



August 17, 2006

Request for Proposals for an integrated solution to provide Wireless Philadelphia with Website Design and Hosting, Website Content Management, Interactive Website Development, Web-based Project Management/Team Collaboration and Web-based Public Comment System

“Wireless Philadelphia seeks a solution that is creative, innovative and visually stimulating, while maintaining intuitive navigation.”

Purpose

The purpose of this proposal is to secure a license and related services for Wireless Philadelphia’s (WP’s) primary website design, management and hosting as well as a web-based interactive content management system that enables the management of projects and related information, compliance with City ordinances and input from citizens in a single web-based platform. The solution must provide:

- A User-Friendly Web-based Content Management System
- User-Friendly Interactive Website Development Tools
- Project Management / Team Collaboration Tools including calendars
Public Comment System
- A Design that is Creative, Innovative and Visually Stimulating, while maintaining
Intuitive Navigation

Proposal Requirements

1. Comprehensive Description of the Services that will be provided and the manner in which services will be delivered including a description of each of the following:

- a.*** Section 508 compliancy
- b.*** Functionality
 - i.*** Ability to accept applications and possibly take payments for future services.
 - ii.*** Management of opt-in lists for multiple newsletter/notifications sent periodically.
 - iii.*** Support potential advertisement within the sitelets.
 - iv.*** Web based Email, Calendaring and Scheduling. Email - 50 accounts; up to 1GB of email storage space, separate file storage, spam protection, webmail,

POP3/IMAP access and outgoing SMTP etc and access to all folders. Needs to include email forwarding and editing, with spell and grammar checking.

- c. Graphics and Design:**
 - i.** Must be designed intuitively and be easy to use by all levels of users.
 - ii.** Must be innovative, creative, visually stimulating and maintain intuitive navigation
 - iii.** Methodology by which the Vendor and WP will work together on design and navigation.
- d. Website content management:**
 - i.** Updates need to happen quickly and by a WP staffer.
 - ii.** WYSIWYG tool is preferred (HTML editor).
- e. Maintenance:**
 - i.** Vendor to perform regular system maintenance and 24/7 remote monitoring.
 - ii.** The Vendor shall be responsible for providing website maintenance, content to be managed by WP
- f. Security and Hosting**
 - i.** The Vendor will be responsible for virus scanning or all traffic and content through the site, and for website security.
 - ii.** Vendor will also be responsible for hosting website, collaboration and public feedback tools in a hardened, Tier 1 facility.
- g. Customer Service and Training**
 - i.** The Vendor shall provide technical support 24/7.
 - ii.** The Vendor shall assign one contact person to communicate with WP for all web build, design and functionality related items.
 - iii.** Online help and training tools would be helpful to WP for ongoing training.
- h. Project Management System including but not limited to:**
 - i.** Tasking
 - ii.** Scheduling
 - iii.** Document management
 - iv.** Image management
 - v.** User Management
- i. Public Comment System including the following functionalities:**
 - i.** Collection: Feedback will come from web-form submissions, e-mail, phone, public meetings, letters, faxes, etc and will need to have a central repository for these comments to come into. The more automated the process the better.
 - ii.** Management: Once feedback is received, WP will need to respond to and/or act upon those inquiries in a timely fashion. Consistent work flow capabilities are required to categorize, respond to, forward and prepare comments for publication.
 - iii.** Reporting: WP needs to be able to provide reports periodically of feedback and actions, respond to Sunshine Law requests and generally condense a lot of data into more meaningful input. The ability to visually map the address of the person providing feedback would be helpful.

2. Cost proposal for the Services

3. A statement regarding the experience and qualifications of the vendor to provide these Services.

- 4. A representative list of clients and indication of previous experience with clients and examples of work that reflects the requirements of this RFP.*
- 5. A completed set of documents demonstrating compliance with City of Philadelphia Code 17-1400. Non-Disclosure forms must be submitted with your proposal. (See “Non-Disclosure Forms” section of our website).*

Selection Criteria

The vendor selection will be based upon a combination of services provided, qualifications and experience of the vendor, and cost.

Estimated Value of the Contract

The estimated value of this contract will depend upon the type and amount of services proposed by the vendor. It is anticipated that the total value of this contract will be in the range of \$25,000 to \$35,000 for 12 months of services with the option of 3 one-year renewals at the discretion of Wireless Philadelphia.

The solution must be immediately available upon vendor selection.

Customer References

Provide a list of related customer references and examples of past work.