REQUEST FOR PROPOSALS

Item Description:  WEBSITE DESIGN, HOSTING AND MAINTENANCE (EXP. 6/30/25) WITH A 2 YEAR OPTION

Date to be opened: TUESDAY, JUNE 21, 2022

Issuing Department: PROVIDENCE WATER

QUESTIONS

• Please direct questions relative to the bidding process, how to fill out forms, and how to submit a bid (Pages 1-8) to Purchasing Agent Patti Jordan.
  o Phone: (401) 680-5264
  o Email: pjordan@providenceri.gov
    ▪ Please use the subject line “RFP Question”

• Please direct questions relative to the Minority and Women’s Business Enterprise Program and the corresponding forms (Pages 9-13) to the MBE/WBE Outreach Director for the City of Providence, Grace Diaz
  o Phone: (401) 680-5766
  o Email: gdiaz@providenceri.gov
    ▪ Please use subject line “MBE WBE Forms”

• Please direct questions relative to the specifications outlined (beginning on page 14) to the issuing department’s subject matter expert:
  o RAYMOND GOINS – INFORMATION TECHNOLOGY
  o 401-521-6300 EXT 7119
  o RAYMONDG@PROVWATER.COM

Pre-bid Conference
THERE IS NO PRE-BID CONFERENCE
INSTRUCTIONS FOR SUBMISSION

Bids may be submitted up to **2:15 P.M.** on the above meeting date at the **Department of the City Clerk. Room 311, City Hall, 25 Dorrance Street, Providence.** At 2:15 P.M. all bids will be publicly opened and read at the Board of Contract Meeting in the City Council Chambers, on the 3rd floor of City Hall.

- Bidders must submit **3 copies** of their bid in sealed envelopes or packages labeled with the captioned **Item Description** and the **City Department to which the RFP and bid are related and must include the company name and address on the envelope as well.** (On page 1).
- If required by the Department, please keep the original bid bond and check in only one of the envelopes.
- Communications to the Board of Contract and Supply that are not competitive sealed bids (i.e. product information/samples) should have “**NOT A BID**” written on the envelope or wrapper.
- Only use form versions and templates included in this RFP. If you have an old version of a form **do not recycle it for use in this bid.**
- The bid envelope and information relative to the bid must be addressed to:

  Board of Contract and Supply  
  Department of the City Clerk – City Hall, Room 311  
  25 Dorrance Street  
  Providence, RI 02903

**PLEASE NOTE:** This bid may include details regarding information that you will need to provide (such as proof of licenses) to the issuing department before the formalization of an award.

*This information is NOT requested to be provided in your initial bid by design.*

All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city’s Open Meetings Portal and made available as a public record. The City has made a conscious effort to avoid the posting of sensitive information on the City’s Open Meetings Portal, by requesting that such sensitive information be submitted to the issuing department only at their request.
BID PACKAGE CHECKLIST

Digital forms are available in the City of Providence Purchasing Department Office or online at http://www.providenceri.gov/purchasing/how-to-submit-a-bid/

The bid package MUST include the following, in this order:

- Bid Form 1: Bidder's Blank as the cover page/ 1st page (see page 6 of this document)
- Bid Form 2: Certification of Bidder as 2nd page (see page 7 of this document)
- Bid Form 3: Certificate Regarding Public Records (see page 8 of this document)
- Forms from the Minority and Women Business Enterprise Program: Based on Bidder Category. See forms and instructions enclosed (pages 9-13) or on: https://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/

*Please note: MBE/WBE forms must be completed for EVERY bid submitted and must be inclusive of ALL required signatures. Forms without all required signatures will be considered incomplete.

- Bidder’s Proposal/Packet: Formal response to the specifications outlined in this RFP, including pricing information and details related to the good(s) or service(s) being provided. Please be mindful of formatting responses as requested to ensure clarity.
- Financial Assurance, if requested (as indicated on page 5 of this document under “Bid Terms”)

All of the above listed documents are REQUIRED. (With the exception of financial assurances, which are only required if specified on page 5.)

***Failure to meet specified deadlines, follow specific submission instructions, or enclose all required documents with all applicable signatures will result in disqualification, or in an inability to appropriately evaluate bids.
NOTICE TO VENDORS

1. The Board of Contract and Supply will make the award to the lowest qualified and responsible bidder.
2. In determining the lowest responsible bidder, cash discounts based on preferable payment terms will not be considered.
3. Where prices are the same, the Board of Contract and Supply reserves the right to award to one bidder, or to split the award.
4. No proposal will be accepted if the bid is made in collusion with any other bidder.
5. Bids may be submitted on an “equal in quality” basis. The City reserves the right to decide equality. Bidders must indicate brand or the make being offered and submit detailed specifications if other than brand requested.
6. A bidder who is an out-of-state corporation shall qualify or register to transact business in this State, in accordance with the Rhode Island Business Corporation Act, RIGL Sec. 7-1.2-1401, et seq.
7. The Board of Contract and Supply reserves the right to reject any and all bids.
8. Competing bids may be viewed in person at the Department of the City Clerk, City Hall, Providence, immediately upon the conclusion of the formal Board of Contract and Supply meeting during which the bids were unsealed/opened. Bids may also be accessed electronically on the internet via the City’s Open Meetings Portal.
9. As the City of Providence is exempt from the payment of Federal Excise Taxes and Rhode Island Sales Tax, prices quoted are not to include these taxes.
10. In case of error in the extension of prices quoted, the unit price will govern.
11. The contractor will NOT be permitted to: a) assign or underlet the contract, or b) assign either legally or equitably any monies or any claim thereto without the previous written consent of the City Purchasing Director.
12. Delivery dates must be shown in the bid. If no delivery date is specified, it will be assumed that an immediate delivery from stock will be made.
13. A certificate of insurance will normally be required of a successful vendor.
14. For many contracts involving construction, alteration and/or repair work, State law provisions concerning payment of prevailing wage rates apply (RIGL Sec. 37-13-1 et seq.)
15. No goods should be delivered or work started without a Purchase Order.
16. Submit 3 copies of the bid to the City Clerk, unless the specification section of this document indicates otherwise.
17. Bidder must certify that it does not unlawfully discriminate on the basis of race, color, national origin, gender, gender identity or expression, sexual orientation and/or religion in its business and hiring practices and that all of its employees are lawfully employed under all applicable federal, state and local laws, rules and regulations. (See Bid Form 2.)
BOARD OF CONTRACT AND SUPPLY  
CITY OF PROVIDENCE, RHODE ISLAND

BID TERMS

1. Financial assurances may be required in order to be a successful bidder for Commodity or Construction and Service contracts. If either of the first two checkboxes below is checked, the specified assurance must accompany a bid, or the bid will not be considered by the Board of Contract and Supply. The third checkbox indicates the lowest responsible bidder will be contacted and required to post a bond to be awarded the contract.

a) □ A certified check for $_____ must be deposited with the City Clerk as a guarantee that the Contract will be signed and delivered by the bidder.

b) □ A bid bond in the amount of _____ per centum (%) of the proposed total price, must be deposited with the City Clerk as a guarantee that the contract will be signed and delivered by the bidder; and the amount of such bid bond shall be retained for the use of the City as liquidated damages in case of default.

c) □ A performance and payment bond with a satisfactory surety company will be posted by the bidder in a sum equal to one hundred per centum (100%) of the awarded contract.

d) ☑ No financial assurance is necessary for this item.

2. Awards will be made within sixty (60) days of bid opening. All bid prices will be considered firm, unless qualified otherwise. Requests for price increases will not be honored.

3. Failure to deliver within the time quoted or failure to meet specifications may result in default in accordance with the general specifications. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents and Acts of God.

The following entry applies only for COMMODITY BID TERMS:

4. Payment for partial delivery will not be allowed except when provided for in blanket or term contracts.

The following entries apply only for CONSTRUCTION AND SERVICE BID TERMS:

5. Only one shipping charge will be applied in the event of partial deliveries for blanket or term contracts.

6. Prior to commencing performance under the contract, the successful bidder shall attest to compliance with the provisions of the Rhode Island Worker’s Compensation Act, RIGL 28-29-1, et seq. If exempt from compliance, the successful bidder shall submit a sworn Affidavit by a corporate officer to that effect, which shall accompany the signed contract.

7. Prior to commencing performance under the contract, the successful bidder shall, submit a certificate of insurance, in a form and in an amount satisfactory to the City.
BID FORM 1: Bidders Blank

1. Bids must meet the attached specifications. Any exceptions or modifications must be noted and fully explained.

2. Bidder’s responses must be in ink or typewritten, and all blanks on the bid form should be completed.

3. The price or prices proposed should be stated both in WRITING and in FIGURES, and any proposal not so stated may be rejected. Contracts exceeding twelve months must specify annual costs for each year.

4. Bids SHOULD BE TOTALED so that the final cost is clearly stated (unless submitting a unit price bid), however each item should be priced individually. Do not group items. Awards may be made on the basis of total bid or by individual items.

5. All bids MUST BE SIGNED IN INK.

Name of Bidder (Firm or Individual): ____________________________________________________________

Contact Name: ____________________________________________________________

Business Address: ____________________________________________________________

Business Phone #: ____________________________________________________________

Contact Email Address: ____________________________________________________________

Agrees to bid on (Write the “Item Description” here): ____________________________________________

If the bidder’s company is based in a state other than Rhode Island, list name and contact information for a local agent for service of process that is located within Rhode Island ____________________________________________________________

Delivery Date (if applicable): ____________________________________________________________

Name of Surety Company (if applicable): ______________________________________________________

Total Amount in Writing*: ____________________________

Total Amount in Figures*: ____________________________

* If you are submitting a unit price bid, please insert “Unit Price Bid”

Use additional pages if necessary for additional bidding details.

_____________________________________________________________________________________

Signature of Representation

_____________________________________________________________________________________

Title
BID FORM 2: Certification of Bidder
(Non-Discrimination/Hiring)

Upon behalf of__________________________________________ (Firm or Individual Bidding),

I,____________________________________________________ (Name of Person Making Certification),

being its________________________________________________(Title or “Self”), hereby certify that:

1. Bidder does not unlawfully discriminate on the basis of race, color, national origin, gender, sexual orientation and/or religion in its business and hiring practices.
2. All of Bidder’s employees have been hired in compliance with all applicable federal, state and local laws, rules and regulations.

I affirm by signing below that I am duly authorized on behalf of Bidder, on
this_____________ day of____________________ 20____.

________________________________________________________
Signature of Representation

________________________________________________________
Printed Name
BID FORM 3: Certificate Regarding Public Records

Upon behalf of ____________________________________________ (Firm or Individual Bidding),

I, _____________________________________________________ (Name of Person Making Certification),

being its _______________________________________________ (Title or “Self”), hereby certify an understanding that:

1. All bids submitted in response to Requests for Proposals (RFP’s) and Requests for Qualification (RFQ’s), documents contained within, and the details outlined on those documents become public record upon receipt by the City Clerk’s office and opening at the corresponding Board of Contract and Supply (BOCS) meeting.

2. The Purchasing Department and the issuing department for this RFP/RFQ have made a conscious effort to request that sensitive/personal information be submitted directly to the issuing department and only at request if verification of specific details is critical the evaluation of a vendor’s bid.

3. The requested supplemental information may be crucial to evaluating bids. Failure to provide such details may result in disqualification, or an inability to appropriately evaluate bids.

4. If sensitive information that has not been requested is enclosed or if a bidder opts to enclose the defined supplemental information prior to the issuing department’s request in the bidding packet submitted to the City Clerk, the City of Providence has no obligation to redact those details and bears no liability associated with the information becoming public record.

5. The City of Providence observes a public and transparent bidding process. Information required in the bidding packet may not be submitted directly to the issuing department at the discretion of the bidder in order to protect other information, such as pricing terms, from becoming public. Bidders who make such an attempt will be disqualified.

I affirm by signing below that I am duly authorized on behalf of Bidder, on

this ______________________ day of _____________________ 20____.

__________________________________________________________
Signature of Representation

__________________________________________________________
Printed Name
WBE/MBE Form Instructions

The City of Providence actively seeks Minority and Women business enterprises to participate in bids to meet the City’s procurement needs. Pursuant to the City of Providence Code of Ordinances, Chapter 21, Article II, Sec. 21-52 (Minority and Women’s Business Enterprise) and Rhode Island General Laws (as amended), Chapter 31-14, et seq. (Minority Business Enterprise), Minority Business Enterprise (MBE) and Women’s Business Enterprise (WBE) participation goals apply to contracts.

The goal for Minority Business Enterprise (MBE) participation is 10% of the total bid value.
The goal for Women’s Business Enterprise (WBE) participation is 10% of the total bid value.
The goal for combined MBE/WBE participation is 20% of the total bid value.

Only businesses certified with the State of Rhode Island as minority and/or women business enterprises are counted towards the City’s goals. Eligible minority or women-owned businesses are encouraged to seek certification from the State of Rhode Island Minority Business Enterprise Compliance Office at: http://odeo.ri.gov/offices/mbeco/

Note: MBE certification with the State of Rhode Island on the basis of Portuguese heritage is not currently recognized by the City of Providence’s MBE program.

Bid Requirements:

All Bidders: All bidders must complete and submit the MBE/WBE Participation Affidavit indicating whether or not they are a state-certified MBE/WBE and acknowledging the City’s participation goals. Submission of this form is required with every bid. Your bid will not be accepted without an affidavit.

Bidders who will be subcontracting: Bidders who will be subcontracting must submit the Subcontractor Disclosure Form as part of their bid submission. All subcontractors, regardless of MBE/WBE status, must be listed on this form. Business NAICS codes can be found at https://www.naics.com/search/ Awarded bidders are required to submit Subcontractor Utilization and Payment Reports with each invoice.

Waiver Requests:

If the percentage of the total amount of the bid being awarded to MBE or WBE vendors is less than 20% (Box F on the Subcontractor Disclosure Form) and the prime contractor is not a Rhode Island State-certified MBE or WBE, the Bidder must complete the MBE/WBE Waiver Request Form for review. Waivers will be considered on a case by case basis.

No waiver will be granted unless the waiver request includes documentation that demonstrates that the Bidder has made good faith efforts to achieve the City’s stated participation goals. Waivers must be reviewed and signed by the City of Providence’s MBE/WBE Outreach Director, Grace Diaz, or her designee. Department Directors cannot recommend a bidder for award if this form is applicable and absent. If the bid does not meet the participation goals of the City of Providence and a waiver is not filed with the signature of the MBE/WBE Outreach Director or her designee, the bid will not be accepted.

Verifying MBE/WBE Certification

It is the responsibility of the bidder to confirm that every MBE/WBE named in a proposal and included in a contract is certified by the Rhode Island Minority Business Enterprise Compliance office. The current MBE/WBE directory is available at the State of RI MBE Office, One Capitol Hill, 2nd Floor, Providence, RI, or online at http://odeo.ri.gov/offices/mbeco/MBE-WBE.php. You can also call (401) 574-8670 to verify certification, expiration dates, and services that the MBE/WBE is certified to provide. Note: MBE certification with the State of Rhode Island on the basis of Portuguese heritage is not currently recognized by the City of Providence's MBE program.

Form Instructions:

Access all bid forms from http://www.providenceri.gov/oeo/ or http://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/. Download the forms as blank PDFs. Once saved on your computer, fill them out using the Adobe program. The fillable PDFs must be completed in Adobe in order to be saved properly. Google Chrome and similar
platforms do not allow for the forms to be saved as filled PDFs. Therefore, please download the blank forms to your computer, then fill them out and save.

Assistance with Form Requirements
Examples of completed forms can be found on the City of Providence website at http://www.providenceri.gov/oeo/ or http://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/.

Contract Requirements:
Prime contractors engaging subcontractors must submit the Subcontractor Utilization and Payment Report to the City Department’s Fiscal Agent with every invoice and with request for final payment. This form is not submitted as a part of the initial bid package.

For contracts with duration of less than 3 months, this form must be submitted along with the contractor's request for final payment. The form must include all subcontractors utilized on the contract, both MBE/WBE and non-MBE/WBE, the total amount paid to each subcontractor for the given period and to date. During the term of the contract, any unjustified failure to comply with the MBE/WBE participation requirements is a material breach of contract.

Questions?
For more information or for assistance with MBE/WBE Forms, contact the City of Providence MBE/WBE Outreach Director, Grace Diaz, at mbe-wbe@providenceri.com or (401) 680-5766.
MBE/WBE PARTICIPATION AFFIDAVIT

Item Discussion (as seen on RFP):

Prime Bidder: _____________________________________________
Prime Bidder (Company) Phone Number:________________________

Which one of the following describes your business’ status in terms of Minority and/or Woman-Owned Business Enterprise certification with the State of Rhode Island?  _____MBE  _____WBE  _____Neither MBE nor WBE

By initialing the following sections and signing the bottom of this document in my capacity as the contractor or an authorized representative of contractor, I make this Affidavit:

It is the policy of the City of Providence that minority business enterprises (MBEs) and women business enterprises (WBEs) should have the maximum opportunity to participate in procurements and projects as prime contractors and vendors. Pursuant to Sec. 21-52 of the Providence Code of Ordinances and Chapter 31-14 et seq. of the Rhode Island General Laws (as amended), MBE and WBE participation goals apply to contracts.

The goal for Minority Business Enterprise (MBE) participation is 10% of the total bid value.
The goal for Women’s Business Enterprise (WBE) participation is 10% of the total bid value.
The goal for combined MBE/WBE participation is 20% of the total bid value.

I acknowledge the City of Providence’s goals of supporting MBE/WBE certified businesses. Initial __________

If awarded the contract, I understand that my company must submit to the Minority and Women’s Business Coordinator at the City of Providence (MBE/WBE Office), copies of all executed agreements with the subcontractor(s) being utilized to achieve the participation goals and other requirements of the RI General Laws. I understand that these documents must be submitted prior to the issuance of a notice to proceed. Initial __________

I understand that, if awarded the contract, my firm must submit to the MBE/WBE Office canceled checks and reports required by the MBE/WBE Office on a quarterly basis verifying payments to the subcontractor(s) utilized on the contract. Initial __________

If I am awarded this contract and find that I am unable to utilize the subcontractor(s) identified in my Statement of Intent, I understand that I must substitute another certified MBE and WBE firm(s) to meet the participation goals. I understand that I may not make a substitution until I have obtained the written approval of the MBE/WBE Office.

Initial __________

If awarded this contract, I understand that authorized representatives of the City of Providence may examine the books, records and files of my firm from time to time, to the extent that such material is relevant to a determination of whether my firm is complying with the City’s MBE/WBE participation requirements.

Initial __________

I do solemnly declare and affirm under the penalty of perjury that the contents of the foregoing Affidavit are true and correct to the best of my knowledge, information and belief.

________________________________________  __________________________________
Signature of Bidder                                      Printed Name

__________________________  _______________________
Company Name                                           Date
**SUBCONTRACTOR DISCLOSURE FORM**
Fill out this form only if you WILL SUBCONTRACT with other parties. If you will not subcontract any portion of the proposed bid, do not fill out this form.

Prime Bidder: ____________________________ Primary NAICS______________________________
Code: __________________________________

Item Description (as seen on RFP): ______________________________________________________

Please list all Subcontractors below. Include the total dollar value that you propose to share with each subcontractor and the dollar amount to be subcontracted. Please check off MBE and WBE where applicable. The directory of all state-certified MBE/WBE firms is located at www.mbe.ri.gov. Business NAICS codes can be found at https://www.naics.com/search/

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<th>Proposed Subcontractor</th>
<th>MBE</th>
<th>WBE</th>
<th>Primary NAICS Code</th>
<th>Date of Mobilization</th>
<th>$ Value of Subcontract</th>
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A. MBE SUBCONTRACTED AMOUNT: $ 

B. WBE SUBCONTRACTED AMOUNT: $ 

C. NON MBE WBE SUBCONTRACTED AMOUNT: $ 

D. DOLLAR AMOUNT OF WORK DONE BY THE PRIME CONTRACTOR: $ 

E. TOTAL AMOUNT OF BID (SUM OF A, B, C, & D): $ 

F. PERCENTAGE OF BID SUBCONTRACTED TO MBEs AND WBEs. (Divide the sum of A and B by E and multiply result by 100). %

Please read and initial the following statement acknowledging you understand. If the percentage of the total amount of the bid being awarded to MBE or WBE vendors is less than 20% (Box F) and the prime contractor is NOT a Rhode Island State-certified MBE or WBE, you must fill out the MBE/WBE WAIVER REQUEST FORM for consideration by City of Providence MBE/WBE Outreach Director. Initial ________

________________________________________  ____________________________________________
Signature of Bidder Printed Name
MBE/WBE Waiver Request Form
Fill out this form only if you are subcontracting and did not meet the 20% MBE/WBE participation goal.
State-certified MBE or WBE Prime Bidders are NOT REQUIRED to fill out this form.

Submit this form to the City of Providence MBE/WBE Outreach Director, Grace Diaz, at mbe-wbe@providenceri.gov, for review prior to bid submission. This waiver applies only to the current bid which you are submitting to the City of Providence and does not apply to other bids your company may submit in the future.

Prime Bidder: __________________________________________________
Company Trade: _______________________________

Item Discussion (as seen on RFP):
____________________________________________________________________________________________________
_________________________________________________________________________________________________

To receive a waiver, you must list the certified MBE and/or WBE companies you contacted, the name of the primary individual with whom you interacted, and the reason the MBE/WBE company could not participate on this project.

<table>
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<tr>
<th>MBE/WBE Company Name</th>
<th>Individual's Name</th>
<th>Company Trade</th>
<th>Why did you choose not to work with this company?</th>
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I acknowledge the City of Providence’s goal of a combined MBE/WBE participation is 20% of the total bid value. I am requesting a waiver of _____ % MBE/WBE (20% minus the value of Box F on the Subcontractor Disclosure Form). If an opportunity is identified to subcontract any task associated with the fulfillment of this contract, a good faith effort will be made to select MBE/WBE certified businesses as partners.

_________________________________  ________________________  ________________________
Signature of Prime Contractor    Printed Name                      Date Signed

_________________________________  ________________________  ________________________
Signature of City of Providence MBE/WBE Outreach Director    Printed Name of City of Providence MBE/WBE Outreach Director    Date Signed
SUPPLEMENTAL INFORMATION

If the issuing department for this RFP determines that your firm’s bid is best suited to accommodate their need, you will be asked to provide proof of the following prior to formalizing an award.

An inability to provide the outlined items at the request of the department may lead to the disqualification of your bid.

This information is NOT requested to be provided in your initial bid that you will submit to the City Clerk’s office by the “date to be opened” noted on page 1. This list only serves as a list of items that your firm should be ready to provide on request.

All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city’s Open Meetings Portal and made available as a public record.

You must be able to provide:

- Business Tax ID will be requested after an award is approved by the Board of Contract and Supply.
BID PACKAGE SPECIFICATIONS
May 2022

REQUEST FOR PROPOSALS

For: Providence Water’s Website design, hosting and maintenance

Proposal Due Date/Time: Tuesday, June 21, 2022

Delivery Address: Department of the City Clerk
Room 311
City Hall
Providence, RI 02903

Project Contact: Raymond Goins

Telephone: (401) 521-6300 x7119

Email: raymondg@provwater.com
Request for Proposal
Web Design, Hosting and Support

Overview:

The Providence Water (PW) is soliciting proposals to design, host and maintain a new Providence Water website. PW currently has a working public website located at https://provwater.com. The site consists of links to bill payments, details about the organization, information about current projects, updates about the organization and annual reports which are required by the Public Utilities Commission.

General Information:

a. Providence Water’s current website is hosted locally at our Central Operation Facility.
b. The site utilizes HTML, JavaScript, jQuery, PHP with Drupal being the primary content management system.
c. The site allows employees to add content to certain areas of the site. We would like this feature to remain for simple content additions which include, but are not limited to, text, images and PDF documents.
d. Customers can request final bills from our customer service department. This is a simple form which sends an email to select employees for processing. This feature needs to be included in the new design.
e. All content should be responsive to accommodate all mobile device layouts.

Scope of Project:

The following is an initial list of tasks to be performed under this RFP by means of a lump sum not to exceed price with quotes on recurring costs for cloud hosting and maintenance, or WaaS (Website as a Service). Providence Water reserves the right to modify/add/delete scope items as the project progresses.

Web Design - The proposer is to identify in their proposal what their anticipated system design will be, including, but not limited to the following.

1. Security features.
2. Time frame to complete design.
3. Certification/accreditations of design personnel.
4. Provide comprehensive list of technologies being used.
5. Content contribution training - how to contribute the various content types.
6. Editor training – how to approve or deny content contribution.

This task should include costs associated with any detailed design efforts prior to beginning the implementation such as determining what data is necessary to accomplish the goals of this RFP. An initial meeting will be held to discuss the design matrix and content needed. Functionality of new site should match or exceed the current website.
**Web Hosting or WaaS** – The bidder is to identify in their proposal where website will be hosted. The successful bidder must have adequate bandwidth to support visitors accessing site. The successful bidder must also have a reliable uptime of at least 99.999%. Any downtime outside that range should be scheduled/approved by PW. The bidder is to identify in their proposal, but not limited to, the following items:

1. Details of which hosting provider or service platform being used.
2. Security features of hosting provider or service platform.
3. Liability insurance and levels of coverage being provided.
4. Backup and recovery stating:
   - Backup intervals.
   - Items being backed up: site content, site structure, user profiles, database etc.
   - Recovery options
   - Length of time for recovery

**Full Scale Implementation** – The proposer is to include any efforts necessary to fully install and configure the applications as described in the proposed system design. This is to include all proposed integrations included in the bidder’s initial system design.

**Support Services**

**Site Maintenance and Support** – The bidder is to identify in their proposal areas of support and time frames in which those support items are fulfilled. These items should include but are not limited to:

1. OS updates: Vendor is required to keep hosting server up to date with latest OS and security patches.
2. Website code updates: Web technologies should be kept current with all security patches being up to date.
3. Content management: All requests to add/change web content should have a turnaround no longer than 5 days from time of acknowledged request to implementation.
4. A complete list of acceptable Ad-hoc categories should be listed with accompanying SLA’s for each category.

The bidder should also identify any future software maintenance and support costs for 5 years following the completion of the implementation effort. These costs will be paid on a yearly basis after the completion of the project.
Vendor Qualification

Persons or firms submitting proposals shall meet the following minimum requirements:

1. The successful bidder must demonstrate knowledge and experience in completing the Scope of Work complete with professional qualifications and references. The successful bidder must submit a summary and references for providing similar services.
   - Detail programming tools utilized, detail operating system, hardware platform.
   - Include contact name, address and phone number.

2. The successful bidder must be registered to do business in Rhode Island in accordance with RI General Laws (as amended) Sections 7-1.1-99,7-1.1-105,7-1.1-106. (Applies to out-of-state corporations.)

3. The successful bidder must demonstrate ability through sufficiently assigned personnel to begin work within thirty (30) days of the award.

Requirements of Proposal

Proposers shall include information regarding their experience with and knowledge of all aspects included in the Scope of Work and Qualifications sections of this RFP complete with resumes of all personnel that will actively participate in the project.

Proposers shall provide a price proposal for the following items. These proposals should include lump sum costs as well as recurring costs:

- Complete site development.
- Site hosting
- Site maintenance
- Ad-hoc requests
- Changes to content
- Changes to site structure

After completion of project, all aspects of management and responsibilities should be clearly defined stating what is expected by each vendor and PW.

Special Notes

All information developed under this project is the property of PW. Prior approval by the General Manager is required before the release of any element of the data or information developed for this project. PW reserves the right to award some or all of these service to multiple vendors.
**Bid Evaluation**

All bids will be evaluated according to the following criteria and percent value:

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Percent Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Cost to Providence Water</td>
<td>30%</td>
</tr>
<tr>
<td>Technical and Functional requirements</td>
<td>30%</td>
</tr>
<tr>
<td>Qualifications of Respondent and Professional recommendations and experience</td>
<td>20%</td>
</tr>
<tr>
<td>Demonstrated understanding and responsiveness of the RFP</td>
<td>20%</td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**Information Available To Proposers**

Any questions regarding these specifications should be mailed or emailed to Raymond Goins, Web Application Developer – Information Technology at 125 Dupont Drive or raymondg@provwater.com
# Bidder’s Blank

<table>
<thead>
<tr>
<th>Lump Sum Scope Items (Not to Exceed Prices)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Website Design</td>
<td>$</td>
</tr>
<tr>
<td>2. Annual Hosting Rate 1st year</td>
<td>$</td>
</tr>
<tr>
<td>3. Annual Support &amp; Maintenance 1st year</td>
<td>$</td>
</tr>
<tr>
<td><strong>Not to Exceed TOTAL (1-3)</strong></td>
<td>$</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Support and Maintenance Rates</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Hosting Rate</td>
<td>$</td>
</tr>
<tr>
<td>B. Support Rate</td>
<td>$</td>
</tr>
</tbody>
</table>

Vendor Name: ___________________________  Tel No: _______________

Address: _______________________________

______________________________

City - State: ___________________________