

REQUEST FOR INFORMATION



STATE OF THE ART WEBSITE

RFP# 2024-023

Date: June 20, 2024

**CHARLESTON COUNTY PARK
& RECREATION COMMISSION**

REQUEST FOR INFORMATION
STATE-OF-THE-ART WEBSITE

June 20, 2024

Dear Vendor,

Charleston County Park and Recreation Commission (CCPRC) is requesting information from vendors regarding a state-of-the-art website for CCPRC.

The requirements for submitting information and the general scope of work are stated in the Request for Information (“RFI”). Please review it carefully.

As a first step in considering this implementation, CCPRC has issued this RFI to gather information concerning the capabilities and limitations of your company’s product. We are also attempting to ascertain budgetary cost estimates. This is an information gathering process by which CCPRC personnel wish to see the different types of solutions available on the market. Other vendors have also been contacted to propose (and possibly demonstrate) their products. CCPRC may use the information derived from this request to develop a comprehensive Request for Proposal (“RFP”).

Responses are due as directed no later than Wednesday, July 31st, 2024, at 2:00 p.m. Please submit your online questionnaire with cover letter signed by an individual authorized to execute legal documents on behalf of the vendor

Thank you for your interest. We look forward to your submittal.

Lanna C. Wright, CPPB
Procurement Coordinator

1. INTRODUCTION

Charleston County Park & Recreation Commission (CCPRC) is requesting for information (RFI) from qualified and established firms to provide all labor, equipment and services, including hosting, training and ongoing support, necessary to design, develop, and implement a new, innovative, state-of-the-art website for public audiences with a unique and flexible design that meets the requirements of CCPRC.

2. CURRENT ENVIRONMENT

CCPRC operates over 11,000 acres of property, including regional parks, beach parks, a historic plantation site, landmark fishing piers, waterparks, boat landings, a climbing wall, a challenge course, an interpretive center, an equestrian center, cottages, a campground, a marina, a skate park and event facilities. We also offer a variety of recreational services – festivals, camps, classes, programs, and more.

The Commission website is a robust collection of almost 1,000 webpages that welcomes over 1.3 million visitors online each year. It is critical that the website be up-to-date, user-friendly, informative, easy to navigate and update, and an effective resource for the community.

CCPRC requires a website that implements industry best practices for web-based communications. We believe that accessibility is vital. However, functionality and design do not have to be mutually exclusive. We wish to strike a balance among these key components.

3. GENERAL PRODUCT REQUIREMENTS

- Provide and host a state-of-the-art, secure, and user-friendly public internet website (ccprc.com) that reflects agency branding standards and is compatible across all devices, operating systems and web browsers.
- A content management solution with web publishing tool(s) and workflow for individual publishing/approval with the capability of creating draft pages and saving historical versions.
- Integration with third-party applications used by CCPRC, including but not limited to ActiveNet, ActiveWorks, Tyler ERP, Frase Chatbot, Bloomerang, and Microsoft solutions.
- Migration will be required for the website which will be handled by the vendor. CCPRC will provide the necessary urls, media, and other items to be moved.
- Technical support available 24/7 online or via phone.
- Ability to track website analytics using Google Analytics or comparable tool.
- Be compliant with Americans with Disabilities Act (ADA) and Children's Online Privacy Protection Act (COPPA).
- Provide an overall architecture that is conducive to future growth of information sharing, services and functions that is easily maintained by the Agency's departmental personnel with multi-user roles and permissions

4. THE COMMISSION'S RIGHTS AND OPTIONS

The Commission:

This RFI is used for the sole purpose of gathering information. There will be no award or procurement resulting from the RFI.

a. Assumes no responsibility for conclusions or interpretations derived from technical and background information presented in this RFI, or otherwise distributed or made available during the procurement process.

b. Reserves the following rights:

- To supplement, amend, substitute modify or cancel this RFI at any time;
- To take any action affecting this RFI, the process, or the services or facilities subject to this RFI
- To issue additional Requests for Information;
- To require vendor to supplement, clarify or provide additional information
- To request a demonstration of the proposed products.

c. Accepts no liability for the costs and expenses incurred by the vendors in responding to this RFI

d. Does not intend this RFI to be an offer.

e. Requires adherence to Federal Executive Order Number 11246, as amended, including the provisions of the equal opportunity clause and seeks to ensure that all segments of the business community have access to supplying services.

f. Acknowledges that prices are to be used for budgetary purposes only. A formal or informal solicitation may be issued for final purchase

g. May reveal any trade secret materials to all The Commission staff and any person involved in the scoping and selection process.

- To properly designate material as a trade secret, vendor must (a) submit trade secrets in a separate, sealed envelope marked “Trade Secret—Confidential and Proprietary Information” and (b) stamp trade secret/confidential on each page of the trade secret materials contained in the envelope.
- Additionally, vendor shall be responsible for identifying any part of their response which vendors deem as exempt from the Freedom of Information Act.

5. RESPONSE FORMAT:

The Commission requires all responses to be submitted as follows

- <https://ccprc.com/FormCenter/Procurement-35/RFI-CCPRC-Website-Questionnaire-246>
- Online questionnaire with company profile and cover letter signed by an individual authorized to execute legal documents on behalf of the vendor.
- Other information the vendor wishes to communicate to The Commission.