



WILL COUNTY, ILLINOIS

Jennifer Bertino- Tarrant
WILL COUNTY EXECUTIVE

KEVIN LYNN
DIRECTOR

PURCHASING DEPARTMENT

P. 815-740-4712
F. 815-740-4604
E. klynn@willcountyillinois.com

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

October 23, 2023

To Whom It May Concern:

Will County is requesting responses from qualified candidates for **Website Consulting Services**.

Responses to this RFQ will be received in the Purchasing Department, 2nd floor, Will County Office Building, 302 North Chicago Street, Joliet, IL 60432, **not later than 4:00 P.M., "as so indicated by the time stamp clock of Will County," Tuesday November 21, 2023**

The respondent acknowledges the right of the County of Will to reject any or all responses and to waive non-material informality or irregularity in any statement of qualifications received in whole or part as may be specified in the solicitation.

Should you have any questions regarding this RFQ, please contact Kevin Lynn, Purchasing Director, at klynn@willcountyillinois.com.

We welcome your response to this solicitation.

Sincerely,

Kevin Lynn

Kevin Lynn
Purchasing Director

REQUEST FOR QUALIFICATIONS (RFQ) FOR WEBSITE CONSULTING SERVICES.

RESPONSES TO THIS REQUEST FOR QUALIFICATIONS (RFQ) FOR WEBSITE CONSULTING SERVICES WILL BE RECEIVED AT THE PURCHASING DEPARTMENT, 2ND FLOOR OF THE WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST. JOLIET, IL 60432, UNTIL THE HOUR OF 4:00 PM, ON TUESDAY, NOVEMBER 21, 2023.

RESPONSES TO THIS RFQ WILL BE REVIEWED BY THE COUNTY EXECUTIVE OR HER REPRESENTATIVE TEAM WHO RESERVES THE RIGHT TO ACCEPT OR REJECT ANY OR ALL RESPONSES RECEIVED AS A RESULT OF THIS SOLICITATION.

THIS RFQ IS AVAILABLE IN ELECTRONIC FORMAT AT www.willcounty.gov , AND www.demandstar.com, AS WELL AS THE PURCHASING DEPARTMENT, 2ND FLOOR, WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST., JOLIET, IL 60432, (815) 740-4712 OR BY EMAIL purchasing@willcountyillinois.com.

RESPONSES TO THIS RFQ SHALL BE CONSTRUED AS ACCEPTANCE OF THE TERMS AND CONDITIONS INCLUDED WITHIN THIS SOLICITATION. THE COUNTY OF WILL RESERVES THE RIGHT TO ACCEPT OR REJECT ANY OR ALL RESPONSES RECEIVED AS A RESULT OF THIS SOLICITATION.

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

**INSTRUCTIONS TO RESPONDENTS
REQUEST FOR QUALIFICATIONS (RFQ) FOR WEBSITE CONSULTING SERVICES.**

GENERAL REQUIREMENTS:

Will County is requesting qualifications from candidates for **Website Consulting Services**.

RESPONSES:

Sealed statements of qualifications will be received in the Purchasing Department, 2nd floor, Will County Office Building, 302 N. Chicago St., Joliet, IL 60432, **not later than Tuesday, November 21, 2023, at 4:00 PM “as so indicated by the time stamp clock of Will County”**. **STATEMENTS OF QUALIFICATIONS RECEIVED AFTER THIS TIME WILL NOT BE ACCEPTED.**

Sealed statements of qualifications must be made in accordance with the instructions contained herein. All terms and conditions as attached hereto shall be included in the contract for the work to be performed.

Statements of qualifications shall be submitted to the County of Will in a sealed package marked with the respondent’s name and address and the notation:

SEALED RFQ: **2023-93 RFQ – WEBSITE CONSULTING SERVICES**

QUESTIONS DUE: **Monday, November 13, 2023 – 12:00 P.M.**

ADDENDA RELEASE: **Wednesday, November 15, 2023**

RESPONSES DUE: **Tuesday, November 21, 2023 - 4:00 P.M.**

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

Please affix the label included on the outermost package of your sealed response to help ensure proper delivery!

SIGNATURE OF AUTHORIZED PERSONNEL:

The signature on statement of qualifications documents shall be that of an authorized representative of the firm. An officer or agent of the business entity who is empowered to bind the firm in a contract shall sign the statements of qualifications and any clarifications thereto.

Each respondent, by producing and signing a statement of qualifications, represents that he/she has read and understands the solicitation documents. **Any statement of qualifications not containing said signed documents shall be non-conforming and shall be rejected.**

PROCEDURES:

1. The Statement of Qualifications must be prepared as indicated in the "Submittal Requirements" section. One (1) original, five (5) paper copies (plainly marked) and **one (1) PDF copy on a Digital Storage Device must be included in the sealed response package.**
2. A statement of qualifications is invalid if it has not been deposited at the designated location prior to the time and date for receipt of RFQ indicated in the Advertisement for RFQ or prior to any extension thereof issued by the County of Will.
3. Each respondent shall carefully examine all documents and all addenda thereto; and, shall thoroughly familiarize itself with the detailed requirements thereof prior to submitting a statement of qualifications. Should a respondent find discrepancies, ambiguities or omissions in documents; or, be in doubt as to meaning, shall at once, and in any event not later than seven (7) days prior to RFQ due date, notify the County of Will. If necessary, the County of Will shall issue a written addendum to all respondents. The County of Will is not responsible for any oral instructions. All inquiries shall be directed to Kevin Lynn in writing at: klynn@willcountyillinois.com.
4. Changes or corrections may be made in the documents after they have been issued and before responses are received. In such cases a written addendum describing the change or correction will be issued by the County of Will to all parties recorded as having received the documents and will be available for inspection wherever issued. The County of Will shall issue a written addendum to all recorded parties via email and post on www.demandstar.com and www.willcounty.gov. Such addendum shall take precedence over that portion of the documents concerned and any conflicting provisions, and shall become part of the documents. Unless impracticable, such an addendum will be issued to reach the respondents at least five (5) days prior to date established for receipt of bids.

REJECTION OF RESPONSES:

The respondent acknowledges the right of the County of Will to reject any or all statements of qualifications, to waive any non-material informality or irregularity in any statements of qualifications received, and to accept the statements of qualifications deemed most favorable to the interest of the County of Will after all have been examined and evaluated. In addition, the respondent recognizes the right of the County of Will to reject a statement of qualifications if it is in any way incomplete or irregular.

CONTRACT COMMENCEMENT:

The contract is expected to commence on or after January 8, 2024.

PRIME CONTRACTOR CERTIFICATION:

Included in this packet is a prime contractor certification form. This form **must** be filled out, signed and returned with your qualifications or it will not be considered.

NON-DISCRIMINATION:

The respondent shall at all times observe and comply with any applicable laws, statutes, regulations or the like relating in any way to civil rights including but not limited to the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq.

DEFAULT:

In case of default by the successful respondent, the County of Will may procure the services from other sources and may deduct from the unpaid balance due the successful respondent any of its costs resulting from the default, and the prices paid by the County of Will shall be considered the prevailing market price at the time such purchase is made.

HOLD HARMLESS CLAUSE:

The respondent will save and hold harmless the County of Will from and against all causes of action, liabilities, claims, demands and damages of whatsoever kind or nature arising out of or connected with the performance of services by the respondent, whether such injury, death, loss or damage shall have been occasioned by the negligence of the respondent, or a sub-consultant of the respondent, or their employees, or otherwise. The respondent will defend at its own expense any actions based thereon and shall pay all charges of reasonable attorneys, all costs, damages and other expenses arising therefrom. All obligations arising from this clause shall survive termination of the agreement resulting from award of a contract derived from this RFQ.

TAX EXEMPTION:

The County of Will is exempt from Federal, State and Municipal Taxes.

TERMINATION:

Either party hereto may, at any time during the term hereof, terminate the contract, with or without cause, upon thirty (30) days written notice to the other party of such termination. At the end of said thirty (30) days' notice period, the contract shall be terminated.

Immediately upon the termination of the contract for any reason, all debts, obligations and liabilities theretofore accrued between the vendor and Will County will be paid, performed and discharged except for the provisions of the Hold Harmless Clause which shall survive any termination of the Agreement resulting from the award of this solicitation.

COMPLIANCE WITH APPLICABLE LAW:

In all aspects relative to the performance of their respective obligations under this contract, the respondent and County of Will shall conduct their respective businesses in accordance with all applicable federal, state and local laws.

CHOICE OF LAW

Responses to this RFQ and any agreement connected herewith shall be governed by the laws of the State of Illinois, without regard to conflict of law provisions.

VENUE

Venue for any cause of action related to this RFQ and any agreement connected herewith shall be filed with 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. Responses 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 response that we treat certain information as exempt. We will not honor requests to exempt entire responses. 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 response with exempt information deleted. This copy must tell the general nature of the material removed and shall retain as much of the response as possible. In the event the County of Will receives a request for a document submitted, the County of Will shall provide notice to the respondent, as soon as practicable. Regardless, the respondent will be responsible for any costs or damages associated with defending any request for exempt treatment. Furthermore, respondent 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 response is accepted by the County of Will and a contract between the respondent and County of Will results for subsequent negotiations, 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 the respondent, its provision of services, or the arranging for the provision of services, the County of Will shall provide notice to the respondent as soon as practicable; and, within the period available under FOIA, respondent 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. Regardless, respondent will be responsible for any costs or damages associated with defending the request for exempt treatment. Furthermore, respondent will warrant that County of Will's responses to requests for a document relating to the respondent, its provision of services, or the arranging for the provision of services, will not violate the rights of any third party.

Please also be advised 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 respondent shall provide to the County of Will at no cost and within the timeframes 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, the respondent 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. Regardless, the respondent will be responsible for any costs or damages associated with defending the request for exempt treatment.

SUBMITTAL REQUIREMENTS:

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

1. Cover Letter, signed by firm’s principal, describing project team and approach.
2. Business organization including the date established, number of employees, and brief history of the firm
3. Statement of qualifications including a description of the approach the Consultant will employ in carrying out the work described in the Scope of Services
4. At least three (3) references of past clients with similar Scope of Services conducted and the period that was involved to complete the client’s projects. Include company name, address, contact name, and phone number
5. Signed Prime Contractor Certification.
6. Signed RFQ Form.
7. Completion of Receipt of Addenda Form (if addenda are issued).

RFQ PROCESS ANTICIPATED TIMELINE:

- | | | |
|----|-----------------------|------------------------------|
| 1. | Oct 23, 2023: | RFQ Released |
| 2. | Nov 13, 2023: | Questions/Clarifications Due |
| 3. | Nov 15, 2023: | Final Addenda Release |
| 2. | Nov 21, 2023: | Responses Due |
| 3. | Nov 21- Dec 1, 2023: | Internal Review of Responses |
| 4. | Week of Dec 11, 2023: | Interviews Held |
| 5. | Dec 22, 2023: | Selection Finalized |
| 6. | Jan 8, 2024: | Contract Commencement |

Will County Website Consulting Services

Request for Qualifications

Will County is issuing this RFQ to contract with a qualified Contractor or Firm to perform consulting for reviewing and evaluating current County websites, meet with County stakeholders and make recommendations of replacement.

The purpose of the Website Consulting Services is to perform a comprehensive review of all County websites that service Will County, including but not limited to Elected Offices, Executive Departments, and agencies, in order to identify technology and communication discrepancies from the current platforms that exist across the County.

Currently the County has many website platforms with some outdated technology and design. There are currently over 25 separate websites that perform different functions throughout the County. The goal at the conclusion of this service is to identify what platform or technology is needed to consolidate from over 25 websites to a few, while providing effective communication to the Public and County Elected Officials, Employees and Contractors.

Communication between Elected Officials, Department Directors and IT Staff will be imperative for this project to succeed. Meetings will be required with Elected Officials and their staff, Department Heads and their staff, along with a staff member from the ICT Department. This will require roundtable meetings and one-on-one meetings as necessary.

At the conclusion of the project, the contractor, County Executive and ICT Director will meet to determine the best path forward on the recommendations from the contractor and will develop an RFP for the Website Redesign.

Current websites include but not limited to the following:

<https://www.willcounty.gov>

<https://www.willcountycourts.com/>

<https://www.willcountyfreight.org>

<https://willcountyrecorder.com/>

<https://www.circuitclerkofwillcounty.com/>

<https://www.willcountysoa.com/>

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

<https://willcountysao.com/>

<https://www.rivervalleydetention.com/>

<https://willcountyhealth.org/>

<https://www.willcountypublicdefender.com/>

<https://www.willcountyboard.com/>
<https://www.willcountyworkforceboard.com/>
<https://will.works/>
<https://jobs4people.org/>
<https://www.willcosheriff.org/>
<https://www.willcountyauditor.com/>
<https://veteransassistancewillco.org/>
<https://www.willcountygreen.com/>
<https://www.willcountylanduse.com>
<https://www.willcountytreasurer.com>
<https://sunnyhillnursinghome.com>
<https://willroe.org>
<https://lccwillcounty.gov>
<https://willcountyema.org>

A successful consultant response would be able to provide the following:

1. Project Management Plan

The consultant will develop a Project Management Plan (PMP). A draft PMP will be delivered to the County one week before the Project kick-off meeting and the final plan will be submitted two weeks after the kick-off meeting. The PMP serves as a single convenient reference document for matters governing the administration and conduct of the plan from start to finish. It is intended as a useful resource for both the County and consultant staff. The plan is a living document and may be subject to revision as the plan proceeds. The plan is to include the following:

- Communication protocols including:
 - Conference calls / web meetings with the appropriate information;
 - Monthly progress calls;
 - In-person or virtual meetings, depending on COVID protocols, that will include the kick-off meeting, stakeholder meetings, and others as requested by the County;
 - E-mail communication protocols; and,
 - Meeting minutes or summaries These will be circulated to keep everyone informed of key issues, decisions and other necessary information.
- Key project contact information for the project manager and key project team members
- A quality management plan that outlines a quality assurance and quality control plan
- Detailed work plan and deliverables
- Project schedule
- Invoicing protocols
- Project closeout and implementation plan

Deliverable(s)

- Project Management Plan
- Project Schedule

2. Stakeholder Engagement

The consultant team will develop a stakeholder engagement plan with a draft to be delivered with the PMP one week before the kick-off meeting with a final due two weeks after the kick-off meeting. Stakeholder input is critical to the successful implementation of the Plan and to achieve the desired outcomes that underly the purpose of the study.

The plan should include the following:

- Clearly stated goal of stakeholder engagement;
- Approach to be used (focus group meetings, presentations, virtual meetings, plan website, etc.);
- Outreach Strategies;
- Stakeholder schedule including timing and purpose of the meetings;
- Key messages that will guide communications; and,
- Plan results / evaluation process on how input will be vetted with the client and incorporated into the final study.

Deliverable(s)

- Stakeholder and Public Engagement Plan

3. Current Conditions Assessment

The consultant will analyze current conditions including:

- Will County websites and platforms;

- Collar Counties (Lake, McHenry, Dupage) websites and platforms;
- Counties similar to Will County's population size websites and platforms;

4. Needs Assessment and Gaps Analysis

The consultant will prepare a gap analysis to assess current needs and proactively identify strategies and implementable actions to prepare for implementation. The gaps analysis should include at a minimum:

- Tools recommended to implement.
- Gaps in Will County Technology;
- Training needs for IT and department staff to implement and maintain websites;
- Gaps in website services for communication between the Public and the County.

Deliverable(s)

- Technical memo

5. Best Practices Review

The consultant will conduct a review of best practices in local policy and regulation. The Plan will include a matrix for implementing recommendations to prepare the County for the growing population. The best practices reviewed should include:

- Security
- Privacy
- Public Records Requests and Fulfillment.

Deliverable(s)

- Best practices matrix and report

6. Deployment Strategy and Recommendations

Based on the findings in Task 2 – 5, the consultant will prepare a deployment strategy for Will County to consider that includes:

- Consolidation of websites and streamline communications
- Platform options and solutions;
 - infrastructure costs
 - administrative options
- Siting priorities (within 1 year, within 5 years, long-term);
- Recommendations for training and technology;

Deliverable(s)

- Presentation on deployment strategies and recommendations to the County Executive
- Deployment strategy report

7. Final Report

The consultant will prepare a final report that includes:

- An executive summary;
- Deliverables from Tasks 2 – 6;
- A presentation of the final report highlighting the deployment strategy and recommendations

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.

Name of Authorized Representative

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.

RFQ FORM

Website Consulting Services
Will County Purchasing Department

#2023-93

COMPANY NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

SOC. SEC # or FEIN: _____

CONTACT: _____

PHONE: _____ FAX: _____

EMAIL: _____

| | |
|-------------------|---|
| Agency Name and | WILL COUNTY |
| Delivery Address: | 302 N. CHICAGO STREET, JOLIET, IL 60432 |

| | |
|----------------------|---|
| For Additional | KEVIN LYNN |
| information contact: | PURCHASING DIRECTOR, klynn@willcountyillinois.com |

Signed by: _____ Title: _____

Authorized Representative of Company

Authorized Representative of Company

COMPANY NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

SOC. SEC. or F.E.I.N. # _____

CONTACT _____

PHONE _____ FAX _____ EMAIL _____

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

No. _____, dated _____, signed _____

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No. _____, dated _____, signed _____

LATE RESPONSES CANNOT BE ACCEPTED!

| | |
|---|--|
| <u>Respondents Return Address:</u> | |
| <u>RFq #:</u> | 2023-93 Website Consulting Services |
| <u>DUE DATE:</u> | 11/21/23 |
| <u>DUE:</u> | 4:00 P.M. |
| DATED MATERIAL-DELIVER IMMEDIATELY WILL COUNTY PURCHASING DEPARTMENT 302 N. CHICAGO ST., 2ND FLOOR JOLIET, IL 60432 | |

PLEASE
CUT OUT AND AFFIX THIS LABEL (ABOVE) TO
THE OUTERMOST PACKAGE OF YOUR SEALED RESPONSE
TO HELP ENSURE PROPER DELIVERY!

LATE RESPONSES CANNOT BE ACCEPTED!