



**Procurement Division**  
Public Services Building  
2051 Kaen Road  
Oregon City, OR 97045  
(503) 742-5444 (Office)

## **REQUEST FOR QUOTES (RFQ) #2018-21**

Issue Date: March 7, 2018

Project Name:	Website Design and Development		
Quote Due Date/Time:	March 21, 2:00 PM		
Procurement Analyst:	Abigail Churchill	Phone:	503-742-5449
		Email:	<a href="mailto:ACHurchill@clackamas.us">ACHurchill@clackamas.us</a>

**SUBMIT QUOTES VIA EMAIL TO [PROCUREMENT@CLACKAMAS.US](mailto:PROCUREMENT@CLACKAMAS.US)  
OR MAIL/HAND DELIVERY TO THE ABOVE ADDRESS**

**PLEASE NOTE: EMAIL SUBMISSIONS SHOULD HAVE  
“RFQ #2018-21 WEBSITE DESIGN AND DEVELOPMENT” IN THE SUBJECT LINE**

### **1. ANNOUNCEMENT AND SPECIAL INFORMATION**

Quoters are required to read, understand, and comply with all information contained within this Request for Quotes (“RFQ”). All quotes are binding upon Quoter for sixty (60) days from the Quote Due Date/Time. Quotes received after the Quote Due Date/Time may not be considered. If authorized in the RFQ and resulting contract, travel and other expense reimbursement will only be reimbursed in accordance with the Clackamas County Travel Reimbursement Policy in effect at the time the expense is incurred. The Policy may be found at [www.clackamas.us/bids/terms.html](http://www.clackamas.us/bids/terms.html).

It will be the responsibility of potential Quoters to refer daily to the Bids and Contract Information Page ([www.clackamas.us/bids/index.html](http://www.clackamas.us/bids/index.html)) to check for any available addenda, response to clarifying questions, cancellations or other information pertaining to this RFQ.

All questions regarding this RFQ are to be directed to the Procurement Analyst named above. Quoters may not communicate with County employees or representatives about the RFQ during the procurement process until the Procurement office has notified Quoters of the selected Quoter. Communication in violation of this restriction may result in rejection of a Quoter.

### **2. SCOPE**

The purpose of this RFQ is for website design and development services.

**BACKGROUND STATEMENT:** Clackamas County seeks an experienced website design and development vendor to redesign the county's 2,000-page website that receives more than 2 million visits per year. The selected vendor will work closely with the Public and Government Affairs department (PGA), as well as Technology Services department (TS), to strategize, design and build a custom, mobile-responsive Dru pal 8 website that will be cloud hosted by Acquia.

**WEBSITE OBJECTIVES:** The website, [www.clackamas.us](http://www.clackamas.us), serves all Clackamas County, Oregon residents, staff, businesses and visitors by providing information on the county's departments and services. The website is one of the primary channels people use to stay engaged about the county's services, programs, departments and initiatives. It is largely a service-related tool, providing documents, forms, applications and permits, as well as contact information, maps and more. The website also offers information about the county's elected officials, including the Board of County Commissioners, Treasurer, District Attorney, Sheriff, County Clerk, County Assessor and Justice of the Peace, as well as their related meeting documents and videos.

A successfully redesigned website will implement the Drupal content management system, be easy to maintain by PGA staff, feature mobile-first design and functionality, have improved user experience and be adaptable to future technologies and county needs. Accessibility and ease of navigation will be very important to the final product.

**KEY DATES:** Work can begin immediately. Contract must be awarded before June 30, 2018. The goal is to launch the redesigned website after thorough quality assurance testing by Dec. 1, 2018.

**SCOPE OF WORK:** The County seeks a vendor who can lead the PGA department through strategizing, planning, organizing and delivering a more usable website using forward-thinking best practices to accommodate our key audiences. The work will include, but may not be limited to:

- Web design and development
- Content audit and discovery
- Project management
- Front-end information architecture, navigation planning
- User experience (UX)
- Module selection
- Theme building, and sub-theming (templates) for a variety of landing and department pages
- Develop content types
- Build initial Drupal views
- Functional and quality assurance testing, including browser support, operating systems, screen resolutions including responsive for mobile, assistive technologies, color blindness, text sizing
- CMS training and documentation for PGA and TS staff

**DESIGN:** Flexibility and customization may be necessary for the following areas of the website

Current Page	Example URL
Homepage	<a href="http://www.clackamas.us">www.clackamas.us</a>
Inside/department page	<a href="http://www.clackamas.us/healthcenters/">www.clackamas.us/healthcenters/</a>
News	<a href="http://www.clackamas.us/pressreleases/">www.clackamas.us/pressreleases/</a>
Calendar	<a href="http://www.clackamas.us/jsp/calendar/index.jsp?location=1">www.clackamas.us/jsp/calendar/index.jsp?location=1</a>
Services	<a href="http://www.clackamas.us/services.html">www.clackamas.us/services.html</a>
Campaign/marketing landing page	<a href="https://spark.adobe.com/page/IR71HEQhghv/">https://spark.adobe.com/page/IR71HEQhghv/</a>
Sheriff's landing/homepage	<a href="http://www.clackamas.us/sheriff/">www.clackamas.us/sheriff/</a>
Sheriff's inside page	<a href="http://www.clackamas.us/sheriff/contact.html">www.clackamas.us/sheriff/contact.html</a>
C-COM/911	<a href="http://www.clackamas.us/911/">www.clackamas.us/911/</a>
Clackamas County Fair homepage	<a href="http://www.clackamas.us/fair/plan.html">www.clackamas.us/fair/plan.html</a>
Clackamas County Fair inside page	<a href="http://www.clackamas.us/fair/history.html">www.clackamas.us/fair/history.html</a>
Business and Economic Development	<a href="http://www.clackamas.us/business">www.clackamas.us/business</a>
District Attorney	<a href="http://www.clackamas.us/da">www.clackamas.us/da</a>

It is the intent of Clackamas County to further evaluate quotes on or about April 3, 2018 by way of in-person product demonstration.

### 3. Sample Contract

Submission of a Quote in response to this RFQ indicates Quoter's willingness to enter into a contract containing substantially the same terms of the below referenced contract, which can be found at: <http://www.clackamas.us/bids/terms.html>, with the below indicated requirements. No action or response to the sample contract is required under this RFQ. The applicable sample contract is the:

Professional Services Contract (unless checked, item does not apply)

The following paragraphs of the Professional Services Contract will be applicable:

- ☐ Article I, Paragraph 4 – Travel and Other Expense is Authorized
- ☐ Article II, Paragraph 29 – Confidentiality

- ☐ Article II, Paragraph 29 – Criminal Background Check Requirements
- ☒ Article II, Paragraph 30 – Key Persons
- ☐ Exhibit A – On-Call Provision

The following insurance requirements will be applicable:

- ☒ Professional Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per occurrence, with an annual aggregate limit of \$2,000,000 for damages caused by error, omission or negligent acts.
- ☒ Commercial General Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per occurrence, with an annual aggregate limit of \$2,000,000 for Bodily Injury and Property Damage.
- ☒ Automobile Liability: combined single limit, or the equivalent, of not less than \$500,000 per occurrence for Bodily Injury and Property Damage.

#### 4. Quote

Quotes should be short and concise with the following information:

- A. Company experience in government or similar projects of same scope and size;
- B. Experience and qualifications of staff that will work on the project must meet these;
  - 3+ years of Drupal experience, including first-hand use of Drupal 8
  - Contemporary mobile design
  - WCAG 2.0 accessibility
  - State and federal guidelines
  - User experience
  - Information Architecture
  - HTML, CSS, Javascript, PHP/Twig
  - Working with government agencies
- C. Not-to-exceed price to complete the project;
- D. References;
- E. Estimated time to complete the project, methodology, approach and availability of vendor staff;
- F. Questions
  - When it comes to your methodology for redesigning a large-scale website, what are some of the key steps in your process?
  - What is your experience with Drupal, especially Drupal 8?
  - What steps would you take to understand our audiences' needs in order to provide the best user experience?
  - How do you keep informed of the latest best practices for website design and usability?
- G. Any additional information that Clackamas County should take into consideration for the project or qualifications.
- H. How would you guide the county in creating a website that adopts best practices for Drupal development, support, integration and module development that can be maintained by county staff now and in the future?
- I. Clackamas County Certifications, Page 4 of this Request for Quote #2018-21

#### 5. Evaluation

Quotes will be evaluated based on subjective factors including, but not limited to: Firm experience, staff experience and qualifications, not-to-exceed price for services, references, proposal timeline including methodology, approach and availability of vendor staff and lastly questions. It is the intent of Clackamas County to further evaluate quotes on or about April 3, 2018 by way of in-person product demonstration.

**CLACKAMAS COUNTY CERTIFICATIONS**  
**RFQ #2018-21 Website Design and Development**

Each Quoter must read, complete and submit a copy of this Clackamas County Certification with their Quote. Failure to do so may result in rejection of Quote. By signature on this Certification the undersigned certifies that they are authorized to act on behalf of the Quoter and that under penalty of perjury the undersigned will comply with the following:

**SECTION I. OREGON TAX LAWS**

As required in ORS 279B.110(2)(3), the undersigned hereby certifies that, to the best of the undersigned's knowledge, the Quoter is not in violation of any Oregon Tax Laws. For purposes of this certification, "Oregon Tax Laws" means a state tax imposed by ORS 320.005 to 320.150 and 403.200 to 403.250 and ORS chapters 118, 314, 316, 317, 318, 321, 323, and elderly rental assistance program under ORS 310.630 to 310.706, and local taxes administered by the Department of Revenue under ORS 305.620, all as applicable. If a contract is executed, this information will be reported to the Internal Revenue Service. Information not matching IRS records could subject Quoter to 28% backup withholding.

**SECTION II. NON-DISCRIMINATION**

The undersigned hereby certifies that the Quoter has not and will not discriminate in its employment practices with regard to race, creed, age, religious affiliation, sex, disability, sexual orientation, national origin, or any other protected class. Nor has Quoter or will Quoter discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a disadvantaged business enterprise, a minority-owned business, a woman-owned business, a business that a service-disabled veteran owns or an emergency small business that is certified under ORS 200.055.

**SECTION III. CONFLICT OF INTEREST**

The undersigned hereby certifies that no elected official, officer, agency or employee of Clackamas County is personally interested, directly or indirectly, in any resulting contract from this RFQ, or the compensation to be paid under such contract, and that no representation, statements (oral or in writing), of the County, its Commissioners, officers, agents, or employees had induced Quoter to submit this Quote. In addition, the undersigned hereby certifies that this proposal is made without connection with any person, firm, or corporation submitting a quote for the same material, and is in all respects fair and without collusion or fraud.

**SECTION IV. COMPLIANCE WITH SOLICITATION**

The undersigned further agrees and certifies that they:

1. Have read, understand and agree to be bound by and comply with all requirements, instructions, specifications, terms and conditions of the RFQ (including any attachments); and
2. Are an authorized representative of the Quoter, that the information provided is true and accurate, and that providing incorrect or incomplete information may be cause for rejection of the Quote or contract termination; and
3. Will furnish the designated item(s) and/or service(s) in accordance with the RFQ and Quote; and
4. Will use recyclable products to the maximum extent economically feasible in the performance of the contract work set forth in this RFQ.

Firm Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Email: \_\_\_\_\_ OR CCB # (if applicable): \_\_\_\_\_

Business Designation (check one):

☐ Corporation ☐ Partnership ☐ Sole Proprietorship ☐ Non-Profit ☐ Limited Liability Company

☐ Resident Quoter, as defined in ORS 279A.120

☐ Non-Resident Quote. Resident State: \_\_\_\_\_

Oregon Business Registry Number: \_\_\_\_\_

## CLACKAMAS COUNTY INSTRUCTIONS TO QUOTERS

Quotes are subject to the applicable provisions and requirements of the Clackamas County Local Contract Review Board Rule C-047-0270 (Intermediate Procurements) and Oregon Revised Statutes.

### QUOTE PREPARATION

1. **QUOTE FORMAT:** Quotes must be submitted as indicated in the RFQ. Quotes may be submitted in writing to Clackamas County via e-mail, mail or in person.
2. **CONFORMANCE TO RFQ REQUIREMENTS:** Quotes must conform to the requirements of the RFQ. Unless otherwise specified, all items quoted are to be new, unused and not remanufactured in any way. Any requested attachments must be submitted with the quote and in the required format. Quote prices must be for the unit indicated on the quote. Failure to comply with all requirements may result in quote rejection.
3. **ADDENDA:** Only documents issued as addenda by Clackamas County serve to change the RFQ in any way. No other directions received by the Quoter, written or verbal, serve to change the RFQ document. NOTE: IF YOU HAVE RECEIVED A COPY OF THE RFQ, YOU SHOULD CONSULT THE CLACKAMAS COUNTY BIDS AND CONTRACT INFORMATION WEBSITE ([www.clackamas.us/bids/index.html](http://www.clackamas.us/bids/index.html)) TO ENSURE THAT YOU HAVE NOT MISSED ANY ADDENDA OR ANNOUNCEMENTS. QUOTERS ARE NOT REQUIRED TO RETURN ADDENDUMS WITH THEIR QUOTE. HOWEVER, QUOTERS ARE RESPONSIBLE TO MAKE THEMSELVES AWARE OF, OBTAIN AND INCORPORATE ANY CHANGES MADE IN ANY ADDENDA ISSUED, AND TO INCORPORATE ANY CHANGES MADE BY ADDENDUM INTO THEIR FINAL QUOTE. FAILURE TO DO SO MAY, IN EFFECT, MAKE THE QUOTER'S QUOTE NON-RESPONSIVE, WHICH MAY CAUSE THE QUOTE TO BE REJECTED.
4. **USE of BRAND or TRADE NAMES:** Any brand or trade names used by Clackamas County in the specifications are for the purpose of describing and establishing the standard of quality, performance and characteristics desired and are not intended to limit or restrict competition. Quoters may submit quotes for substantially equivalent products to those designated unless the RFQ provides that a specific brand is necessary because of compatibility requirements, etc. All such brand substitutions shall be subject to approval by Clackamas County.
5. **PRODUCT IDENTIFICATION:** Quoters must clearly identify all products quoted. Brand name and model or number must be shown. Clackamas County reserves the right to reject any quote when the product information submitted with the quote is incomplete.
6. **FOB DESTINATION:** Unless specifically allowed in the RFQ, ***QUOTE PRICE MUST BE F.O.B. DESTINATION with all transportation and handling charges included in the Quote.***
7. **DELIVERY:** Delivery time must be shown in number of calendar days after receipt of purchase order.
8. **EXCEPTIONS:** Any deviation from quote specifications, or the form of sample contract referenced in this RFQ, may result in quote rejection at County's sole discretion.
9. **SIGNATURE ON QUOTE:** Quotes must be signed by an authorized representative of the Quoter. Signature on a quote certifies that the quote is made without connection with any person, firm or corporation making a quote for the same goods and/or services and is in all respects fair and without collusion or fraud. Signature on a quote also certifies that the Quoter has read and fully understands all quote specifications, and the sample contract referenced in this RFQ (including insurance requirements). No consideration will be given to any claim resulting from quoting without comprehending all requirements of the RFQ.
10. **QUOTE MODIFICATION:** Quotes, once submitted, may be modified in writing before the time and date set for quote closing. Any modifications should be signed by an authorized representative, and state that the new document supersedes or modifies the prior quote. Quoters may not modify quotes after quote closing time.
11. **QUOTE WITHDRAWALS:** Quotes may be withdrawn by request in writing signed by an authorized representative and received by Clackamas County prior to the Quote Due Date/Time.

Quotes may also be withdrawn in person before the Quote Due Date/Time upon presentation of appropriate identification.

12. **QUOTE SUBMISSION:** Quotes may be submitted by returning to Clackamas County Procurement Division in the location designated in the introduction of the RFQ via email, mail or in person; however, no oral or telephone quotes will be accepted. Envelopes, or e-mails containing Quotes should contain the RFQ Number and RFQ Title.

### **QUOTE EVALUATION AND AWARD**

1. **PRIOR ACCEPTANCE OF DEFECTIVE PROPOSALS:** Due to limited resources, Clackamas County generally will not completely review or analyze quotes which fail to comply with the requirements of the RFQ or which clearly are not the best quotes, nor will Clackamas County generally investigate the references or qualifications of those who submit such quotes. Therefore, neither the return of a quote, nor acknowledgment that the selection is complete shall operate as a representation by Clackamas County that an unsuccessful quote was complete, sufficient, or lawful in any respect.
2. **DELIVERY:** Significant delays in delivery may be considered in determining award if early delivery is required.
3. **CASH DISCOUNTS:** Cash discounts will not be considered for award purposes unless stated in the RFQ.
4. **PAYMENT:** Quotes which require payment in less than 30 days after receipt of invoice or delivery of goods, whichever is later, may be rejected.
5. **INVESTIGATION OF REFERENCES:** Clackamas County reserves the right to investigate references and or the past performance of any Quoter with respect to its successful performance of similar services, compliance with specifications and contractual obligations, and its lawful payment of suppliers, sub-contractors, and workers. Clackamas County may postpone the award or execution of the contract after the announcement of the apparent successful Quoter in order to complete its investigation. Clackamas County reserves the right to reject any quote or to reject all quotes at any time prior to Clackamas County's execution of a contract if it is determined to be in the best interest of Clackamas County to do so.
6. **METHOD OF AWARD:** Clackamas County reserves the right to make the award by item, groups of items or entire quote, whichever is in the best interest of Clackamas County.
7. **QUOTE REJECTION:** Clackamas County reserves the right to reject any and all quotes.
8. **QUOTE RESULTS:** Quoters who submit a quote will be notified of the RFQ results. Awarded quote files are public records and available for review by submitting a public records request or by appointment.