Town of Stratham, NH

10 BUNKER HILL AVENUE
STRATHAM, NH 03885
www.strathamnh.gov

603-772-7391

Request for Proposals

Municipal Website Software

November 14, 2024

Town of Stratham, New Hampshire
Request for Proposal

Municipal Website Software

The Town of Stratham (The Town) wishes to procure and implement a new website. The system should be ADA Compliant.   The solution must also include a dedicated mobile application that allows us to work offline.

<u>Introduction and Background</u>

The Town of Stratham (population 7,600) is seeking software that will address more efficient navigation through the website, better access to schedules, meeting and agendas. Anticipated users for this system include members of the public as well as the Police department, Fire Department, Library, Department of Public Works and all other municipal departments.

The goals of this project are as follows:
- Improve efficiency for access to be able to change and update calendars and schedules and information on department pages
- Provide a Tax and GIS Map
- Provide an Intelligent search feature
- Provide a ticker or some sort of banner for important information
- Improve efficiency of a one click process to be able to get to any department or information within that department
- Provide a Department Staff section
- Reduce substantially redundant staff efforts
- Improve Easy Access to tax information
- Easy access to meeting, agendas and minutes
- The ability for residents to sign up to receive information from the town such as payment reminders and newsletters.
- Provide the residents with ability to give feedback

Additional background information about the Towns website can be found at
www.strathamnh.gov.

Key Dates and Deadlines

Item	Date and Time
RFP posted to Town's bids/proposals website	Nov. 15, 2024
Deadline for submission from vendors	Dec. 6, 2024
Demonstration from vendors (as requested)	Dec. 9 - 20, 2024
Contract execution	Jan. 15, 2025

Proposal Submittal

The following elements are required as part of a complete proposal. Please submit each element below in the order in which it is presented and use clearly labeled section dividers.

Submissions are due via e-mail to krichard@strathamnh.gov no later than December 6, 2024. If you wish to submit a paper copy, please mail or deliver by Dec. 6, 2024. It should be in a sealed envelope, clearly marked with the proposer's name, address and telephone number to the attention of David Moore, Town Administrator.   A paper copy is optional and not preferred.

   A. Cover letter
      a. Contains the name, address and contact information of all persons or entities who are members or partners.
      b. Identifies the state of Proposer's formation (if a corporate entity) and include Certification of Authorization to do business in the State of NH if the entity was not formed in New Hampshire
   B. Responses to information required in all appendices:
      a. Appendix A
         i. Statement of Understanding and Approach
         ii. Firm Qualifications
         iii. Data Migration Services
         iv. Approach to Implementation
         v. User Training & Support
      b. Appendix B
         i. Technical Requirements
      c. Appendix C
         i. Cost proposal form/Cover sheet
   C. Additional detailed information and break down of cost components shall be included behind Appendix C, Cost Proposal, which shall serve as a cover sheet.

Questions and Contact Information:

Questions regarding this RFP should be emailed to krichard@strathamnh.gov.

Selection Process & Criteria

Proposals will be reviewed by a selection team formed by the Town Administrator. Final selection and authorization to enter into an agreement will be made by the

Select Board. The Town will select a Firm with whom to conduct further negotiations based upon its evaluation of the following criteria:

1. Understanding of Town's needs and goals and firm's approach to meeting them. (25 points)
2. Demonstrated experience and ability of firm and their product(s) and services to meet Town needs and goals. (25 points)
3. References. (25 points)
4. Cost proposal (15 points)
5. Responsiveness to submission requirements and quality of submission materials. (10 points)

Reservation of Rights

The Town of Stratham reserves the right to reject any or all proposals or accept the proposal the Town deems to be in its best interest. The Town reserves the right to request additional data or information or a presentation in support of written proposals. The Town further reserves the right to:

- Not award a contract for the requested services;
- Waive any irregularities or informalities in any proposals;
- Accept the proposal deemed to be the most beneficial to the public and the Town;
- Negotiate and accept, without advertising, the proposal of any other respondent in the event a contract cannot be successfully negotiated with the selected firm; and

APPENDIX A – Understanding, Qualifications, Implementation and Support Requirements

Please provide narrative responses as appropriate to each of the prompts in this section.

I.   STATEMENT OF UNDERSTANDING

Firms are asked to provide a narrative explanation of the product they recommend to meet the needs of the Town described above and the requirements laid out in appendices.

II.   FIRM QUALIFICATIONS

1. Describe your company's history in the market and providing the proposed software/services. At minimum, firm should have five years of experience and should be established with at least two municipalities in New

Hampshire. Please provide at least 2 municipalities that currently use your software.

2. Summarize the organizational structure and size of your business and current principal place of business.

3. Provide your total number of clients.

4. Provide your total number of employees by department and/or job function.

5. How many implementations of this product have you performed over the past 12 months?

6. Identify key personnel, including roles and responsibilities that will be involved during this project.

III.   DATA MIGRATION SERVICES

1. Data Migration: The Town currently uses Civic Plus for their current website.

2. A schedule of when training will take place

3. Please address how the firm can ensure data migration to the new system and what that timeframe looks like.

IV.   APPROACH TO IMPLEMENTATION

1. The firm must provide a project plan with a timeline and overview of key tasks and milestones.

2. Firm must provide Project Coordinators as consistent points of contact during Implementation. Describe vendor's capability of Project Coordinators to, at minimum:
    a. Create and review project plans
    b. Coordinate with resources, including any third-party providers
    c. Manage and assess potential risks

3. Must provide an interactive and collaborative portal or platform through which we can access critical documents relating to our project, request help and schedule additional meetings or trainings.

4. The firm must hold group training for users.

5. Firm must allow for one-on-one consultation (virtual) with a subject-matter expert as part of the standard implementation process.

V.   USER TRAINING & SUPPORT

1. Firm must offer phone and email support. List your support hours and average time to respond to each method of support as well as any contracts or fees associated.

2. Does firm offer an online "self-help" website with tutorials?

3. Firm must offer ongoing training as part of its support package. Describe any potential contracts or fees that this may incur.

4. Firm must provide available resources to support software updates, questions, ongoing training, etc. This individual must be available during firm's normal business hours.

5. Describe technical support policies for software errors or failure, including escalation policies and procedures, estimated time to resolution, and how we may contact you for this support.

APPENDIX B – Technical Requirements

1. Provide information on how your software will be able to communicate and work with the library's software called Koha, Aspen and Assabet. Programs that provide access to search the library's catalog and access to allow residents to sign up for events.

2. Will your platform communicate with Interware(EB2.gov) finance for taking payments. Will you have to build a relationship with them and will there be an extra charge for this service?

3. Provide information on how your website will coordinate with online permitting software. Online permitting is not currently available but is in the process of being purchased in the future.

4. Provide information on how your website will have an easily accessible calendar for events and meetings. It should be interactive for all departments.

5. Provide information on the ease of use for your website, such as updating information, manipulating department pages, adding files, creating a form and customization of the page.

6. Provide information on how your website will allow residents to sign up for newsletters and email updates. In addition, provide a ticker or banner for emergencies, seasonal maintenance and all other important notifications.

7. Provide information on how you will provide the ability for residents to be able to submit forms, requests, complaints, feedback and Police reports.

8. This Town currently uses CAI Axis GIS map. Provide information on how your software will communicate with our current system or provide other

alternatives and any extra charges that apply to this service. The goal for this is for the resident to be able to pull up any property and see what permits and inspections have occurred at a particular address. Will it be possible for residents to be able to sign up for access for public records?

9. The majority of our population is 65 and older. Is your software enhanced for user-friendliness for the elderly and ADA compliance?

APPENDIX C - COST PROPOSAL

Please this Appendix C as a cover sheet to a detailed cost proposal. Failure to submit this Cost Proposal appendix and cover sheet, may result in disqualification. Proposing firms are encouraged to be explicit and specific in describing details of included services as each project stage in attached material.

Acquisition & Implementation

Cost Item	Cost	Notes
Total Cost:		

Ongoing Maintenance & Support

Cost Item	Cost	Notes
Total Cost:		

Costs for Added/Optional Services Not Included Above

Cost Item	Cost	Notes
Total Cost:		