town. This should provide a sense of the typical process for a project of this type.

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- e) **Design Approach:** The vendor should provide a summary of how website design is addressed. Specifically, what capabilities/staffing does the vendor have to address design; is the offering based on a limited number of established templates or is it customized per client or is it a combination of both; and how are future desired design changes handled.
- f) **Pricing Model:** The vendor should speak to how pricing is determined for their offerings. For example, is it determined by population, website traffic, feature set, page count, etc.? The vendor should provide an indication of a likely price range; however, the vendor does not need to commit to an absolute final price at this point in the process as we will negotiate a final price and contract depending on offerings.
- g) **Content Management System / Website Capabilities:** The vendor should speak to whether or not their solution includes the capabilities listed on the attached chart (see Exhibit A). This chart is available as a stand-alone Microsoft Word document and vendors are encouraged to use this document in their submission.

ADDITIONAL NOTATIONS

The Town of Columbia reserve the right to conduct an appropriate selection process with reasonable expectations. Specifically: (1) The Town of Columbia reserve the right to request follow-up information or clarification from vendors as needed; (2) the Town reserves the right to modify the timeline if a satisfactory set of responses are not received; (3) any questions must be submitted by **email only** related to this process should be addressed to Mr. Mark Walter, Town Administrator at townadministrator@columbiact.org to ensure an orderly process; (4) the Town reserves the right to reject any and all proposals; and the Town of Columbia is not obligated to enter into a contract on the basis of any proposal submitted in response to this document; (5) the Town will not reimburse proposers for any costs associated with the preparation and submittal of any proposal, or for any travel and/or per diem costs that are incurred; (6) proposers shall not offer gratuities, favors, or anything of monetary value to any official, employee, or agent of the Town for the purpose of influencing consideration of this proposal; (7) the Town reserves the right to negotiate with proposers the exact terms and conditions of the contract; (8) the Town are under no obligation to award this project to the Proposer offering the lowest fee; and (9) proposers may find instances where they must make exceptions with certain requirements or specifications of the RFQ; in such cases the vendor should be clear in stating these exceptions.

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EXHIBIT A: CONTENT MANAGEMENT SYSTEM / WEBSITE CAPABILITIES

Each vendor should complete this yes / no chart. This is not a list of required features; it is not expected that the winning vendor will have all of these features; rather it is one of the ways that vendors can convey information to us about their offerings.

Feature	Description	Included? (Yes, or No, or Conditional)	If clarification is needed, additional vendor comments.
Editors of Webpages			
Internet Browser Based Administration	Can editors of webpages in the site use a standard Internet browser to create, modify, and delete pages? (without additional software required)		
Ease of Use (GUI)	Is the editing interface efficient and accessible to a range of skill levels?		
WYSIWYG	Does the editing interface provide a design view where the editor is able to see the end result while editing the page?		
HTML Editor	Does the editing interface allow the editor to directly modify the HTML code if desired?		
Editing Features	Does the editing interface include standard options for modifying content such as hyperlinks, images, tables, text styles, etc.?		

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Feature	Description	Included? (Yes, or No, or Conditional)	If clarification is needed, additional vendor comments.
Permissions	Can permissions be assigned per user login to limit which pages a user can edit?		
LDAP Integration	Can user logins be tied to their existing Microsoft Active Directory logon accounts?		
Workflow / Approval Process	Can editors set a page to appear on a given date and set a page to expire on a given date?		
Social Media (Facebook, Twitter, Instagram, etc.)			
Social Media Subscriptions by Public Users	Does the site integrate with social media in a manner that allows end users the option to subscribe to a page or a feed on the site using their social media account?		
Social Media Sharing by Public Users	Can an icon be easily placed on a page that allows public users to click on it to share the page on their own social media account?		
Social Media Posting by Editors	Can editors of pages post (feed) their page to a social media account without having to recreate the information separately?		

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Feature	Description	Included? (Yes, or No, or Conditional)	If clarification is needed, additional vendor comments.
Social Media Subscriptions by Editors	Can editors of a page set the page to display a subscription of content from a social media account?		
RSS Feeds Out	Can editors send out their content as an RSS Feed that can be picked up by subscribers?		
Calendar			
Categories	Publish separate calendars for various categories.		
Aggregate	Publish calendars that display multiple similar categories on one calendar.		
Public Posting with Approval	Allow public users to submit an event for a calendar online with an approval process before it appears live.		
Event Notification	Allow public users to choose to receive a notification (e-mail) when an item is posted or modified or cancelled on a given calendar.		
Download	Allow public users to easily download a calendar event into their own personal calendar (i.e. Outlook, Google, etc.).		
Embed	Capable of embedding a calendar from your system to appear within a webpage.		

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Feature	Description	Included? (Yes, or No, or Conditional)	If clarification is needed, additional vendor comments.
Google Calendar Integration	Capable of feeding from or to a Google Calendar feed.		
Advanced Calendar Features	Includes advanced calendar features such as room booking and event registration.		
Features			
Responsive	Webpages are responsive (automatically resize to properly display on different screen sizes, in particular mobile devices with smaller screens).		
Forms	Supports creation of online forms that allow public users to submit data that is collected in a database.		
Different Designs/Templates	Where appropriate, allows distinctly unique portions of the organization to have unique templates / designs.		
Agenda Management	A method for creating /uploading agendas, minutes, and meeting packets for public viewing on both current and past items.		
Document Center	A method for uploading documents that can be accessed by public users through a search function (keyword, date, committee, etc.) as well as by category.		

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Feature	Description	Included? (Yes, or No, or Conditional)	If clarification is needed, additional vendor comments.
Website Content Notifications	Allows public users to subscribe to receive notification (by email) when a particular page or section is updated/changed.		
E-Notifications	Allows public users to subscribe to receive emails based on topic driven lists.		
Directory	Allows for multiple directories of contact, address, etc. directory information within various categories.		
User Customization	Public users can optionally choose to create a login on the website to customize their experience (i.e. which information is more prominent, etc.).		
Site Search	Internal search engine for the website.		
Backend Reports	Does it have the capability for backend reports such as broken link, page view statistics (or integration with Google's tool for this), editor activity, change logging, etc.		
Backups	Does it have the capability to restore a page back multiple versions if a page needs to be restored to a previous version?		

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Feature	Description	Included? (Yes, or No, or Conditional)	If clarification is needed, additional vendor comments.
Intranet	Does it support using the tool also for internal resources as well (Intranet) based on either user authentication and/or IP authentication?		
E-Commerce	Does it support any E-Commerce features?		
Citizen Request Management	Does it offer a citizen request management tool for the public to submit needs requests that are automatically routed to the appropriate department?		
Public User Experience			
Accessibility	Does the system take into account accessibility (i.e. ADA)?		
Language	Does the system allow webpages to be easily made available in other languages for public users whose primary language is not English?		
Ease of Navigation	Does the system allow for methods that provide ease of navigation through the site for public users that is intuitive? (For example: breadcrumbs, site map, menus, clean layout, formatting controls to ensure a consistent look within sections, etc.)		

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Feature	Description	Included? (Yes, or No, or Conditional)	If clarification is needed, additional vendor comments.
Organization	Does the system allow content to be organized in a manner that allows users to easily access information?		
Attractive & Modern Design	Does the system support an attractive and modern design that will be appealing to today's website users?		
Compatibility	Does the system allow public users to access the site through many different types of Internet browsers and devices?		
Multimedia	Can multimedia (images, audio, video, etc.) be easily embedded into the site for public viewing?		

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**TOWN OF COLUMBIA, CONNECTICUT
RESPONSE FORM # 1 REQUIRED RESPONSE**

WEBSITE SERVICES penalty of perjury and other remedies available to the TOWN of COLUMBIA, the undersigned certifies this response is submitted without collusion and all responses are true and accurate. If selected to perform services(s) hereunder, it is agreed this form's a contractual obligation to provide such services at fees specified in Response Form #2, subject to and in accordance with all instructions, responses and contract documents, including any addenda, which are all made part of this response.

Signature of Authorized Person	Date
Printed Name of Authorized Person	
Company Title of Authorized Person	
Name of Company	
Address of Company	
Address of Company	
City, State, and Zip Code	
Telephone Number	Facsimile Number
e-mail address	

END OF RESPONSE FORM #1

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**TOWN OF COLUMBIA, CONNECTICUT
RESPONSE FORM #2 REQUIRED RESPONSE**

WEBSITE SERVICES

I, WE, the undersigned, hereby agree to furnish and deliver at the net price named herein, the following items, subject to and in accordance with specifications and conditions contained herein, all of which are made a part of this proposal.

TOTAL

Lump Sum Price to furnish Website services as described above: _____
Attach any phases or custom functionality pricing if applicable.

ALTERNATIVE PAYMENT PLAN OPTIONS _____

BIDDING
COMPANY: _____

ADDRESS: _____

COMPANY REP: _____

SIGNATURE: _____ DATE: _____

TELEPHONE: _____ EMAIL: _____

THE TOWN RESERVES THE RIGHT TO ACCEPT OR REJECT PROPOSALS IN WHOLE OR IN PART DUE TO TECHNICAL DEFECTS, BUDGET LIMITATIONS OR ANY LEGAL REASON DEEMED TO BE IN THE IN THE TOWN'S BEST INTEREST.

END OF RESPONSE FORM #2

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**SAMPLE
EXHIBIT B – SAMPLE CONTRACT FOR WEBSITE SERVICES**

Contract for
WEBSITE SERVICES
by and between
THE TOWN OF COLUMBIA
and

This Contract is by and between THE TOWN OF COLUMBIA, a municipal corporation having its territorial limits within the County of Hartford, and State of Connecticut, hereinafter referred to as the **Town**, and _____, whose address is _____, hereinafter referred to as the **Vendor**.

WHEREAS, the Town is seeking qualified firms (including individuals) interested in providing Surveillance Security Systems services.

WHEREAS, the Vendor is qualified, ready, willing, and able to perform such services for an agreed upon compensation,

NOW, THEREFORE,

The Town and Vendor do mutually covenant and agree as follows:

1. Scope of Services

1.1 General

The Vendor agrees to provide, THE TOWN OF COLUMBIA Website Services that meet the Town of Columbia's requirements.

1. Technical Standards

The Vendor shall perform all work in accordance with good engineering practice and all applicable local, state and federal industry standards.

2. Term of Contract

The term of this Contract shall be from July 17, 2019 to September 30, 2019, inclusive.

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SAMPLE

3. Compensation

3.1 Negotiated Fee

The fee proposal shall include the lump sum cost to the Town of Columbia for providing the proposed services, unless another cost basis is approved by the Town (e.g., unit cost). If applicable, the costs shall be listed for each task or phase. If requested by the Town, additional information such as the estimated number of man-hours of each position classification per task or phase shall be submitted. The fee proposal shall include an allowance for estimated reimbursable expenses for normal reimbursable out-of-pocket costs such as outside printing costs and approved subconsultant and subcontractor fees. All anticipated reimbursable expenses for each specific project shall be itemized in the fee proposal, with unit and estimated total costs listed for each expense. Reimbursement shall be for actual out-of-pocket costs including the services of subconsultants and shall not include a mark-up and shall not be made for normal overhead expenses such as office supplies, telephone charges, mileage, and inside copying and printing.

Once the scope of services, schedule, proposed staffing plan, and the proposed compensation have been accepted by the Town, the Town will authorize the Vendor to proceed with the work, which shall be performed in accordance with the accepted proposal and the terms and conditions of this Contract.

The Vendor shall prepare and submit invoices accompanied by such documentation as may be required by the Town. Payments will be made to the Vendor within 30 days of Town approval of each invoice. Payments are conditioned upon the satisfactory performance of all work. In the event that the Town determines the Vendor to be in nonconformance with the terms of this Contract or if in the Town's judgment the Vendor's work is not satisfactory, the Town may take corrective action, including, but not limited to, the following:

- 1) Delay of payment
- 2) Adjustment of payment
- 3) Suspension or termination of this Contract

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The Vendor agrees to meet with representatives of the Town, at no cost to the Town, to discuss billing issues as the Town deems necessary. Payments to the Vendor will be made on a periodic basis in accordance with the percentage of work actually completed. Payments for each phase of the work within the project will be prorated based upon the amount of work actually completed within that phase. Except in the case of work which is performed on an hourly rate basis, the amount of the payment for a fixed fee task will not be based simply on the amount of hours expended by the Vendor on the task.

4. Management and Administration of the Contract

The Town's designated Managing Authority for this Contract will be the Town Administrator, or his authorized designee, who will have complete authority to act for and on behalf of the Town and control, supervise, and direct the Vendor's activities hereunder. The Managing Authority will make all arrangements for services by the Vendor. All proposals for work to be done under this Contract and any resulting expenditures must be approved by said Managing Authority before any work is initiated or any expenditure made. Services are to be provided by the Vendor, except where the use of specific subconsultants or subcontractors has been approved in writing by the Town for a particular project.

The Vendor's primary contact person will be _____, who will communicate and report directly to the Town's Managing Authority, be responsible for directing and coordinating the activities of the firm's personnel and approved subconsultants and subcontractors, provide information for projects assigned under this Contract as may be required from time to time by the Town and shall be authorized to prepare and execute proposals, including scopes of services, fee proposals, proposed staffing plans, and schedules as requested by the Town under this Contract.

The Vendor and the Town shall work closely together in all aspects of this program, and each shall follow the reasonable suggestions of the other to improve the operation of the program.

5. Relationship Between the Parties

It is mutually agreed that the Vendor, including its employees, is an independent contractor and not an officer, employee, or agent of the Town, and that this Contract is a contract for services and not a contract of employment, and that, as such, the Vendor and its employees shall not be entitled to any employment benefits from the Town such as, but not limited to: vacation, sick leave, insurance, workers' compensation, pension and retirement benefits. All personnel matters affecting Vendor's staff will be the responsibility of the Vendor.

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In no event shall anything in this Contract be deemed to confer upon any person or entity agency status or third-party beneficiary rights against the Town.

6. Indemnification and Hold Harmless Contract

To the fullest extent permitted by law the Vendor shall at all times indemnify and save harmless the Town and its officers, agents, and employees on account of and from any and all claims, damages, losses, workers' compensation payments, judgments, litigation expenses, and legal counsel fees arising out of injuries to persons (including death) or damage to property alleged to have been caused in whole or in part by the willful, wanton, or negligent acts or omissions of the Vendor, his employees, subconsultants, subcontractors, or materialmen. The existence of insurance shall in no way limit the scope of this indemnification. The Vendor shall reimburse the Town for damage to property of the Town caused by the Vendor, or his employees, subconsultants, subcontractors, or materialmen.

7. Insurance

The selected Vendor shall furnish a Certificate of Insurance evidencing the following insurance coverage in effect on or before the date of execution of this Contract. Insurance coverage shall remain in full force for the duration of the Contract term, including any extensions. Renewal certificates shall be furnished at least thirty (30) days prior to policy expiration. Failure to maintain insurance coverage as required and to name the Town as an Additional Insured will be grounds for termination of the Contract. The interest of the Town shall be included in all insurance policies required herein, except Workers' Compensation and Professional Liability, as Additional Insured as its interest may appear, which shall be noted on the Certificate of Insurance, and shall include, but not be limited to, investigation, defense, and payment of settlement or judgment. Such insurance must be written by companies of recognized standing, qualified and licensed to engage in the insurance business in the State of Connecticut. All deductibles are the sole responsibility of the Vendor to pay and/or indemnify.

The Vendor awarded this proposal must provide a current Certificate of Insurance to the Town Administrator PRIOR to commencement of work, with the following requirements:

Insured Limits and Coverage:

- A. To the extent applicable, the amounts and types of insurance will conform to the minimum terms and conditions and coverages of the national Insurance Services Office (ISO) policies, forms, and endorsements.

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- B. If the contractor/insured has self-insured retention's or deductibles under any of the following minimum required coverage's, the contractor/insured must identify on the certificate of insurance the nature and amount of such self-insured retention's or deductibles and provide satisfactory evidence of financial responsibility for such obligations. All self-insured retention's or deductibles will be the contractor/insured's sole responsibility.
- C. Commercial General Liability: The contractor/insured will maintain commercial general liability insurance covering all operations by or on behalf of the contractor/insured on an occurrence basis against all claims for personal injury (including bodily injury or death) and property damage (including loss of use).

Such insurance will have these minimum limits:

- \$ 1,000,000 each occurrence.
 - \$ 1,000,000 each occurrence if blasting is required.
 - \$ 2,000,000 general aggregate with dedicated limits per project site.
 - \$ 2,000,000 products and completed operations aggregate.
 - \$ 1,000,000 personal and advertising injury.
- D. Automobile Liability: The contractor/insured will maintain business auto liability coverage for liability arising out of any auto, including owned, hired, and non-owned autos.
- E. Workers' Compensation: The contractor/insured will maintain workers' compensation and employer's liability insurance in the following minimum limits:
- Workers' Compensation: statutory limits.
 - Employer's Liability: \$1,000,000 bodily injury for each accident.
 - Employer's Liability: \$1,000,000 bodily injury by disease each employee.
 - Employer's Liability: \$1,000,000 bodily injury disease aggregate.
- F. Professional Liability: \$1,000,000
- G. Governing Law: This agreement shall be governed by the laws of the State of Connecticut.
- H. These are, minimum insurance limit requirements only. Additional insurance coverage's and amounts may be required by the Town of Columbia on a per project basis.

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8. Indemnification and Hold Harmless

The Vendor shall defend, indemnify and hold harmless the Town, its officers, officials, employees and volunteers from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or in connection with the performance of services hereunder, except for injuries and damages caused by the sole negligence of the Town.

9. Ethics and Conflict of Interest

In order to avoid perceived or actual conflicts of interest, the Vendor shall disclose to the Town any known special personal or financial interests, beyond those applicable to the general public, of the Vendor, its employees, subconsultants, or subcontractors, regarding any matter that they are working on under this Contract. The Town will determine if a significant conflict of interest exists, and if necessary, will assign the work to others to avoid the conflict of interest.

10. Events of Default and Remedies

10.1 Events of Default

Any of the following occurrences or acts shall constitute an Event of Default under this Contract:

- 10.1.1 If in the opinion of the Town, default shall have been made by the Vendor, its successors or assigns, in the performance or observance of any of the covenants, conditions or Contracts on the part of the Vendor set forth in this Contract; or
- 10.1.2 If in the opinion of the Town, the Vendor fails to deliver services by the dates agreed upon for any specific project and the Vendor has not received written approval from the Town for an extension to the agreed upon schedule; or
- 10.1.3 If any determination shall have been made by a competent authority such as, but not limited to, any authorized federal, state or local government official, or a certified public accountant, that the Vendor's management or any accounting for its funding, from whatever source, is improper, inadequate or illegal, as such management or accounting may relate to the Vendor's performance of this Contract; or

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10.1.4 If a decree or order by a court having jurisdiction in the matter shall have been entered adjudging the Vendor as bankrupt or insolvent or approving as properly filed a petition seeking reorganization, readjustment, arrangement, composition or similar relief for the Vendor under the federal bankruptcy laws, or any other similar applicable federal or state law.

10.2 Election of Remedies

If any Event of Default hereunder shall have occurred and be continuing, the Town may elect to pursue any one or more of the following remedies, in any combination or sequence:

- 10.2.1 Take such action as it deems necessary, including, without limitation, reduction of payment or temporary withholding of payment;
- 10.2.2 Require the Vendor to pay Liquidated Damages in the amount of five hundred dollars (\$500), or one percent of the total compensation for the project on which it has contracted to work, whichever is less, per calendar day to the Town until the work is complete;
- 10.2.3 Suspend work under the Contract;
- 10.2.4 Require the Vendor to correct or cure such default to the satisfaction of the Town; and Board of Education.
- 10.2.5 Terminate this Contract for cause in accordance with Section 11 hereof.

The selection of any remedy shall not prevent or stop the Town from pursuing any other remedy and shall not constitute a waiver by the Town of any other right or remedy.

11. Termination of Contract

11.1 Termination

“Termination”, for purposes of this Contract, shall mean the cessation, upon the effective date of termination, of the following obligations only: The Vendor’s obligation to perform the services described in Section 1, Scope of Services, of this Contract, and the Town’s obligation, as described in Section 4, Compensation, of this Contract, to pay for such services.

11.2 Termination for Cause

Upon the occurrence of any Event of Default, as set forth in Section 10.1 hereof, the Town may terminate this Contract by giving five (5) days’ written notice thereof to the Vendor.

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11.3 Termination for Program Change

In the event the on-call engineering program shall be terminated or significantly changed, the Town may terminate this Contract by giving ten (10) days' written notice thereof to the Vendor.

11.4 Termination for Non-availability of Funds

In the event the Town shall not have funds available for this program, the Town may terminate this Contract by giving ten (10) days' written notice thereof to the Vendor.

11.5 Termination for Convenience

The Town may terminate this Contract for convenience at any time, and for any reason, or for no reason, by giving ten (10) days' prior written notice thereof to the Vendor.

11.6 Payment upon Termination

In the event this Contract is terminated as herein provided, the Town shall make full payment to the Vendor for all authorized services performed up to and including the date of termination.

12. Amendments

This Contract may be amended by written instrument executed by the parties hereto, acting therein by their duly authorized representatives. The Vendor's duly authorized representative shall be _____, and the Town's duly authorize representative shall be the Managing Authority.

13. Establishment and Maintenance of Records

The Vendor agrees to establish and maintain fiscal control and accounting procedures that assure proper accounting for all funds paid by the Town to the Vendor under this Contract. The Vendor agrees that all records with respect to all matters covered by this Contract shall be maintained during the term of this Contract, including any renewal or extension, and for one full year following termination or expiration.

14. Audits

At any time during normal business hours, and as often as may be deemed necessary, the Vendor shall make available to the Town, for examination, all records with respect to all matters covered by this Contract.

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15. Reports and Information

The Vendor shall furnish the Town with such information and reports concerning the progress and management of this project as may be required from time to time. The form of said reports shall be determined by the Town.

16. Non-Assignability

The Vendor shall not assign or transfer any interest in this Contract without prior written consent of the Town.

17. Severability

If any provision of this Contract is held invalid, the remainder of this Contract shall continue in full force and effect.

18. Cumulative Remedies

All rights and remedies of the Town hereunder shall be cumulative and the exercise or beginning of the exercise by the Town of any of its rights or remedies hereunder shall not preclude the Town from exercising any other right or remedy granted hereunder or permitted by law.

19. Governing Law

This Contract shall be governed by, and construed in accordance with, the laws of the State of Connecticut.

20. Subconsultants and Subcontractors

Portions of this work may be subcontracted, provided that:

20.1 The Town shall give prior approval to such subcontract in writing.

20.2 All of the terms, covenants, conditions and provisions of this Contract shall have been incorporated in such subcontract(s) and the subconsultant(s) and subcontractor(s) shall have agreed in writing to assume, perform and be bound by this Contract and all the terms, covenants, conditions and provisions hereof.

20.3 The Town shall not be liable for payment of any wages, materials, or other expenses of any subconsultants or subcontractors.

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21. Gender/Number/Title

Words of any gender used in this Contract shall be held and construed to include any other gender, and words in the singular shall be held and construed to include the plural, unless the Contract requires otherwise. In the event of any discrepancy or conflict between the name and title of any person referred to in this Contract, the title shall prevail.

22. Notices

All notices, approvals, demands, requests, or other documents required or permitted under this Contract, other than routine communications necessary for the day-to-day operation of this contract, shall be deemed properly given if hand delivered or sent by United States mail, first class postage, to the following addresses:

As to the Town:

As to the Vendor:

(The Managing Authority designated
in Section 5 of this Contract)
323 Route 87
Columbia, CT 06237

23. Non-Waiver

Any failure by the Town or the Vendor to insist upon the strict performance by the other of any of the terms and provisions hereof shall not be a waiver, and each party hereto, notwithstanding any such failure, shall have the right thereafter to insist upon the strict performance by the other, of any and all of the terms and provisions of the Contract and neither party hereto shall be relieved of such obligation by reason of the failure of the other to comply with or otherwise enforce any of the provisions of this Contract.

24. Delinquency in Obligations

The Vendor hereby agrees that throughout the period of the Contract, all taxes, debts, contractual obligations, and audit responsibilities owed to the Town shall be and shall remain current.

25. Ownership of Work Product

All work produced under this Contract shall be the property of the Town. The Vendor shall turn over to the Town all original documents and other work products upon completion or demand.

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26. Entire Contract

This Contract, and its exhibits attached hereto and referenced herein, contain the entire understanding between the parties hereto and supersedes any and all prior understandings, negotiations, and Contracts, whether written or oral, between them respecting the written subject matter.

IN WITNESS THEREOF, the TOWN OF COLUMBIA and the VENDOR have executed this Contract on this _____ day of _____, 2018.

TOWN OF COLUMBIA

Reviewed:

By: Mark B. Walter
Title: Town Adminstrator

Approved:

By: Mark B. Walter
Title: Town Administrator

Witness:

VENDOR

Approved:

Signature

Title:_____

Witness:

Signature

Title:_____