



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

KEVIN LYNN
DIRECTOR

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County Office Building
302 N. Chicago Street
Joliet, IL 60432

May 16, 2025

To Whom It May Concern:

You are invited to submit your sealed proposal to design, develop, implement and maintain a robust, accessible, and modern website platform for Will County.

Complete bid specifications are included, **which will act as the contract and must be filled out and returned as such.**

A pre-bid conference is scheduled for 10:00 A.M., on Wednesday, June 4, 2025, via Webex platform. Please contact the Will County Purchasing Department at purchasing@willcounty.gov to pre-register and obtain the meeting ID and password by Monday, June 2, 2025, at 4:00 P.M..

A 10% Bid Bond or Cashier's Check made payable to the Will County Treasurer MUST accompany your bid, or it will not be considered. Money Orders or Company checks will not be accepted.

Sealed bids will be received in the purchasing department, 2nd floor, Will County Office Building, 302 N. Chicago St., Joliet, IL 60432, **DUE NOT LATER THAN 12:00 P.M., "AS SO INDICATED BY THE TIME STAMP CLOCK OF WILL COUNTY", Wednesday, July 9, 2025.**

Bids will be publicly opened and read by the Will County Executive or her Representative at **12:05 P.M., Wednesday, July 9, 2025.**, at the Will County Office Building, 302 N. Chicago Street, 2nd Floor, Joliet, IL. 60432. You are welcome to attend the meeting.

Should you have any questions regarding this bid, please contact the Will County Purchasing Department at purchasing@willcounty.gov.

We welcome your bid.

Sincerely,

Kevin Lynn

Kevin Lynn
Purchasing Director

**ADVERTISEMENT OF BID
WEBSITE TRANSITION PROJECT
WILL COUNTY, JOLIET, IL.**

SEALED BIDS TO DESIGN, DEVELOP, IMPLEMENT, AND MAINTAIN A ROBUST, ACCESSABLE AND MODERN WEBSITE PLATFORM WILL BE RECEIVED AT THE WILL COUNTY PURCHASING DEPARTMENT, WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST., JOLIET, IL 60432, UNTIL THE HOUR OF 12:00 P.M., WEDNESDAY, JULY 9, 2025.

A PRE-BID CONFERENCE WILL BE HELD ON **WEDNESDAY, JUNE 4, 2025, AT 10:00 A.M.**, VIA THE WEBEX PLATFORM. PLEASE CONTACT THE WILL COUNTY PURCHASING DEPARTMENT VIA EMAIL AT purchasing@willcounty.gov BY **4:00 P.M. MONDAY, JUNE 2 2025 AT 4:00 P.M.** TO REGISTER YOUR COMPANY/ATTENDEES.

BIDS WILL BE PUBLICLY OPENED AND READ BY THE WILL COUNTY EXECUTIVE OR HER REPRESENTATIVE AT 12:05 P.M., WEDNESDAY, JULY 9, 2025, AT THE WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST., 2ND FLOOR, JOLIET, IL. 60432.

SPECIFICATIONS AND CONDITIONS OF THE BID ARE AVAILABLE AT www.demandstar.com OR www.willcounty.gov AS WELL AS THE PURCHASING DEPARTMENT, 2ND FLOOR, WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST., JOLIET, IL 60432, (815) 740-4712 OR BY SUBMITTING REQUEST VIA EMAIL AT purchasing@willcounty.gov

THE TENDERING OF A BID TO THE COUNTY SHALL BE CONSTRUED AS ACCEPTANCE OF THE SPECIFICATIONS. THE BIDDER ACKNOWLEDGES THE RIGHT OF THE COUNTY OF WILL TO REJECT ALL BIDS, AND TO WAIVE NON-MATERIAL INFORMALITY OR IRREGULARITY IN ANY BID RECEIVED IN WHOLE OR PART AS MAY BE SPECIFIED IN THE SOLICITATION.

BY ORDER OF THE WILL COUNTY EXECUTIVE, JENNIFER BERTINO-TARRANT.

**INSTRUCTIONS TO BIDDERS
WEBSITE TRANSITION PROJECT WILL COUNTY, JOLIET, IL**

GENERAL SPECIFICATIONS

You are invited to submit your bid to design, develop, implement and maintain a robust, accessible, and modern website platform.

SEALED BIDS:

Sealed bids will be received in the Purchasing Department, 2nd floor, Will County Office Building, 302 N. Chicago St., Joliet, IL 60432, **not later than 12:00 P.M., Wednesday, July 9, 2025, "as so indicated by the time stamp clock of Will County"**.

BIDS RECEIVED AFTER THIS TIME WILL NOT BE ACCEPTED.

Sealed bids will be publicly opened and read aloud by the Will County Executive or her representative at **12:05 P.M., Wednesday, July 9, 2025** at the Will County Office Building, 302 N. Chicago St., 2nd Floor, Joliet, IL 60432.

Bids must be made in accordance with the instructions contained herein.

Bid forms shall be completely filled out either typewritten or in ink. The **complete set of Contract Documents shall be submitted** with the proposal, with **ONE (1) ORIGINAL, THREE (3) COMPLETE COPIES CLEARLY MARKED AND ONE (1) DIGITAL COPY ON AN ELECTRONIC STORAGE DEVICE.**

Proposals shall be submitted on the forms furnished by the County of Will in a sealed package, plainly marked, with the bidder's name, address, and the notation:

SEALED BID:	2025-65 Website Transition Project
PRE-BID CONFERENCE	<u>10:00 A.M., WEDNESDAY, JUNE 4, 2025</u>
QUESTIONS DUE:	<u>12:00 P.M., WEDNESDAY, JUNE 18, 2025</u>
BIDS DUE:	<u>12:00 P.M., WEDNESDAY, JULY 9, 2025</u>
VENDOR INTERVIEWS:	<u>WEEK OF JULY 28, 2025</u>
VENDOR FINAL SELECTION:	<u>AUGUST 2025</u>
PROJECT KICKOFF:	<u>OCTOBER 2025</u>

Bids shall be addressed to the Will County Purchasing Department, Will County Office Building, 302 N. Chicago St., Joliet, IL 60432.

SPECIFICATIONS:

Specifications are attached hereto and incorporated herein.

SIGNATURE OF BIDS:

The **signature on bid documents** shall be that of an authorized representative of bidder. An officer or agent of the offering bidder who is empowered to bind the bidder in a Contract shall sign the

proposal and any clarifications to that proposal. The County of Will bears no responsibility in determining whether signer is so authorized. Each bidder, by making his bid, represents that he has read and understands the bidding documents.

Each bidder, by making his bid, represents that he has read and understands the bidding documents. **Any bid not containing said signed documents shall be non-conforming and shall be rejected.**

BIDDING PROCEDURES:

1. All bids must be prepared on the forms provided by the County and with **ONE (1) ORIGINAL, THREE (3) COMPLETE COPIES AND ONE (1) ELECTRONIC COPY ON A DIGITAL STORAGE DEVICE, CLEARLY MARKED,** in accordance with the Instructions to bidders.
2. A bid is invalid if it has not been deposited at the designated location prior to the time and date for receipt of bids indicated in the Advertisement for bids or prior to any extension thereof issued to the bidders.
3. Unless otherwise provided in any supplement to the Instructions to bidders, no bidder shall modify, withdraw or cancel his bid or any part thereof for sixty (60) days after the time designated for the receipt of bids in the Advertisement for bids.
4. Changes or corrections may be made in the bid documents after they have been issued and before bids are received. In such cases a written addendum describing the change or correction will be issued by the County of Will to all bidders recorded by the County of Will as having received the bidding documents and will be available for inspection wherever issued. Such addendum shall take precedence over that portion of the documents concerned, and shall become part of the bid documents. Except in unusual cases, addendum will be issued to reach the bidders at least five (5) days prior to date established for receipt of bids.
5. Each bidder shall carefully examine all bid documents and all addenda thereto, and shall thoroughly familiarize themselves with the detailed requirements thereof prior to submitting a proposal. Should a bidder find discrepancies or ambiguities in, or omissions from documents, or should they be in doubt as to their meaning, they shall, at once, and in any event, not later than seven (7) days prior to bid due date, notify the County of Will, who will, if necessary, send written addendum to all bidders. The County of Will will not be responsible for any oral instructions. All inquiries shall be directed to the Will County Purchasing Department at purchasing@willcounty.gov. After sealed bids are received, the bidder will make no allowance for oversight.

PRE-BID CONFERENCE:

A pre-bid conference to discuss parameters of the project and satisfy itself fully as to all existing conditions under which it will be obliged to operate in performing its work, or that will in any manner affect the work under its contract is scheduled for **Wednesday, June 4, 2025, at 10:00 A.M.,** via the Webex platform. If you are planning to attend the conference, please contact the Will County Purchasing Department via email purchasing@willcounty.gov by **4:00 P.M. Monday, June 2, 2025** to register your company/attendees and obtain the conference link.

REJECTION OF BIDS:

The bidder acknowledges the right of the County of Will to reject any and all proposals for cause and to waive non-material informality or irregularity in any bid received.

CONTRACT DURATION:

The contract for initial implementation is to commence October 1, 2025, with work completed by October 1, 2026. Upon implementation the County anticipates a 36-month maintenance contract to begin.

NO BIDS:

Those who wish not to bid this project please return your bid plainly marked **"NO BID"** or send email of same to retain company name on bidders list. If you choose not to reply company your name will be removed and no future bids will be automatically sent.

PRIME CONTRACTOR CERTIFICATION:

Included in this bid package is a prime Contractor certification form. **This form must be filled out, signed, and returned with your sealed bid package or it will not be accepted.**

REFERENCES:

Included in this bid package is a reference form. Please fill out and complete this form citing clients for which you have provided similar services.

WORDS AND FIGURES:

Where amounts are given in both words and figures, the words shall govern. If the amount is not written in words the unit cost will take precedence over the extended price in case of a discrepancy in the multiplication.

BID SECURITY:

A 10% Bid Bond or Cashier's Check made payable to the **WILL COUNTY TREASURER**, shall accompany each bid, attached to the front cover, as a guarantee that if the bid is accepted, a contract will be entered into. Please calculate the 10% bid bond on the total cost of the bidder's response. **Money Orders or Company checks will not be accepted.** The Bid Bond or Cashier's Check will be returned to the unsuccessful bidders after the Bid has been awarded and will be returned to the successful bidder upon receipt of the Performance Bond, if applicable.

PERFORMANCE BOND:

A Performance Bond for the amount of the annual contract will be required from the **successful bidder** and shall be valid throughout the life of the contract. The Performance Bond will be returned at the completion of the contract. If it is difficult to acquire a Performance Bond by the time the contract is to commence, the County of Will shall accept a letter notarized by the Insurance Carrier showing that such Bond is being processed at this time. The amount of the performance bond should be for the extended cost for the first year (total hours times the cost per hour) and will be renewable annually, if the county so chooses to extend the contract for a second and third year.

NON-DISCRIMINATION:

The Contractor shall at all times observe and comply with any law, statute, regulation or the like relating in any way to civil rights including but not limited to 775 ILCS 10/1, *et seq.*

DEFAULT:

In case of default by the successful Bidder, the County of Will may procure the articles or services from other sources and may deduct from the unpaid balance due the successful bidder any of its costs

resulting from the default, or may collect against the bond or surety for excess costs so paid, and the prices paid by the County of Will shall be considered the prevailing market price at the time such purchase is made.

Will County reserves the right to cancel the contract if the bidder fails to perform the work required in the bid specifications after efforts to resolve any problems that have been unsuccessful.

TYPES OF INSURANCE:

1. **Statutory Workers' Compensation and Employers' Liability (EL) Insurance.** The Contractor shall procure and maintain during the life of this Contract Workmen's Compensation Insurance as required by applicable state law for all of his employees who would be engaged in work on the project. In case of any class of employees engaged in any work on the project under this Contract is not protected under the Workmen's Compensation Statute, the Contractor shall provide adequate employer's liability insurance for the protection of such of his employees as are provide Employer's Liability (coverage B) in the amount of \$500,000.00.

2. **Comprehensive General Liability Insurance.** A combined bodily injury and property damage occurrence limit of not less that \$1,000,000 per person and \$2,000,000 per occurrence. The policy shall contain blanket contractual liability, products, and completed operations coverage, and independent Vendor's coverage.

3. **Comprehensive Automobile Liability Insurance.** The policy shall be maintained for the duration of this Agreement and shall, at a minimum consist of \$1,000,000 per person and \$2,000,000 per occurrence for Bodily Injury and Property Damage.

4. **Owner's Protective Liability Insurance.** The Contractor shall protect the County or its assignee, if any, from any responsibility arising from the work performed under this Contract by adding these parties as named insured as a rider to the General Contractor specified Comprehensive General Liability policy in an amount not less than \$500,000.00 per occurrence. The named insured in this Comprehensive General Liability Policy shall be: County of Will, 302 N. Chicago St., Joliet, IL 60432.

PROOF OF INSURANCE:

1. The Contractor shall furnish the owner at the time of bidding, with certificates showing the type, amount, class or operations covered, effective dates and dates or expiration of policies, which policies shall specifically refer to the indemnity agreement. Such certificates shall also contain substantially the following statement: "The Insurance covered by this Certificate will not be canceled or materially altered except after 30 days written notice has been received by all named insured."

Any bid not containing said proof of insurance shall be non-conforming and shall be rejected.

2. All policies shall substitute the word "Occurrence" for "accident" for both bodily and property damage. "Occurrence" shall be defined to mean an event or series of events or continuous or repeated exposure to conditions, which unexpectedly cause injury or damage during the policy period.

3. All insurance coverage shall be provided by insurance companies maintaining a financial strength and claims paying ability rating no lower than “A” MINUS “VIII” as rated by the 1999 or most current AM Bests Insurance Guide.

CHOICE OF LAW AND VENUE:

Any cause of action related to this bid, or contract related thereto, shall be governed by the laws of the State of Illinois without regard to conflict of law provisions. Venue for any cause of action related to this bid, or any contract related thereto, shall be in the Twelfth Judicial Circuit, Will County, Illinois.

ILLINOIS FREEDOM OF INFORMATION ACT:

Any and all submissions to the County of Will become the property of the County of Will and these and any late submissions will not be returned. Your proposal will be open to the public under the Illinois Freedom of Information Act (FOIA) (5 ILCS 140) and other applicable laws and rules, unless you request in your proposal that we treat certain information as exempt. We will not honor requests to exempt entire proposals. You must show the specific grounds in FOIA or other law or rule that support exempt treatment. If you request exempt treatment, you must submit an additional copy of the proposal with exempt information deleted. This copy must tell the general nature of the material removed and shall retain as much of the proposal as possible. In the event the County of Will receives a request for a document submitted, the County of Will shall provide notice to contractor as soon as practicable. Regardless, contractor will be responsible for any costs or damages associated with defending your request for exempt treatment. Furthermore, contractor warrants that County of Will's responses to requests for a document submitted that is not requested to be exempt will not violate the rights of any third party.

Please be advised that if your proposal is accepted by the County of Will all related records maintained by, provided to, or required to be provided to the County of Will during the contract duration are subject to FOIA. In the event the County of Will receives a request for a document relating to contractor, its provision of services, or the arranging for the provision of services, the County of Will shall provide notice to contractor as soon as practicable and, within the period available under FOIA, contractor may then identify those records, or portions thereof, that it in good faith believes to be exempt from production and the justification for such exemption, making reference to the specific FOIA provision applicable without simply making a general claim that the information is “confidential,” “proprietary,” “exempt from disclosure,” or the like. Regardless, contractor will be responsible for any costs or damages associated with defending the request for exempt treatment. Furthermore, contractor will warrant that County of Will's responses to requests for a document relating to contractor, its provision of services, or the arranging for the provision of services, will not violate the rights of any third party.

Please be advised also that FOIA provides that any record in the possession of a party with whom the County of Will has contracted to perform a governmental function on behalf of the County of Will, and that directly relates to the governmental function and is not otherwise exempt under FOIA is considered a public record of the County of Will for purposes of FOIA. 5 ILCS 140/7(2). As such, upon request by the County of Will (or any of its officers, agents, employees or officials), the contractor shall provide to the County of Will at no cost and within the time frames of FOIA a copy of any "public record" as required by FOIA and in compliance with the provisions of FOIA. After request by the County of Will, contractor may then identify those records, or portions thereof, that it in good faith believes to be exempt from production and the justification for such exemption, making reference to the specific FOIA provision applicable without simply making a general claim that the information is “confidential,” “proprietary,” “exempt from disclosure,” or the like. Regardless, contractor will be responsible for any costs or damages associated with defending the request for exempt treatment.

SUBMITTAL REQUIREMENTS:

Each of the following Products shall be submitted by the bid time mentioned herein in order that the bid will be considered:

1. 10% Bid Bond or Cashier's Check
2. Cost Proposal (Sealed Separately)
3. **Signed** Copy of Prime Contractor Certification
4. Reference form
5. **Signed** and completed Bid Form
6. **Signed** and completed Receipt of Addenda Form
7. Proof of Insurance

PRIME CONTRACTOR CERTIFICATION

The undersigned hereby certifies that _____

Company Name

is not barred from contracting with any unit of State or local government as a result of a violation of either Section 33E-3 or 33E-4 of the Criminal Code of 1961.

Representative of Company

Title

Signature

Date

Note: A person who makes a false certificate commits a Class 3 Felony.

Sections 33E-3 and 33E-4 provide as follows:

33E-3. Bid-rigging. A person commits the offense of bid-rigging when he knowingly agrees with any person who is, or but for such agreement would be, a competitor of such person concerning any bid submitted or not submitted by such person or another to a unit of State or local government when with the intent that the bid submitted or not submitted will result in the award of a contract to such person or another and he either (1) provides such person or receives from another information concerning the price or other material term or terms of the bid which would otherwise not be disclosed to a competitor in an independent noncollusive submission of bids or (2) submits a bid that is of such a price or other material term or terms that he does not intend the bid to be accepted.

Bid rigging is a Class 3 felony. Any person convicted of this offense or any similar offense of any state or the United States which contains the same elements as this offense shall be barred for 5 years from the date of conviction from contracting with any unit of State or local government. No corporation shall be barred from contracting with any unit of State or local government as a result of a conviction under this Section of any employee or agent of such corporation if the employee so convicted is no longer employed by the corporation and: (1) it has been finally adjudicated not guilty or (2) if it demonstrates to the governmental entity with which it seeks to contract and that entity finds that the commission of the offense was neither authorized, requested, commanded, nor performed by a director, officer or a high managerial agent in behalf of the corporation as provided in paragraph (2) of subsection (a) of Section 5-4 of this Code.

33E-4 Bid rotating. A person commits the offense of bid rotating when, pursuant to any collusive scheme or agreement with another, he engages in a pattern over time (which, for the purposes of this Section, shall include at least 3 contract bids within a period of 10 years, the most recent of which occurs after the effective date of this amendatory Act of 1988) of submitting sealed bids to units of State or local government with the intent that the award of such bids rotates, or is distributed among, persons or business entities which submit bids on a substantial number of the same contracts. Bid rotating is a Class 2 felony. Any person convicted of this offense or any similar offense of any state or the United States which contains the same elements as this offense shall be permanently barred from contracting with any unit of State or local government. No corporation shall be barred from contracting with any unit of State or local government as a result of a conviction under this Section of any employee or agent of such corporation if the employee so convicted is no longer employed by the corporation and: (1) it has been finally adjudicated not guilty or (2) if it demonstrates to the governmental entity with which it seeks to contract and that entity finds that the commission of the offense was neither authorized, requested, commanded, nor performed by a director, officer or a high managerial agent in behalf of the corporation as provided in paragraph (2) of subsection (a) **of Section 5-4 of this Code.**

Possible violations of Section 33 can be reported to the Office of the Will County State's Attorney at (815) 727-8453.

Request for Proposal

Will County, IL

RFP 2025-65

1. Introduction

1.1 Overview

Will County is issuing this RFP to engage a qualified vendor to design, develop, implement, and maintain a robust, accessible, and modern website platform. This initiative will replace many disparate, existing websites with a unified platform that streamlines communications, improves public service delivery, and enhances user experience. The solution must support the county’s diverse population, align with its mission to deliver high-quality services, and adhere to digital accessibility and transparency standards. Managing this project on time and within budget, while meeting the needs of a large group of stakeholders, will be key to successful delivery.

1.2 Key Information and Timeline

RFP Release Date	May 16, 2025
Pre-Proposal Conference	June 4, 2025, 10:00 AM CST
Questions Due	June 18, 2025, 12:00 PM CST
Proposals Due	July 9, 2025, 12:00 PM CST
Vendor Interviews	Week of July 28, 2025
Vendor Selection	August 2025
Project Kickoff	October 2025
Tentative Completion	October 2026

1.3 Key County Background and Project Goals

Will County is in northeastern Illinois and is part of the greater Chicago metropolitan area. With an estimated population of approximately 703,410 as of 2024, Will County is the fourth-most populous county in the state and the fastest-growing. The County encompasses a diverse range of communities, balancing urban, suburban, and rural landscapes. It serves as a regional hub for transportation, commerce, and industry while maintaining its commitment to public well-being and environmental sustainability.

Will County employs approximately 2,500 individuals, including appointed and elected officials. The selected vendor will play a critical role in helping Will County deliver on its mission to provide high-quality services, foster a safe and inclusive community, and enhance the quality of life for all residents.

The County is organized under a County Executive form of government. The County Executive serves as the Chief Executive Officer and is responsible for coordinating and directing all the

administrative and management functions of Will County, which are not vested in other elected officials. The 22-member Will County Board, elected from individual districts, serves as the legislative branch of the County. In addition, there are multiple Constitutional Officers, including the County Clerk, Treasurer, and Sheriff, as well as a judicial branch. Together, these entities provide residents a comprehensive array of services, including public safety, infrastructure management, health and human services, and recreational programs.

The Will County Department of Information and Communications Technology (ICT), which serves under the County Executive Office, has initiated a project to modernize the County's digital presence in collaboration with other key stakeholders. The department has contracted with Intrapersonal Frequency to develop this RFP after an extensive review of County needs.

This initiative builds upon assessments and community feedback findings with Interpersonal Frequency that highlighted the need for an accessible, user-friendly, and technologically advanced website.

The County is now seeking a qualified vendor to undertake the Will County website's reconstruction, redesign, transition implementation, and ongoing support. The goal is to create a centralized, intuitive platform that adheres to industry best practices, supports diverse user needs, and ensures seamless delivery of digital services. The new website will serve as a cornerstone of the County's efforts to enhance transparency, promote public engagement, and ensure equitable access to information and services.

1.4 Project Objectives

This project aims to create a centralized website platform that:

1. **Supports Will County's Mission and Values:** Deliver services to the highest standards, enhance transparency, and ensure equity in digital access.
2. **Enhances User Experience:** Provide intuitive navigation, responsive design, and accessible content across devices and connection speeds.
3. **Improves Digital Equity:** Ensure compliance with WCAG 2.2 standards and offer multilingual support to meet the needs of all residents, including those with disabilities and limited connectivity.
4. **Streamlines Operations:** Consolidate over 25 websites while ensuring data retention and seamless integration with current systems and services.
5. **Promotes Scalability and Security:** Leverage sustainable, secure technologies to adapt to future requirements.

1.5 Scope of Service

The objective of this RFP is to select and retain a qualified company with extensive experience in website development, redesign, and implementation, particularly within the government sector. The chosen vendor will lead Will County in developing a modern, scalable, and accessible website platform that reflects the County's commitment to equity, transparency, and superior service delivery.

Management of diverse stakeholder needs will be critical for on-time and within-budget delivery of the new website. This project will be carried out in two distinct phases, encompassing the redesign and implementation of a robust Content Management System (CMS). Vendors are required to address all

aspects of the scope and ensure completion of the forms/documents provided in the Appendix section of this RFP.

The County currently has many disparate websites. These platforms support essential integrations such as GIS mapping tools, payment gateways, and document repositories. The below websites are to be consolidated into a single new website as part of this project:

- willcounty.gov
- treasurer.willcounty.gov
- <https://www.willcountycourts.com/>
- <https://www.willcountyfreight.org>
- <https://willcountyrecorder.com/>
- <https://www.circuitclerkofwillcounty.com/>
- <https://www.willcountysao.com/>
- <https://www.willcountyworkforceboard.com/>
- <https://will.works/>
- <https://jobs4people.org/>
- <https://www.willcosheriff.org/>
- <https://www.willcountygreen.com/>
- <https://gracemsueflohn.wixsite.com/wewillgrow>
- <https://willcountyema.org>
- willcountyillinois.org
- <https://www.rivervalleydetention.com/>
- <https://www.willcountypublicdefender.com/>
- <https://www.willcountyauditor.com/>
- <https://veteransassistancewillco.org/>
- <https://lccwillcounty.gov>
- willcounty911.gov
- willcountyboard.com
- <https://www.willcountysoa.com/>
- <https://willcountycac.org/>

The website below is not in scope at the time of this RFP. It may be added to the project at a later date. The new website should have the capability to integrate the functionality of this website.

<https://www.willcountyclerk.gov/>

Project Best Practices

To achieve the County's vision for a unified, user-friendly, and accessible digital platform, the new website must exhibit the following attributes:

- **Intuitive Navigation:** Users should easily locate desired information with logical and user-centered navigation.
- **Streamlined Task Completion:** Common task entry points must be easily recognizable and intuitive.
- **Accessibility for All:** The website must comply with WCAG 2.2 AA standards and support users of all abilities.

- **Scalable PDF Solutions:** The platform must include tools for managing, searching, and converting PDF documents into accessible web content.
- **Modern Look and Feel:** The design must align with county branding while incorporating a visually appealing and contemporary aesthetic.
- **Equity of Access:** The solution must accommodate users on low-bandwidth connections and older devices while optimizing performance for newer technologies.
- **Multilingual Capabilities:** The platform should support non-English-speaking users with accurate translations to ensure inclusivity.

Vendors should propose a phased approach for the website transition, guided by the structure proposed below.

Phase 1: Website Redesign

1.1 Discovery Review Phase

- **Stakeholder Analysis Review:**
 - Revisit and validate findings from the completed discovery phase.
 - Ensure previously gathered stakeholder insights, including pain points and priorities, are accurately reflected in the project plan.
 - Confirm alignment with the County’s strategic goals, including digital equity, accessibility, and enhanced service delivery.
- **Current Website Audit Validation:**
 - Review the findings of the previous website audit, including content inventories, structural analyses, and performance metrics.
 - Reassess identified redundancies, inefficiencies, and opportunities for improvement to confirm their relevance to the redesign process.
 - Ensure any changes to departmental needs or priorities are accounted for since the initial discovery.
- **Technical Environment Review:**
 - Verify the compatibility of the proposed CMS with the County’s existing IT infrastructure and third-party integrations.
 - Ensure the technical requirements align with the County’s needs for scalability, security, and ongoing support.
- **Stakeholder Engagement Planning:**
 - Develop a focused engagement plan to confirm requirements, gather feedback on initial prototypes, and address remaining questions.
 - Schedule review sessions with key stakeholders, including department heads, elected officials, and IT staff, to validate the project direction.

Deliverables:

- *Discovery review report summarizing validated findings and updated project objectives.*
- *Stakeholder engagement plan outlining roles, feedback loops, and validation checkpoints.*

- *Updated technical requirements document ensuring alignment with County infrastructure and integrations.*

1.2 Information Architecture and User Experience Design

- **Website Structure:**
 - Develop a logical and user-friendly structure that organizes content by audience and task.
 - Create taxonomy and metadata strategies to improve searchability and content relationships.
- **UX Prototypes:**
 - Design wireframes and prototypes illustrating the user journey for key tasks and features.
 - Conduct usability testing to refine navigation and workflows.

Deliverables:

- *Approved website structure and interactive prototypes.*

1.3 Visual Design and Branding

- **Visual Consistency:**
 - Design modern, visually engaging templates that align with Will County's branding guidelines.
 - Ensure responsive designs for desktop, mobile, and tablet use.
- **Accessibility Compliance:**
 - Adhere to WCAG 2.2 guidelines, with attention to color contrast, font sizes, and alternative text for visual elements.

Deliverables:

- *Finalized design templates and branding elements.*

Phase 2: CMS Implementation

2.1 CMS Customization

- Customize the selected CMS to:
 - Reflect the design and structure developed in Phase 1.
 - Support multilingual content, advanced search capabilities, and flexible content management workflows.
 - Integrate with existing systems, including GIS tools, document repositories, and payment gateways.

Deliverables:

- *Fully customized CMS ready for implementation.*

2.2 Content Migration, Optimization, and Integration

- **Content Audit and Migration:**
 - Audit existing content for accuracy, relevance, and accessibility.
 - Migrate necessary content to the new platform with proper formatting and tagging.
- **Optimization:**
 - Implement SEO best practices, including metadata, alt text, and schema tagging.
 - Convert PDF files into accessible web content where applicable.

Deliverables:

- *Comprehensive content migration plan and successfully migrated content.*

2.3 Development and Testing

Feature Development:

- Develop interactive forms, GIS integrations, event calendars, and search functionalities.
- Implement “click-to-call” features for mobile users and self-healing redirects for outdated links.

Testing:

- Perform rigorous testing across devices, operating systems, and browsers.
- Validate compliance with accessibility standards and functionality requirements.

Deliverables:

- *Fully functional and tested website.*

2.4 User Roles and Permissions

- Define and implement user roles and workflows within the CMS to:
- Control access to content creation, editing, and approval processes.
- Provide decentralized management capabilities for individual departments.

Deliverables:

- *Defined user roles and workflows integrated into the CMS.*

2.5 Training and Support

- **Staff Training:**
 - Conduct role-specific training sessions on content management, CMS administration, and troubleshooting.
 - Provide hands-on training to IT and communications teams.
- **Documentation and Support:**
 - Deliver user guides, video tutorials, and troubleshooting manuals.
 - Offer ongoing technical support and system maintenance.

Deliverables:

- *Training materials, user documentation, and post-launch support plan.*

Phase 3: Hosting, Maintenance, and Support

To ensure the long-term success, security, and performance of the new Will County website, vendors are invited to provide an optional proposal for hosting, maintenance, and support services. This phase will focus on delivering ongoing technical expertise, system monitoring, and enhancement of the website to adapt to evolving requirements and technologies.

3.1 Hosting Services

- **Secure Hosting Environment:**
 - Provide hosting services in a secure, scalable, and redundant infrastructure to ensure high availability and reliability.
 - Offer options for cloud-based hosting, on-premises hosting, or hybrid solutions based on County preferences.
- **Performance Optimization:**
 - Ensure the website loads efficiently across all devices and connection speeds.
 - Implement content delivery networks (CDNs) and caching solutions to optimize performance.
- **Disaster Recovery and Backup:**
 - Develop and maintain a robust disaster recovery plan with regular backups to safeguard against data loss.
 - Ensure rapid restoration of services in case of disruptions.

Deliverables:

- *Hosting environment configuration and documentation.*
- *Disaster recovery and backup plans.*

3.2 Ongoing Maintenance

- **System Monitoring:**
 - Provide 24/7 system monitoring to ensure the website operates at optimal performance.
 - Detect and resolve technical issues proactively to minimize downtime.
- **Security Updates:**
 - Implement regular updates and patches for CMS, plugins, and integrated systems to address security vulnerabilities.
 - Conduct periodic security assessments to safeguard against emerging threats.
- **Performance Enhancements:**
 - Analyze website performance metrics regularly and make recommendations for improvements.
 - Implement optimizations for SEO, accessibility, and user engagement as needed.

Deliverables:

- *Monthly maintenance and security reports.*
- *Performance improvement recommendations and implementation.*

3.3 Technical Support

- **Helpdesk Support:**
 - Provide a dedicated helpdesk with defined response times for issue resolution.
 - Offer multi-channel support options, including email, phone, and online ticketing systems.
- **Content and User Support:**
 - Assist County staff with content updates, troubleshooting, and advanced functionality.
 - Provide support for user role and permissions management to ensure
 - seamless content administration.

Deliverables:

- *Service Level Agreement (SLA) with detailed support response times and escalation procedures.*
- *Regular updates on resolved issues and open tickets.*

1.6 Preferred Vendor Qualifications

The County’s objective in this RFP is to seek and retain a qualified company, familiar with government projects similar in scope. Ideally, the firm selected will have the following qualifications :

Qualities	Description
Data-Driven Decision Making	The vendor should prioritize data-driven decision making and demonstrate the ability to use data to inform and guide their strategies and recommendations. They should be adept at analyzing data and translating it into actionable insights for the county team.
Recognized Excellence	It would be reassuring if the vendor has received recognition for excellence in their field. This could include awards, industry accolades, or positive client testimonials highlighting their exceptional work and expertise.
Collaboration	The county team is highly collaborative, and the vendor should possess strong collaboration skills. They should be able to work effectively with a large cross-functional team, encouraging open

	communication and fostering a collaborative environment throughout the project.
Content Strategy Management	The vendor must demonstrate expertise in content strategy and the ability to effectively manage large volumes of content, data, and documents. They should have a systematic approach to organizing and structuring content, ensuring its relevance, accuracy, and accessibility.
Customer Experience Focus	The vendor should have experience in creating high-performing customer experience platforms that prioritize transactional task success. They should be able to leverage best practices from the private sector, tailoring them to the specific needs of the county and ensuring a seamless and efficient user experience.
Elegant and Purposeful Design	The county desires a beautiful, elegant, and purposeful design for the website. The vendor should have a keen eye for aesthetics, emphasizing simplicity, intuitiveness, and invitation in their design approach. Flashy elements should be avoided unless they serve a clear purpose.
Leadership and Guidance	Leadership is crucial, and the vendor should provide confident direction and guidance throughout the project. They should take charge, navigate challenges, and address any internal misalignments effectively, ensuring a successful outcome.
Effective Communication	The vendor should possess strong communication skills, able to effectively communicate with multiple client teams. They should have a comprehensive understanding of the technologies they propose and be capable of engaging in detailed technical discussions with the IT team, while still being able to present concepts in a clear and understandable manner to executives and departmental staff.

1.7 Overall Evaluation Process

1.7.1 Proposal Submission Requirements

Content of Proposal (in this order)

1. Executive Summary

Consultant should include a description of the highlights, features and distinguishing points of the response. Within this summary, a list of individuals and contact information for the response should be included.

2. Firm Experience and Qualifications

- *Business Organization* – the type of business the consultant is registered as (i.e., sole proprietorship, partnership, corporation, and Limited Liability Company).
- *Length of time in business* – include the date the business started and any name changes, mergers and acquisitions that have taken place since inception.
- *Locations* – list headquarter and location information, including numbers of employees at each location.
- *Customer base* – the total number of governmental or local government customers to date and number currently active on open projects broken down by state and jurisdictions.
- *Experience* – include 3-5 case studies for similar projects for government entities.
- *Subject matter expertise* – a description of the consultant’s subject matter expertise in:
 - Website Redesign
 - Website Development
 - CMS Implementation
 - Integration
 - Content Migration
 - Training
- *Qualifications* - a description of how the consultant meets the preferred qualifications detailed in Section 1.6.
- *Capacity and Stability of Firm* - a description of the Consulting Firm’s capacity to meet the requirement, including but not limited to the financial capacity of the firm, size of relevant technical staff and the ability to meet the timelines outlined in this document.

3. Personnel and Dedicated Staffing

- Include profiles, bios and resumes for any and all personnel that will be working on the project should the consultant be awarded. Projected amount of time all personnel will dedicate to the project (full-time and part-time). Projected amount of time consultant will be spending at Will County facilities throughout the various stages of the project. Statement on how the Firm staff plan to communicate and engage throughout the project (i.e., web conferencing hosted by consultant, Skype, etc.).

4. Project Management

- Project Timeline Assurance
 - Consultant should include a projected timeline with milestones
 - This section should specify the number of staff needed and time to complete each phase. If the consultant chooses to include additional services such as implementation and training support post-award, then those projected timelines should also be included in the response.

5. Technical Knowledge

- Consultant should respond to the separate “Feature and Functionality Matrix” file, attached to this RFP. Indicate which features and functions the proposed CMS meets and note comments in Tab 1.
- Consultant should also review “Feature and Functionality Matrix” Tab titled "Third Party Integration" for information on third-party integration. Indicate how the proposed CMS will deliver the desired state for the integration. The consultant is welcome to propose alternatives to the desired state.

6. References

- Consultant shall include at least three (3) different references of county organizations of the same size and complexity of Will County that have worked with the Firm in a professional capacity with a scope similar to the one described in Section 1.5.
- The references provided should all be from engagements that took place in their entirety within the last five (5) calendar years.
- For each project/engagement used to provide proof of experience, the following should be included:
 - Jurisdiction or Agency
 - Size of project and jurisdiction
 - Contact Information
 - Description of each project, including the project objective
 - Role(s) of the Firm during the project
 - Subcontractors used (if any) and their role in the project
 - Number of staff assigned to the project full and part-time
 - Timeline that includes the start and finish of project at a minimum
 - Total project cost
 - Any training or post-implementation that was provided as part of the project
- Brief statement as to the firm’s adherence to the schedule and budget of the project.

7. Cost Proposal (Separate Envelope)

- Consultant should include a description of the proposed consulting engagement broken down by the service categories/phases listed below (at a minimum).
- Pricing (sealed separately) should reflect distinct costs associated with each element/phase of this work such that Will County can select to engage the consultant in each phase individually, in part or in total.
- Pricing for travel and expenses of consulting personnel should be included in the lump sum amounts in the fee schedule.
- A not-to-exceed amount that would be contained in a potential agreement with Will County should be included. Consultant shall include details about the implementation schedule including milestones and costs.

1.7.2 Selection Process

Criteria	Section	Points
Phase 1		
1	Executive Summary	Pass/Fail
2	Firm Experience and Qualifications	30
3	Personnel and Dedicated Staffing	30
4	Project Management	45
5	Technical Knowledge	45
6	References	20
Subtotal		170
Phase 2		
7	Cost Proposal	30
Total		200
Phase 3		
Interviews/Shortlists		100
Total with Interview/Shortlist		300

Basis of Short-Listing / Selection

Phase I – Initially, proposals will be evaluated based on their relative responsiveness to the criteria described above and will be scored based on the point values as shown. References and subsequent reference checks are a required component of Phase I scoring.

Phase II – The Cost Proposal of the consultants from Phase I will be opened, reviewed, and scored with the lowest cost receiving the most points and the other consultants receiving proportional points based on the differences in proposal costs.

Phase III – At Will County’s discretion or as deemed in Will County’s best interest, consultants may be short-listed for the interview. At this time, Will County may request further information, explanations, clarifications, presentations, interviews, or meetings with some or all of the remaining service providers. If interviews are necessary for selection, details on the scoring criteria for interviews will be provided along with notification of the scheduled interview. All interviews and demonstration sessions will be the sole responsibility of the proposing companies and at no cost to Will County.

If an agreement with the highest-ranked consultant cannot be reached, Will County may then negotiate with the second-ranked service provider and so on until a satisfactory agreement has been reached.



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

RFP Form

Website Transition Project

#2025-65

Name _____ F.E.I.N> # _____

Address _____

City _____ State _____ Zip _____

Contact Person _____ Phone _____

Email Address _____

THIS IS NOT AN ORDER

Will County Agency Name: _____

[For additional information contact the Will County Purchasing Department at purchasing@willcounty.gov](mailto:purchasing@willcounty.gov)

The bidder proposes to provide the products and/or services in accordance with the specifications attached herein.

RFP Response Checklist. Please ensure that your response includes all required documents below. Failure to include all required documents will result in your bid being rejected.

- ___ 10% Bid Bond or Cashier's Check
- ___ Signed Copy of Prime Contractor Certification
- ___ Reference Form
- ___ Signed and Completed Bid Form
- ___ Signed and Completed Receipt of Addenda Form
- ___ Proof of Insurance
- ___ Cost Proposal (Sealed Separately)

Signed By: _____

Title: _____



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

Addendum Form

Website Transition Project

#2025-65

Name _____ F.E.I.N> # _____

Address _____

City _____ State _____ Zip _____

Contact Person _____ Phone _____

Email Address _____

THIS IS NOT AN ORDER

Will County Agency Name:

For additional information contact the Will County Purchasing Department at purchasing@willcounty.gov

Addendum Receipt: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. _____, dated _____, signed _____

Addendum Receipt: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. _____, dated _____, signed _____

Addendum Receipt: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. _____, dated _____, signed _____

Addendum Receipt: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. _____, dated _____, signed _____

Addendum Receipt: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. _____, dated _____, signed _____



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

Reference Form

Website Transition Project

#2025-65

Please list three (3) references, other than the County of Will, that you have done similar work, service or supplied similar products to:

Entity: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____

Contact Person: _____

Email Address: _____

Entity: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____

Contact Person: _____

Email Address: _____

Entity: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____

Contact Person: _____

Email Address: _____



WILL COUNTY, ILLINOIS

PURCHASING DEPARTMENT

No Bid Form

Please note: This form is only required if you are not bidding.

Solicitation Name/Number: _____

Reason for not bidding:

- | | |
|--|--|
| <input type="checkbox"/> Not enough time to respond | <input type="checkbox"/> Unable to compete |
| <input type="checkbox"/> Not Applicable to company | <input type="checkbox"/> No time to complete work |
| <input type="checkbox"/> Unable to obtain required insurance | <input type="checkbox"/> Unable to meet specs/requirements |
| <input type="checkbox"/> Unable to obtain required bonding | |
| <input type="checkbox"/> Other (please detail below) | |

Suggestions:

Company Name: _____

Contact Name: _____

Address: _____

Phone: _____

Email: _____

Date: _____

Please retain our information for future solicitations: Yes No