



Request for Proposal

Contractor Support for ITRC's Website Redesign and Maintenance

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Overview

The Interstate Technology & Regulatory Council (ITRC) is a state-led coalition working to advance the use of innovative environmental technologies and approaches. ITRC develops various resources including guidance documents, factsheets, and training that deepen technical knowledge and expedite quality regulatory decision-making. ITRC strives to provide a national perspective with members from all 50 states and the District of Columbia. More information on ITRC is available at www.itrcweb.org.

This Request for Proposals (RFP) is for multi-year contract support for ITRC's website redesign and routine maintenance activities. The ITRC website is a platform for accessing guidance documents and training courses. ITRC has over 1,200 members who use the website for membership resources, private team pages which store draft documents and team resources, meeting registration, outreach, and various other uses.

The website must be dynamic and user friendly while serving its purposes as a public resource and an organizational tool for ITRC's members.

All proposal submissions should include:

1. Cover Letter/Key Persons/Proposer Information (**1 page**)
2. Narrative (no more than **10 pages**)
3. Resume(s) (no more than **2 pages** per Key Person)
4. Price Statement (no more than **2 pages**)

About ITRC, ERIS, and ECOS

ITRC is a program of the Environmental Research Institute of the States (ERIS). ERIS is a 501(c)(3) organization incorporated in the District of Columbia and managed by the Environmental Council of the States (ECOS). ECOS is the national, nonprofit, nonpartisan association representing the state and territorial environmental commissioners. Its mission is to serve as a champion for states; to provide a clearinghouse of information for state environmental commissioners; to promote coordination in environmental management; and to articulate to Congress, federal agencies, and the public positions on environmental issues. ERIS issues and administers contracts on behalf of ITRC.

Administrative Information

- ❖ One electronic copy of the proposal must be received by **5:00 PM Eastern time, Thursday, September 26, 2019**. Late proposals will not be accepted or evaluated. Proposals must be emailed to preyes@ecos.org. Receipt of the proposal will be acknowledged by return email no later than three business days after the proposal is received. It is the responsibility of the proposer to follow up if the proposer does not receive confirmation by ITRC that the proposal was received. Problems with email submittal can be addressed at any time to Patricia Reyes, ITRC Director, at office # (202) 266-4933 or cell # (202) 590-4621.
- ❖ This RFP is for a multi-year contract starting November 1, 2019 to December 31, 2022. The contract contains two parts: 1) a fixed-price section for website redesign and 2) a time and materials section for website maintenance from November 1, 2019 through December 31, 2022.
- ❖ There will be no pre-submittal conferences. All requests, questions, or other communications about this RFP must be made in writing and submitted by email to Patricia Reyes, ITRC Director, preyes@ecos.org by **Monday, September 16**. A response will be provided within three business days of receipt of inquiry and posted on the ITRC website. Communications made to other ITRC, ERIS or ECOS personnel or associates will not be allowed or recognized and may disqualify the proposal. Inquiries and questions will be received and answered up to the proposal deadline and all responses will be posted on ITRCweb.org.
- ❖ ITRC **may** contact select Proposers to schedule a one-hour phone interview or optional in-person interview between Key Persons and ITRC leadership at a mutually convenient time between October 7-11, 2019. Final selection will be completed by October 21, 2019.
- ❖ All Proposers will be notified by email of the result of the selection process no later than October 22, 2019.
- ❖ As part of the evaluation process, proposals and other information on Proposers may be shared with ECOS staff, ITRC Board of Advisors members, and ITRC Team Leaders.
- ❖ Disadvantaged, veteran-owned, women-owned, and minority-owned Proposers are encouraged to apply.
- ❖ Any false or misleading statements found in the proposal will be grounds for disqualification or contract nullification if awarded.

Proposal Requirements

Proposals that do not meet the following requirements (including page lengths) will not be evaluated.

Cover Letter/Key Persons/Proposer Information (1 page)

The Proposer should submit a cover letter that includes:

- ❖ Full legal name of the U.S based company and corporate address
- ❖ Is your firm subject to any litigation, judgment, debarment, or suspension that would prohibit it from fulfilling the terms of the contract?
- ❖ Are you a disadvantaged, women-owned, or minority-owned firm?
- ❖ Current number of people employed
- ❖ The names and contact information of up to three Key Persons who shall provide the services for the extent of the contract
- ❖ The names, addresses, and telephone numbers of three references who are familiar with the work of the key person(s) and your business.

Narrative (no more than 10 pages)

The narrative must address the items listed in the Statement of Work section and must connect Proposer and Key Person(s) skills and experience back to the Statement of Work. The narrative must show that the Proposer and Key Person(s) understand ITRC as an organization. The Proposer should also provide details on up to **three projects** for which the Proposer has provided services similar in scope to this RFP in the past five years.

Resume(s) (no more than 2 pages per Key Person)

Proposers must submit resumes of the Key Person(s) who shall provide the services for the extent of the contract as well as any other proposed personnel assigned to major tasks (e.g., programmers, developers, graphics, etc.).

Pricing Statement (no more than 2 pages)

A price statement should include:

- ❖ A **fixed-price** proposal for the website **redesign**.
- ❖ A **time and materials** proposal for **maintenance** of the current and new website for each period of the contract. The first period is November 1, 2019 to December 31, 2020. The second period is January 1, 2021 to December 31, 2021. The third period is January 1, 2022 to December 31, 2022.
 - ❖ Include the labor hourly rates for key personnel and anyone else proposed for the project.

The maintenance time required for this contract support is approximately 1,000 hours over the course of each year, and the hours will vary from week to week. This time estimate is provided for example only; project content, scope, and schedule may vary each year.

The price proposed for the work for each calendar year shall include all labor, materials, and overhead costs for the Proposer's Key Person(s) indicated for the work. ITRC will provide the following items, which should **not** be included in the proposed price:

- Most website content is provided by ITRC.
- ITRC provides conference call services, advertising/marketing materials, and other organizational items.
- Travel (travel is not typically required, but any required travel to ITRC events will be reimbursed at cost on a case-by-case basis).
- Fees for website hosting, statistics, domain name registration, e-mail registration, or other such fees that will be provided by ITRC.

Evaluation Criteria

Proposers (and their Key Person(s) proposed) will be evaluated on how likely they are to complete the Statement of Work on schedule and with excellence, as well as on the "best value" of their fixed price proposal cost. Select Proposers may be contacted to schedule a short phone interview between key person(s) and ITRC leadership at a mutually convenient time. Competitiveness of price will be considered, but the decision will be based on best value to the ITRC.

Waiver and Acknowledgements

By submitting a proposal in response to this RFP, Proposers waive any and all claims against ECOS, ERIS and ITRC, and assume full responsibility for all damages, claims, losses, costs, and expenses which Proposers may incur arising from or relating to its proposal, including any errors or omissions in the proposal.

ERIS/ITRC reserves the right to award the contract at its sole discretion and based on any factors it chooses to consider. ECOS, ERIS, and ITRC may distribute proposals, via e-mail or otherwise, to a committee of State employees and others who will act as reviewers.

Statement of Work

This RFP is for multi-year contract support for ITRC's website, including website redesign, website maintenance, project management, and related web development services for ITRC's website.

Background Information

ITRC first launched its website in 1995. Since then, web developers have updated and redesigned the website, but have not undergone a complete overhaul of the back-end architecture of the website. ITRC is looking for a Proposer who can update both the back-end architecture and front-end design of the website, as well as maintain the website before and after the redesign.

The ITRC website serves two primary purposes:

- ❖ A membership portal for over 1,200 individuals to communicate, upload files, and work on large technical reports.
 - ❖ Individuals can create their own login accounts throughout the year. Members have access to a membership database search engine going back to 2008.
 - ❖ The website has many functions that are only accessible to members with a personal login.
 - ❖ Each ITRC team web page has a public and private portion. The private portion contains its own "file cabinet" or area where registered members of each team can upload and remove documents. The private pages also contain forum threads for communication and calendars for meeting planning.
- ❖ A public resource for individuals to access technical documents, training information, news, and event information.
 - ❖ Over 30,000 individuals access the ITRC website (itrcweb.org) every month.
 - ❖ ITRC has 11 technical-regulatory websites that host dynamic web documents (example: <https://stormwater-1.itrcweb.org/>). Over the years, ITRC has used various types of software and programming languages throughout the 11 technical-regulatory websites and our PDF documents (Mad Cap Flare, Wordpress, HTML, Cold Fusion). Typically, ITRC creates three new technical-regulatory websites per year.
 - ❖ The public web page serves as a registration system for meetings and paid industry membership.

You can learn more about ITRC here: <https://itrcweb.org/About/About>.

Task One: Website Redesign and Maintenance

ITRC is looking to reorganize and modernize its current website. Tasks related to website redesign include:

- ❖ Assessment of the current website to determine opportunities to improve navigation, organization, utility, visual appeal, and use of appropriate social networking and collaboration applications.

- ❖ Assessment of the current server to determine opportunities to improve capabilities, speed, and download times. ITRC is open to purchasing new hardware or other options.
 - ❖ ITRC's current server is Power Edge R510, 16GB RAM, 2.8Ghz Xeon Single Processor, Windows 2008 R2, 2008 SQL Express.
- ❖ Identification and use of an appropriate, easy-to-use, open-source Web content management system (CMS). ITRC does not prefer a particular CMS, but would like the ability for ITRC staff (who have limited web expertise) to make simple changes/updates to the website. Proposer should make a recommendation and provide an explanation for the choice.
- ❖ Development of documentation for long-term maintenance of CMS.
- ❖ Deployment of the new site to ITRC's Web server (ITRC will provide hardware and software based on recommendations from Proposer).
 - ❖ Migration of existing content. The ITRC server contains terabytes of data.
 - ❖ ITRC will consider moving its website and related resources to cloud computing.
- ❖ Testing of the new site to ensure compliance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) and 1998 amendments.
- ❖ Maintain a mailing list of over 30,000 contacts and send out custom group e-mails and other announcements as needed
- ❖ Manage ITRC's SharePoint site. The ITRC SharePoint site is currently hosted in an Office365 space and uses a Windows service to synchronize files from SharePoint to the ITRC filing cabinet. Contractor is responsible for configuration, management, and support.
- ❖ Development and delivery of a minimum 20 hours of training for ITRC staff and members by phone, online, or in-person venue of ITRC's choice (travel costs are provided by ITRC and should not be included in the pricing).

The redesign must maintain the private members-only areas that include:

- ❖ Capacity for document upload, storage, and download for team members.
- ❖ Team calendars.
- ❖ Discussion forums with various threads that serve as communication for the team members and as a record of past communication. Automatic emails are sent out when users post messages on the discussion forum.
- ❖ Membership database search engine.

Key functional improvements for the website redesign include:

- ❖ Enhance capabilities of ITRC staff (e.g. the ability for staff to make simple text changes; upload news items, event items, and pictures).
- ❖ Sleek and dynamic home page (example: <https://www.waterrf.org/>).
- ❖ Hover over dropdown menu (example: <https://www.waterrf.org/>).
- ❖ Integrated and searchable news web page (example: <https://www.issueone.org/news-you-need/>).
- ❖ Integrated and searchable events web page (example: <https://wef.org/events/all-events/>)
- ❖ Membership functions hidden until a user logs in.
- ❖ A website that functions well when accessing with a mobile-device.
- ❖ Outlook and Google Calendars integration.

Task 2: Maintain Current Website Until Redesign Launch

Current website features need to be maintained while the website redesign is under construction. **Many of these items must also be maintained after the launch of the website redesign, depending on the recommendations from the Proposer.**

- ❖ Maintain and host server (server and software provided by ITRC). ITRC's current server is Power Edge R510, 16GB RAM, 2.8Ghz Xeon Single Processor, Windows 2008 R2, 2008 SQL Express.
- ❖ Monitor server space and keep all backup systems, domain licenses, etc. up to date (license renewals are reimbursable).
- ❖ Maintain data-driven website using [MVC.NET](#) with Microsoft SQL Server 2008 (current configuration, future configuration may differ).
- ❖ Maintain and host ITRC Tech-Reg document websites architecture using HTML, Contribute, Mad Cap Flare, and WordPress.
- ❖ Maintain and add content and images through HTML and CSS (the Website must be compliant with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) and 1998 amendments).
- ❖ Manage all aspects of physical security, network security and information security related to hosting the ITRC servers and website.
- ❖ Maintain appropriate access rights for members.
- ❖ Provide support and configuration for additional site components.
- ❖ Provide 24-hour offsite external monitoring and troubleshooting to ensure maximum uptime.
- ❖ Provide electronic document inventory support and maintenance.
 - ❖ Responsible for upgrades and patching of hardware and software (costs are reimbursable).
- ❖ Maintain private team pages with filing cabinet that includes document upload, event calendar, and forum communication.
- ❖ Maintain ability for individuals to register as members and edit their profile.
- ❖ Set up and provide support for annual membership registration.
- ❖ Support e-Commerce capabilities for meeting registration and membership dues. ITRC currently uses Authorize.net for online payments.
- ❖ Provide monthly reports including Google Analytics of website usage and membership analysis.
- ❖ Maintain membership database and contact list of over 30,000 individuals.
 - ❖ Send out emails to contact list when requested.
- ❖ Maintain administrative rights for ITRC staff.
- ❖ Provide user support as requested.
- ❖ Manage ITRC's SharePoint site. The ITRC Share Point site is currently hosted in an Office365 space and uses a Windows service to synchronize files from SharePoint to the ITRC filing cabinet. Contractor is responsible for configuration, management, and support.

Proposal Evaluation Criteria

- ❖ Demonstrate innovation and efficiency in implementing projects and providing services similar to the scope of the RFP.

- ❖ Experience with marketing and design.
- ❖ Demonstrate experience working with nonprofit associations; local, state, or federal government; and/or environmental organizations.
- ❖ Key personnel with five or more years of design and programming experience.