REQUEST FOR QUALIFICATIONS (RFQ)

WEBMASTER SERVICES

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Webmaster Services

Kwame Reed
Acting City Manager

Alan Barton
Information System Director

Friday February 2, 2024

For more information concerning this opportunity contact:
Alan Barton, Information Systems Director, abarton@antiochca.gov

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I. Background

Antioch has a history that starts before California became a state. The area was originally settled in the late summer of 1850 and incorporated as a City in 1872. Located on the banks of the San Joaquin River and being the second largest City in Contra Costa County with a population of over 115,000; the City offers endless outdoor activities and is a thriving business hub.

Families with dreams of homeownership come to Antioch for its beautiful neighborhoods, parks, and natural beauty. Land remains plentiful and affordable, compared with other parts of the Bay Area. Antioch is one of the few Bay Area communities that offers naturally affordable housing. The pace of development in Antioch has spurred activity for the healthcare industry, financial and insurance institutions, contractors, and other types of businesses. Increased development has created increased employment in schools, hospitals, and other local service sectors. Bringing quality jobs to Antioch is one of the City Council and Communities priorities.

The City of Antioch was incorporated in February 1872 as a General Law City and operates under a Council-Manager form of government. Policymaking and legislative authority is vested in a five-member City Council consisting of a Mayor and four Council Members. The four Council Members are elected to four-year overlapping terms. The Mayor is directly elected to a four-year term. The Council appoints the City Manager, City Attorney, and members of advisory committees.

The City's website (www.antiochca.gov and related domains) was originally released in 1999 and has gone through several redesigns, culminating in the current website released in 2019 and currently hosted on Amazon Web Servers.
As described in this RFQ, the City wishes to select a vendor to provide webmaster services, website hosting services, and ongoing support and maintenance. The website will be the official website of the City and will maintain its domain name of www.antiochca.gov.

II. Purpose of RFQ

The purpose of this Request for Qualifications (RFQ) is to identify and select a vendor with a proven record of accomplishments, with at least 10 years of experience, in the planning, development, implementation, support, administering and hosting of government web environments. The selected vendor must be capable of providing all services, including ongoing hosting and administration, to support a state-of-the-art website. In addition, the vendor must offer a robust content management system (CMS) that allows City staff to easily update website content. The City desires a single vendor for all services identified in the RFQ.

The City is seeking a vendor that will take full responsibility and ownership for all aspects of the City's web environment, including intranet, i.e. a Webmaster, CMS, and related hosting. The scope of services should include all software, hardware, training, and other services required to support the implementation, support, administration, and ongoing hosting of the site. As a minimum, the vendor services should include, but not limited to, the following:

➢ Design and configuration.

- Interfaces to City data/systems.
- Implementation consulting.
- Administrative and staff training.
- Content migration and conversion.
- Testing
- Documentation.
- Project management.
- Reporting.
- Hosting, via nationally recognized hosting services, such as Amazon Web Services, Google etc.
- Senior Server Administration.
- Expert Web Developer, Designer, and Programmer.
- Convert, upload, and maintain the public archive of Agendas, Staff Reports and Minutes for City Council and Boards and Commissions.
- Public notification system of Agenda's and announcements.
- Provide and manage live streaming of City Council Meetings.
- Index City Council Agenda, links to staff reports, and adding bookmarks of each agenda item into archived videos.
- Manage City's online calendar.
- Continuous monitoring of City's websites.
- Manage the multitude of City's domain names, and security certificates.
- Provide and maintain best of industry website cyber security measures.
- Ongoing maintenance and operations support.
- Searchable PDF files.
- Website ADA compliance.
- Robust and intelligent sitewide search capabilities.

III. City Objectives

The major priorities of the City's website are to:

- Increase economic development.
- Promote community events.
- Communicate information efficiently and effectively.
- Promote a self-service government.

The objective of this RFQ is to establish a long-term, multi-year, relationship with a vendor capable of supporting the City's current and future needs and committed to the constant evolution of the proposed solution and hosting services.

The City's web environment should strengthen the relationship between the City and

citizens/business by meeting the evolving expectations of the public for secure and reliable online services that are accessible from any operating platform (i.e. Windows, iOS, Android, etc.).

The web environment should be visually attractive, interesting, dynamic, unique, and provide useful, relevant, current information with the ability to conduct business online for convenience and efficiency. The site(s) must be accessible and functional using all of the common web browsers, operating systems, and mobile devices being used today, support a high degree of "uptime" and be easy to maintain content by staff with limited technical expertise. The website should also support the use of older/slower devices so that web pages/graphics are rendered in only five or ten seconds.

IV. Existing Website

The City's web environment is currently hosted externally by Amazon Web Services.

There are a variety of third party and custom software to provide services to our citizens. ***Maintaining all current functions and features is critical and must be included in the new site***. City welcomes the ability to migrate third party applications / features into the base website where feasible.

The following table provides a listing of current interfaces and/or third party applications that exist on our website. There are also numerous links to third party support and reference sites that must be included in the new site. A complete list and desired location will be given to selected vendor upon project start.

Application / Function / Feature	Hosted by	Location / URL (Click on link for actual URL as text may have been shorted to fit in table)
Class registration (Active Networks)	Active Networks	Home	City of Antioch Online Recreation Services (activecommunities.com)
Pay utility bill	Tyler Tech	City of Antioch - Municipal Online Services (municipalonlinepayments.com)
Municipal Codes and Ordinances	Municode	http://library.municode.com/index.aspx?clientId=16574
Crime Reports and Maps	CrimeReports.com	Crime Statistics – City of Antioch, California (antiochca.gov)
Zoning Codes	Municode.com	http://library.municode.com/index.aspx?clientId=16091

Application / Function / Feature	Hosted by	Location / URL (Click on link for actual URL as text may have been shorted to fit in table)
See-Click-Fix	See-Click-Fix	[SeeClickFix – City of Antioch, California (antiochca.gov)](antiochca.gov)

V. Selection Process

Figure 1, Selection Process Overview, identifies the selection process the City intends to follow. The selection process outlined in this RFQ is designed to select a vendor in 2024.
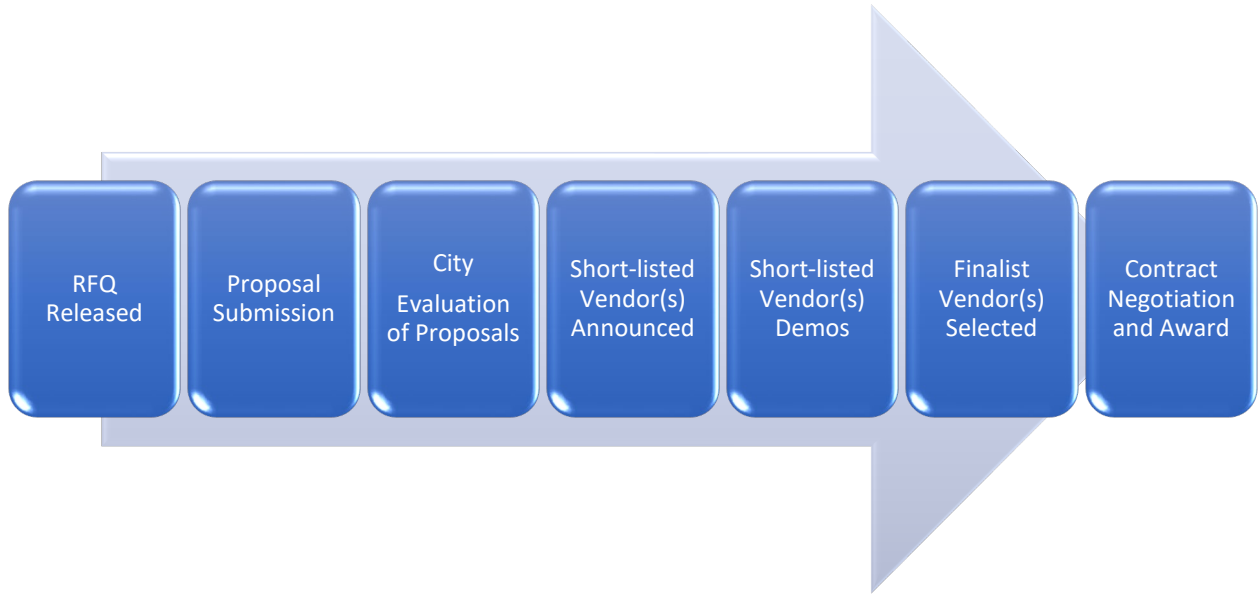

Figure 1 – Selection Process Overview

The process is intended to determine the vendor(s) and technologies best qualified to fulfill the requirements of the RFQ.

The evaluation of proposals will allow the City to identify a short-list of qualified vendors.

The short-list of qualified vendors will then be invited to an on-site interview and solution demonstration.

After all evaluation of proposals, on-site interviews, and demonstrations have been completed, the City will select the finalist vendor as determined by the City in its sole discretion. The City and the finalist vendor will enter into final contract negotiations using the legal agreement(s) in the finalist vendor's proposal as the base document. The negotiations are intended to result in a contract which is deemed by the City, in its sole discretion, to be in the City's best interests. After the final negotiations the City will make a recommendation to the City Council regarding contract award. If the City determines in its sole discretion that a satisfactory agreement cannot

be entered into with the finalist vendor, the City reserves the right to enter into contract negotiations with an alternative vendor.

The City also reserves the right to identify more than one finalist vendor, to enter into contract negotiations with more than one finalist vendor simultaneously, and to award the contract to any such finalist vendor with whom it is negotiating.

Submittal of a proposal does not guarantee a vendor will be invited to demonstrate nor does it obligate the City to purchase or contract for a website and/or related services either now or in the future. If no vendor has submitted what the City deems to be an acceptable proposal the City reserves the right to reject all proposals.

VI. Timeline

The City expects to begin project implementation in April 2024 and anticipates a three to four month implementation timeframe. Vendors should be prepared to propose a solution and approach that meets this timeline, or propose an alternative based on vendor's past experience with similar efforts.

VII. SUBMITTAL REQUIREMENTS

A. Letter of Interest - Description of the proposed project exhibiting a clear understanding of the project.

B. Key Personnel - Description of all staff designated to the project, their roles, and relevant experience.

C. Company Qualifications & Experience – Detailed information on your company's ability to fulfill the proposal and previous experience delivering similar proposals.

D. References – Provide a minimum of three (3) relevant/similar style project references.

E. Proposed Work Plan – The work plan should address the tasks identified in Section II.

F. Proposed Cost

VIII. SUBMITTAL DEADLINE FOR PROPOSALS

To participate in the RFP process, consultants are to submit five copies of their proposal and include a USB Flash Drive of the proposal to the City of Antioch 200 H Street, Antioch, California 94509 **no later than Tuesday at 2:00 PM, on March 12, 2021**. All responses must be addressed to the attention of Alan Barton, Information Services Director and marked on the outside "Request for Qualifications".

Submittals that are not received at the designated address on or before the specified deadline will not be accepted.

NON-DISCRIMINATION
The City does not discriminate on the basis of race, color, national origin, religion, age, ancestry, medical condition, disability or gender in consideration for selection of the winning proposal.

IX. RFQ SCHEDULE OF EVENTS

Table 1, RFQ Schedule of Events, identifies the City's best estimate of the schedule that will be followed. The City realizes the vendor procurement and selection schedule represents an aggressive timeline; however, time is of the essence and the City encourages vendors to carefully consider and plan according to the presented schedule of events.

Table 1 – RFQ Schedule of Events

RFQ EVENT	DATE/TIME
City Issues RFQ	Friday, February 2, 2024
Deadline for Letter of Intent to Propose	5 PM, Monday, February 12, 2024
Deadline for Written Questions and Comments	5 PM Monday, February 19, 2024
City Issues Responses to Written Questions and Comments	Friday, March 1, 2024
Deadline for Submitting a Proposal	2 PM Tuesday, March 12, 2024
City Completes Short-list Evaluations	Monday, March 18, 2024
City Notifies Short-listed Vendors	Monday, March 18, 2024
Short-listed Vendor Interviews and Presentations	Monday, March 25, 2024
City Determines Finalist(s) for Contract Negotiations	Tuesday, March 26, 2024
Authorization of Award to Selected Vendor	Tuesday, April 23, 2024

The City reserves the right, at its sole discretion, to adjust this schedule, as it deems necessary. Notification of any adjustment to the RFQ Schedule of Events will be provided to all vendors that submitted a Letter of Intent to Respond.