

TOWN OF MIDDLESEX

Office of:

Town Clerk
Treasurer
Select Board
Listers
Board of Civil Authority
Zoning Administrator
Planning Commission
Development Review Board
Board of Abatement

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Middlesex, Vermont 05602
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Town of Middlesex

Request for Proposal: Website Development & Hosting Services



Introduction of Project:

The Town of Middlesex, Vermont, invites qualified providers to submit a proposal and statement of qualifications for professional website development and hosting services for a period of one calendar year with two (2) optional one-year extensions if agreed by both the Town of Middlesex (“Town”) and the selected web services provider (“Vendor”). The qualified Vendor will enable the Town to significantly improve operational effectiveness, enhance quality of services, minimize cost support and maximize return on investment. A contract will be awarded on the “best value” basis; factoring price and ability to deliver services will be considered. Following negotiations, the successful Vendor will be asked to enter into a contract with the Town of Middlesex.

Purpose and Objectives:

Purpose: The Town has an outdated website that is difficult to manage and does not provide digital services to the public beyond informational pages. The Town is seeking a qualified contractor to provide the following:

- Development of a website with the following features:
 - Public pages for committee/board meeting agenda
 - Public pages for committee/board meeting minutes
 - Public pages for committee/board meeting video recordings
 - Public page with official election information
 - Public pages with information about every town department, board, commission & committee
 - Public page with contact information for Town officials & employees
 - Public page with all annual town reports
 - Public page with the Town Plan
 - Public pages about town policies and ordinances
 - Public pages about zoning information and regulations
 - Public page with an application form for zoning permits
 - Public page with application forms for other town clerk services (records requests, etc.)
 - Public page with the town tax map
 - Payment portal for town taxes and fees
 - Public page with a town calendar to which credentialed users can add events
 - Website security: The ability for our administrator to assign permissions to specific users for editing rights on specific pages/functions
- Ongoing hosting of the website
- Ongoing support

- Ongoing services for development of new content and features

Please describe:

1. Similar projects for municipalities you have worked on
2. The full breadth of website features & digital services you offer specifically for municipalities
3. Your support level agreement (hours per day, days per week, guaranteed response time)
4. The process by which customers request new features/enhancements and the typical response time and completion time
5. The website features that customers are able to modify, beyond web page content (e.g., web form creation, payment portal features, user management, email integration, etc.)
6. Where you host websites
7. Your fee structure for hosting and for enhancement requests

Objectives:

Our primary objectives are to provide complete town information to the public on a platform that allows staff and volunteers to manage the content, and to provide new digital services that improve the efficiency of the town's operations.

TIMELINE FOR RFP PROCESS:

The timeline listed below is the Town's estimation of time required to complete the RFP process. All efforts shall be made to abide by this schedule, but the Town maintains the right to change this schedule dependent upon evolving circumstances.

RFP Issued: **July 24, 2024**

Proposals Due: **by 5 PM, August 15, 2024**

Middlesex Select Board Meets to Review Proposals: **Tuesday, August 20, 2024**

Notice to Proceed: To be determined.

PROPOSALS RECEIVED AFTER THE SPECIFIED DATE AND TIME WILL NOT BE ACCEPTED.

Please submit proposals via email and/or regular mail to:

Sarah Merriman

Town Clerk/Select Board Assistant

5 Church Street

Middlesex, VT 05602

clerk@middlesexvermont.org