



Indian River County Purchasing Division

1800 27th Street
Vero Beach, FL 32960
Phone (772) 226-1416

Request for Proposals

Project Name: Website Redesign & Content Management System

RFP #: 2022070

RFP Opening Date: **July 22, 2022**

RFP Opening Time: **2:00 P.M.**

All Proposals must be received by the Purchasing Division, 1800 27th Street, Vero Beach, Florida 32960 prior to the date and time shown above. Late responses will be not be accepted or considered.

PLEASE SUBMIT:

- (1) ONE MARKED ORIGINAL,
- (3) COPIES OF YOUR BID, AND

ONE ELECTRONIC COPY AS A SINGLE PDF ON USB, CD OR EMAILED TO PURCHASING@IRCGOV.COM PRIOR TO THE BID OPENING DATE AND TIME.

Refer All Questions to:

Email: purchasing@ircgov.com

REQUEST FOR PROPOSALS

RFP # 2022070

Website Redesign & Content Management System

The Indian River County Board of County Commissioners is requesting proposals from qualified suppliers to provide a newly designed website and Content Management System (CMS) to replace the existing site design and website. Currently, the County has a website that provides information to residents regarding the various services, events, news, etc. within the County. The County is seeking to redesign the County website so it is interactive, inviting, and engaging. In addition, the website should allow residents, visitors and business partners to complete their tasks quickly and easily using any device.

Therefore, the County is seeking the following services from a qualified supplier:

1. Provide a completely redesigned public facing website
2. Provide a CMS for updating and administering the website
3. Ability for supplier to migrate selected content from existing site to new site
4. A solution that allows the County to securely host the website, CMS, and all related data on County premises and network
5. Provide training, maintenance and technical support for website and CMS.

Detailed specifications are available at: www.demandstar.com or by selecting “Current Solicitations” at <http://www.ircgov.com/Departments/Budget/Purchasing>.

Receipt of one original with three (3) copies of the proposal and one electronic copy of the proposal by the Purchasing Division, 1800 27th Street, Building B, Vero Beach, Florida 32960 must occur by 2:00 p.m. July 22, 2022.

The Board of County Commissioners reserves the right to accept or reject any and all submittals and to waive any and all informalities.

PURCHASING MANAGER
INDIAN RIVER COUNTY

Publish: For Publication via Demandstar and Vendor Registry

Date: July 1, 2022

Scope of Services

1. INTRODUCTION

The Indian River County Board of County Commissioners is requesting proposals from qualified firms to provide a newly designed website and Content Management System (CMS) to replace the existing site design and website. Currently, the County has a website that provides information to residents regarding the various services, events, news, etc. within the County. The County is seeking to redesign the County website so it is interactive, inviting, and engaging. In addition, the website should allow residents, visitors and business partners to complete their tasks quickly and easily using any device.

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1. Provide a completely redesigned public facing website
2. Provide a CMS for updating and administering the website
3. Ability for supplier to transfer selected content from existing site to new site
4. A solution that allows the County to host the website, CMS, and all related data on premises
5. Provide training, maintenance and technical support for website and CMS.

TIME SCHEDULE:

The County will attempt to use the following time schedule that will result in selection of proposer(s).

July 1, 2022 - RFP issued

July 12, 2022 at 2:00 p.m. – All written questions and inquiries are due

July 22, 2022 - Proposals due no later than 2:00 PM

July 29, 2022 – Initial committee meeting to rank firms and determine if presentations required

August 1-5, 2022 – Interviews take place and final ranking of Suppliers determined by the committee

August 16, 2022 – Award considered by the Board of County Commissioners

SUPPLIER QUALIFICATIONS

- Supplier must have been in the business of providing website design and web content management solutions for government/municipalities for at least five (5) years. Supplier shall provide a client history to demonstrate that they have designed and developed over 25 websites for governments/municipalities of similar functionality to the County.
- The website will be developed through the cooperation of Indian River County and the supplier and facilitated under the supervision of a dedicated project management professional in the direct employ of the supplier.
- The supplier will supply a team of development professionals which shall include staff members skilled in government website navigation and architecture, government website design and support and training of the content management system.
- Supplier must provide a comprehensive program solution that can be implemented on County webservers and network infrastructure.
- Supplier must be able to provide ongoing application support and product updates.
- Supplier must be willing to act as primary contractor with complete responsibility for configuration, integration and data migration activities, support and ultimately the success of the project.
- Supplier must have a good record of responsiveness to the needs of its customer base. The County will evaluate proposer references as part of the proposal review process.

REQUIREMENTS

(Appendix A) The attached **Website Requirements Specification** document details the requirements for a website and web CMS that will be employed to support the production of the County’s primary website in a redesign project.

SCOPE OF SERVICES

- Task 1 - Project Discovery / Planning
 - (Deliverable) – Project Schedule. The supplier shall develop a project schedule detailing all tasks required to complete this project. The schedule shall include tasks for Indian River County review of submitted deliverables.
 - (Deliverable) Site map - The supplier shall provide a sample site map
 - (Deliverable) Project Plan – the supplier shall provide a detailed project plan
- Task 2 – Mockup Designs
 - (Deliverable) The supplier shall provide a custom homepage mockup design and 3 interior level page mockups
 - (Deliverable) The supplier shall provide custom mockup designs for each main County Department

- The supplier shall allow for County review of mockups and unlimited revisions for each mockup
- Task 3 – Template Development
 - (Deliverable) The supplier shall use the approved mockups to develop template pages for the CMS
 - (Deliverable) The supplier shall develop pages to integrate any 3rd party software
- Task 4 – Functional Testing
 - The supplier shall review and test site and system functionality in the following areas:
 - Find and correct and code errors
 - Develop full CCS stylesheet to include mobile responsiveness for all developed templates
 - Test templates for compliance to accessibility standards WCAG 2.1
- Task 5 – Site Map Completion and Content Migration
 - The supplier and County shall approve a final sitemap of the proposed website structure and pages to be both migrated and/or created.
 - (Deliverable) The supplier shall build out all site pages based on the approved sitemap
- Task 6 – Site Review
 - The supplier and County shall conduct a full review of the built-out beta site
 - The County may request changes and final adjustments based on the findings of the beta site review
- Task 7 - Training
 - The supplier shall conduct full staff training for administrators and all CMS editors
- Task 8 (Deliverable) – Site launch
 - Supplier shall meet with County IT Department to establish a site launch plan and checklist.
 - Supplier shall work with County IT Department to launch website and test functionally

Submittal Instructions

Proposers shall submit the following:

Information to Be Submitted: Submit one marked original and three (3) copies, plus one electronic copy as a single pdf, submitted on USB drive, CD or delivered by email to purchasing@ircgov.com prior to the opening date and time. Submittals must include and are requested to be organized as follows:

- a. Introduction - Overview and summary of how your company will assist the County in reaching our website goals
- b. Company Profile - Company overview and history including years in business, number of employees and number of clients in past 5 years
- c. Implementation Project Plan - Please include proposed time line, project phases, accessibility compliance statement, training options, and the role Indian River County will play in the process
- d. Scope of Work - Please include project phase deliverables, what will be expected of the County and what the County can expect from the supplier
- e. Government Website Design Experience References (minimum five references, including all contact information below)
 - i. Client name
 - ii. Website URL
 - iii. Client contact person and title
 - iv. Phone
 - v. Email address
- f. Security – Please indicate your company's security capabilities including information about security controls, intrusion detection, content filters, role and permission-based authentication techniques
- g. Support and Maintenance Please indicate the extent of support including:
 - i. Ongoing training opportunities and availability of self-service documentation and technical support (videos and training manuals, etc.)
 - ii. Availability of continued communications post website implementation (with consultants and support staff)
 - iii. Support services for emergency and nonemergency situations
 - iv. Regular maintenance schedule and how the performance of maintenance updates are communicated to client
- h. Project Pricing Estimate/Cost for Services Outlined
 - i. First year development fees including:
 1. Days/hours of training, number of employees to be trained, onsite or webinar
 2. Amount of content migration (entire website or a specific number of pages)
 3. Additional products/functionality
 4. Maintenance or support for self-hosted solution
 - ii. Ongoing fees for maintenance and support for Year 2 and beyond for a self-hosted solution.
- i. Description of Features and Functionality Included with the CMS
- j. Firm Information form
- k. Sworn statement on Disclosure of Relationships as per Section 105.08 of the Indian River County Code.
- l. Certification Regarding Prohibition Against Contracting with Scrutinized Companies

- m. Certification regarding lobbying
- n. Certification regarding debarment
- o. Should supplier request any changes to the provided sample agreement, please provide them for the County's consideration.

Method of Selection: The County shall convene a Selection Committee of which the responsibility shall be as follows:

- a. Independently review and evaluate each Submittal
 - 1. Each Committee member shall evaluate each firm by assigning a number of points for each criterion, as established in the solicitation, and then totaling the number of points for all criteria.
 - 2. Each Committee member shall then rank the firms on the basis of the total number of points received for all criteria, with the firm receiving the most points being ranked # 1.
- b. As a "Committee of the whole", develop a combined ranking order of all Submittals meeting minimum qualifications. The ranking of firms shall be done in the following manner:
 - 1. The rankings received by each firm from all Committee members shall be totaled and divided by the number of Committee members, to produce an average ranking.
 - 2. The firm receiving the lowest average ranking (i.e. closest to # 1) shall be ranked the # 1 firm, and the process repeated until all firms have been ranked according to their average ranking.
 - 3. In the event of a tie, the ranking of tied firms shall be determined by a comparison of the total number of points received by each firm from all Committee members. The firm with the highest number of points will be awarded the higher-ranking position.
 - 4. The Committee may discuss the rankings and their reasons behind them, and each member may modify their ranking of firms accordingly until the Committee is satisfied with the rankings.
 - 5. After interviews, and based upon information learned during the interviews, each Committee member will rank the firms in order of preference and a consolidated final Committee ranking established.
- c. The County may, solely at its own option, seek additional Submittals with this or a similar Submittal in the event the County, solely at its own option, determines that the quantity and/or quality of Submittals received is insufficient to meet the County's needs and/or that award of a contract arising from this RFP would not be in the public interest.
- d. The Committee shall forward its recommendations in accordance with the ranking to the Indian River County Board of County Commissioners, which shall, at its sole option, authorize negotiations of a contract pursuant to the requirements of Florida law.
- e. The Indian River County Board of County Commissioners possesses sole authority to award a contract for the services sought herein.

Criteria for Award:

EVALUATION CRITERIA	EVALUATION POINTS MAXIMUM
1. Supplier qualifications/capabilities to design, build, and service CMS websites for local governments	20
2. Staff qualifications	15
3. Website Solution - Preference of design, functionality, features, and ease of use of similar government websites built by firm	20
4. Proposed Timeline	10
5. Cost Proposal	25
6. References	10
TOTAL	100

General Instructions

Cone of Silence. Potential respondents and their agents must not communicate in any way with the Board of County Commissioners, County Administrator or any County staff other than Purchasing personnel in reference or relation to this solicitation. This restriction is effective from the time of solicitation advertisement until the Board of County Commissioners meets to authorize award. Such communication may result in disqualification.

Sealed Submittals and Envelope Markings: All responses shall be submitted in a sealed envelope or box. The outside of the envelope shall be clearly marked with the Supplier's Name and Return Address, Proposal #, Title, Date of opening, and Time of Opening.

Opening Location: Responses must be received by the Purchasing Division at 1800 27th Street, Vero Beach, FL 32960, on or before the closing hour and date listed in the Request for Proposals. Proposals submitted after the stated time and date will not be accepted or considered.

Submission: Submit one marked original and three (3) copies of your Proposal, plus one electronic copy submitted on CD, USB drive or by email to purchasing@ircgov.com PRIOR to the due date and time for responses.

Taxes: Indian River County is exempt from any taxes imposed by State and / or Federal Government. Exemption Certificates, if required, are to be furnished by the successful Supplier and will be filled out by the County.

Indemnification: The Supplier shall defend, indemnify and hold harmless the County and its commissioners, officers, employees and agents, from liabilities, damages, losses, and costs, including, but not limited to, reasonable attorney's fees, to the extent caused by the negligence, recklessness, or intentionally wrongful conduct of the design professional and other persons employed or utilized by the design professional in the performance of the contract.

Public Access: The Supplier shall comply with Florida's Public Records Law in accordance with the provisions of Chapter 119, Florida Statutes. Specifically, the Supplier shall keep and maintain public records that ordinarily and necessarily would be required by the County in order to perform the service. The Supplier shall provide the public with access to public records on the same terms and conditions that the County would provide the records at a cost that does not exceed the costs provided in Chapter 119 or as otherwise provided by law. The Supplier shall ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law. The Supplier shall meet all requirements for retaining public records and transfer, at no cost, to the County, all public records in possession of the Supplier upon termination of the contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the County in a format that is compatible with the information technology systems of the County.

Public Entity Crimes: Pursuant to Florida Statutes Section 287.133(2)(a), all Suppliers are hereby notified that a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity (defined as the State of Florida, any of its departments or agencies, or any political subdivision); may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or Supplier under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in

Florida Statutes Section 287.017 for CATEGORY TWO [currently \$35,000] for a period of 36 months from the date of being placed on the convicted vendor list. A "public entity crime" means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid, proposal, reply, or contract for goods or services, any lease for real property, or any contract for the construction or repair of a public building or public work, involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

Suspension and Debarment: Indian River County will not make award to parties listed on the government-wide exclusions in the System for Award Management (SAM). The Supplier agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The Supplier further agrees to include a provision requiring such compliance in its lower tier covered transactions.

Scrutinized Companies Lists: The Supplier certifies that it and those related entities of respondent as defined by Florida law are not on the Scrutinized Companies that Boycott Israel List, created pursuant to s. 215.4725 of the Florida Statutes, and are not engaged in a boycott of Israel. In addition, if this agreement is for goods or services of one million dollars or more, Contractor certifies that it and those related entities of respondent as defined by Florida law are not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to Section 215.473 of the Florida Statutes and are not engaged in business operations in Cuba or Syria. The County may terminate this Contract if Company is found to have submitted a false certification as provided under section 287.135(5), Florida Statutes, been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or been engaged in business operations in Cuba or Syria, as defined by section 287.135, Florida Statutes. County may terminate this Contract if Company, including all wholly owned subsidiaries, majority-owned subsidiaries, and parent companies, that exist for the purpose of making profit, is found to have been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel as set forth in section 215.4725, Florida Statutes.

Accordingly, firms responding to this solicitation shall return with their response an executed copy of the attached "Certification Regarding Prohibition Against Contracting With Scrutinized Companies." Failure to return this executed form with submitted bid/proposal/statement of qualifications will result in the response being deemed non-responsive and eliminated from consideration.

Non-Discrimination: Indian River County will not knowingly do business with vendors or contractors who discriminate on the basis of race, color or national origin, sex, sexual orientation, gender identity, age and/or disability. Through the course of providing services to the County, Contractors shall affirmatively comply with all applicable provisions of Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and the Florida Civil Rights Act of 1992, as well as all other applicable regulations, guidelines and standards. Any person who believes their rights have been violated should report such discrimination to the County's Title VI/Nondiscrimination Coordinator through the office of the County Attorney.

E-Verify: Supplier must be registered with and use, at their sole expense, the Department of Homeland Security's E-Verify system (www.e-verify.gov) to confirm the employment eligibility of all newly hired employees, as required by Section 448.095, F.S. Owner, contractor, and subcontractors may not enter into a contract unless each party to the contract registers with and uses the E-Verify system. Supplier is responsible for obtaining proof of E-Verify registration for all subcontractors/subsuppliers. This requirement applies to any

provider of services or goods. **If Supplier is not listed as a participating employer at the time of SOQ opening, the SOQ will be declared non-responsive.**

Local Preference: Indian River County has no local ordinance or preferences, as set forth in section 255.0991(2), Florida Statutes, in place, therefore no preference prohibited by that section will be considered in the acceptance, review or award of this solicitation.

Regulations: It shall be the responsibility of the Supplier to assure compliance with any OSHA, EPA and / or other Federal or State of Florida rules, regulations, or other requirements, as each may apply.

Interpretations: No oral interpretations will be made to any Supplier as to the meaning of the RFP documents. Every request for such an interpretation shall be made in writing, addressed and forwarded to Indian River County (purchasing@ircgov.com) ten (10) or more days before the date fixed for opening of the RFP. The County shall not be responsible for oral interpretations given by any County employee. Every interpretation made to Suppliers will be in the form of an Addendum, which if issued, will be sent promptly as is practical to all persons to whom RFP documents have been issued. All such Addenda shall become part of the RFP documents. Further, it shall be the responsibility of each Supplier, prior to submitting their Proposal, to contact Indian River County's Purchasing Division at (772) 226-1416 to determine if addenda were issued and to make such addenda a part of their Proposal.

Applicable Law and Venue: Contract(s) resulting from this RFP and all rights and duties of the parties hereto shall be governed by the laws of the State of Florida, including but not limited to the provisions of the Florida Uniform Commercial Code Chapters 671-679 F.S., for any terms and conditions not specifically stated in this solicitation and resulting agreement. Venue for any lawsuit brought by either party against the other party or otherwise arising out of this Contract shall be in Indian River County, Florida, or, in the event of a federal jurisdiction, in the United States District Court for the Southern District of Florida.

Conflict of Interest: Any entity submitting a bid, proposal, qualifications or entering into a contract with the County shall disclose any relationship that may exist between the contracting entity and a County Commissioner or a County Employee. The relationship with a County Commissioner or a County Employee that must be disclosed is as follows: *father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half brother, half sister, grandparent, or grandchild*. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of the entity. The disclosure of relationships shall be a sworn statement made on a County approved form. Failure to submit the form will be cause for rejection of the bid or proposal.

Prohibition Against Contingent Fees: If a contract is entered resulting from this request for qualifications, it shall include a prohibition against contingent fees statement, as required by FS 255.087.

Right to Protest: Any actual or prospective responding Supplier who is aggrieved in connection with a competitive selection process may protest to the Purchasing Manager. The protest shall be submitted to the Purchasing Manager in writing within seven (7) calendar days after the bidder or proposer knows or should have known of the facts giving rise to the protest. If the protest is not resolved by mutual agreement, the Purchasing Manager shall promptly issue a decision in writing, after consulting the Department and the Office of the County Attorney.

Awards: The County reserves the right to cancel the solicitation, reject any and all Proposals or waive any irregularity or technicality in submittals received. The County reserves the right to not make any award(s) under this solicitation.

Termination by the County: The County reserves the right to terminate a contract by giving thirty (30) days notice, in writing, of the intention to terminate, if at any time the Supplier fails to abide by or fulfill any of the terms and conditions of the contract. The County also reserves the right to terminate this contract for convenience of the County and / or with or without cause.

Compliance with Laws and Regulations: Supplier agrees that they will comply with all Federal, State, and Local Laws and Regulations applicable to the production, sale, and delivery of the goods or the furnishing of any labor or services called for by this solicitation and resulting agreement, and any provisions required thereby to be included herein shall be deemed to be incorporated herein by reference. Noncompliance may be considered grounds for termination of contracts.

Insurance:

The Supplier shall provide, prior to execution of the contract, the insurance required under this section for approval by the County. Firm's insurance shall be primary. The County shall be named as an additional insured for both General Liability and Automobile Liability. The awarded firm shall maintain the following limits of insurance during the term duration of this agreement.

General Liability

- Each Occurrence \$500,000
- Fire Damage-any one fire \$50,000
- Medical Expenses-any one person \$5,000
- Personal and Advertising Injury \$500,000
- General Aggregate \$500,000
- Combined Single Limit \$500,000

Automobile Liability – Combined Single Limit \$500,000

Worker's Compensation as required by the State of Florida

- Each accident \$100,000
- Each Disease – Each employee \$100,000
- Each disease – policy limit \$500,000

Professional Liability Insurance

- \$1,000,000 per occurrence
- \$2,000,000 aggregate combined single limit
- \$5,000 maximum deductible per claim

The policy shall cover the firm, all employees, and/or volunteers, and all independent contractors, subcontractors and professional contractual persons hired or retained by contractor.

All above insurance policies shall be placed with insurers with a Best's rating of no less than A-VII. The insurer chosen shall also be licensed to do business in Florida. The insurance policies procured shall be "Claims Made" policies or as generally available on the open insurance market.

The Insurance Carriers shall supply Certificates of Insurance evidencing such coverage to the Indian River County Risk Management Department prior to the execution of this Agreement.

The insurance companies selected shall send written verification to the Indian River County Risk Management Department that they will provide 30 days written notice to the Indian River County Department of Risk Management of its intent to cancel or terminate.

Indian River County reserves the right to accept or reject any or all proposals in whole or in part and waive any and all any technicalities or irregularities.

FIRM INFORMATION

Communications concerning this statement of qualifications shall be addressed to:

Company Name			
Tax ID Number		W-9	Attached <input type="checkbox"/>
Contact Name		Phone	
Title		Email	
Address			

The following addenda are hereby acknowledged:

Addendum Number	Date
_____	_____
_____	_____
_____	_____
_____	_____

1. How many years has your organization been providing these services? _____
2. List State of Florida Registration Number(s) if applicable: _____
3. Date Registered with e-Verify.gov: _____ Certificate # _____
4. List all ligation cases during the past three (3) years in which the Contractor has been a named party. Use additional sheets, as necessary.

Year filed	Case number	Venue	Description

RFP2022070 – Website Redesign & Content Management System

PROPOSAL PRICING – RFP 2022070 for Website Redesign & Content Management

Proposer submits the following prices for the initial **non-recurring** work described in this solicitation:

Task	Proposed Hours	Proposed Amount
1. Project Discovery / Planning		\$
2. Mockup Designs		\$
3. Template Development		\$
4. Functional Testing		\$
5. Site Map Completion and Content Migration		\$
6. Site Review		\$
7. Training		\$
8. Site launch		\$
		\$
		\$
Total First Year		\$

Proposer submits the following prices for the **recurring** annual costs for **self-hosted** solution

Services	Year 2	Year 3	Year 4
1. Annual Maintenance and Support Services	\$	\$	\$

The undersigned hereby certifies that they have read and understand the contents of this solicitation and agree to furnish at the prices shown above all of the services specified in the RFP document, subject to all instructions, conditions, specifications and attachments hereto. Failure to have read all the provisions of this solicitation shall not be cause to alter any resulting contract or request additional compensation.

Name of Firm

Address

Authorized Signature

City, State, Zip Code

Title

() -

Phone

Date Signed

E-mail

**SWORN STATEMENT UNDER SECTION 105.08, INDIAN RIVER COUNTY CODE, ON DISCLOSURE OF
RELATIONSHIPS**

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement **MUST** be submitted with Bid, Proposal or Contract No. 2022070
for Website Redesign & Content Management System

2. This sworn statement is submitted by: _____

(Name of entity submitting Statement)

whose business address is:

_____ and its Federal Employer Identification Number (FEIN) is _____

3. My name is _____
(Please print name of individual signing)

and my relationship to the entity named above is _____

4. I understand that an “affiliate” as defined in Section 105.08, Indian River County Code, means:

The term “affiliate” includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of the entity.

5. I understand that the relationship with a County Commissioner or County employee that must be disclosed as follows:

Father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half brother, half sister, grandparent, or grandchild.

6. Based on information and belief, the statement, which I have marked below, is true in relation to the entity submitting this sworn statement. [Please indicate which statement applies.]

_____ Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the

entity, have any relationships as defined in section 105.08, Indian River County Code, with any County Commissioner or County employee.

_____ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents, who are active in management of the entity have the following relationships with a County Commissioner or County employee:

Name of Affiliate or entity	Name of County Commissioner or employee	Relationship
_____	_____	_____
_____	_____	_____
_____	_____	_____

(Signature)

(Date)

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me by means of physical presence or online notarization, this ____ day of _____ 20 __, by _____ (name of person making statement).

(Signature of Notary Public - State of Florida)
(Print, Type, or Stamp Commissioned Name of Notary Public)

who is personally known to me or who has produced _____ as identification.

CERTIFICATION REGARDING PROHIBITION AGAINST CONTRACTING WITH SCRUTINIZED COMPANIES

(This form **MUST** be submitted with your response)

I hereby certify that neither the undersigned entity, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit have been placed on the Scrutinized Companies that Boycott Israel List created pursuant to s. 215.4725 of the Florida Statutes, or are engaged in a boycott of Israel.

In addition, if this solicitation is for a contract for goods or services of one million dollars or more, I hereby certify that neither the undersigned entity, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, that exists for the purpose of making profit are on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to s. 215.473 of the Florida Statutes, or are engaged in business operations in Cuba or Syria as defined in said statute.

I understand and agree that the County may immediately terminate any contract resulting from this solicitation upon written notice if the undersigned entity (or any of those related entities of respondent as defined above by Florida law) are found to have submitted a false certification or any of the following occur with respect to the company or a related entity: (i) it has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or (ii) for any contract for goods or services of one million dollars or more, it has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or it is found to have been engaged in business operations in Cuba or Syria.

Name of Respondent: _____

By: _____
(Authorized Signature)

Title: _____

Date: _____

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned Firm certifies, to the best of his or her knowledge, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Contractor, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. § 3801 et seq., apply to this certification and disclosure, if any.

Signature of Contractor's Authorized Official

Name and Title of Contractor's Authorized Official

Date

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION
INELIGIBILITY AND VOLUNTARY EXCLUSION**

(1) The SUPPLIER certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Signature of Proposer's Authorized Official

Name and Title of Proposer's Authorized Official

Date

Sample Agreement

THIS AGREEMENT is by and between INDIAN RIVER COUNTY, a Political Subdivision of the State of Florida organized and existing under the Laws of the State of Florida, (hereinafter called OWNER) and _____ (hereinafter called SUPPLIER). OWNER and SUPPLIER, in consideration of the mutual covenants hereinafter set forth, agree as follows:

ARTICLE 1 - WORK

SUPPLIER shall complete all Work as specified or indicated in the Contract Documents. The Work is generally described as follows:

- Task 1. Project Discovery / Planning
- Task 2. Mockup Designs
- Task 3. Template Development
- Task 4. Functional Testing
- Task 5. Site Map Completion and Content Migration
- Task 6. Site Review
- Task 7. Training
- Task 8. Site launch

ARTICLE 2 - THE PROJECT

The Project for which the Work under the Contract Documents may be the whole or only a part is generally described as follows:

Project Name: Website Redesign & Content Management System
RFP Number: 2022070
Project Address: 1800 27th Street, Vero Beach, FL, 32960

ARTICLE 3 - CONTRACT TIMES

3.01 *Time of the Essence*

- A. All time limits for Milestones, if any, Substantial Completion, and completion and readiness for final payment as stated in the specifications are of the essence of the Agreement.

3.02 *Days to Achieve Substantial Completion, Final Completion and Final Payment*

- A. The Work will be completed and ready for final payment on or before the 210th day after the date when the Contract Times commence to run.

ARTICLE 4 - CONTRACT PRICE

4.01 OWNER shall pay SUPPLIER for completion of the Work an amount in current funds equal to the sum of the amounts determined pursuant to paragraph 4.01.A and summarized in paragraph 4.01.B, below:

- A. For all Work, at the prices stated in SUPPLIER’s Price Proposal, attached hereto as Exhibit 1.
- B. THE CONTRACT SUM subject to additions and deductions provided in the Contract Documents:

Numerical Amount: \$ _____

Written Amount: _____

ARTICLE 5 - PAYMENT PROCEDURES

5.01 Progress Payments.

A. The OWNER shall make progress payments to the CONTRACTOR on the basis of the approved partial payment request as recommended by County staff in accordance with the mutually agreed to schedule milestones and the provisions of the Local Government Prompt Payment Act, Florida Statutes section 218.70 et. seq. The OWNER shall retain five percent (5%) of the payment amount due to CONTRACTOR until final completion and acceptance of all work to be performed by CONTRACTOR under the Contract Documents.

5.02 Pay Requests.

A. Each request for a progress payment shall contain the CONTRACTOR’S certification. All progress payments will be on the basis of progress of the work measured by the schedule of values established, or in the case of unit price work based on the number of units completed.

5.03 Paragraphs 5.01 and 5.02 do not apply to construction services work purchased by the County as OWNER which are paid for, in whole or in part, with federal funds and are subject to federal grantor laws and regulations or requirements that are contrary to any provision of the Local Government Prompt Payment Act. In such event, payment and retainage provisions shall be governed by the applicable grant requirements and guidelines. 5.01 Method of Payment

ARTICLE 6 - INDEMNIFICATION

6.01 SUPPLIER shall indemnify and hold harmless the OWNER, and its officers and employees, from liabilities, damages, losses and costs, including, but not limited to, reasonable attorney’s fees, to the extent caused by the negligence, recklessness, or intentional wrongful misconduct of the SUPPLIER and persons employed or utilized by the SUPPLIER in the performance of the Work.

ARTICLE 7 - SUPPLIER’S REPRESENTATIONS

7.01 In order to induce OWNER to enter into this Agreement SUPPLIER makes the following representations:

- A. SUPPLIER has examined and carefully studied the Contract Documents and the other related data identified in the Invitation to Bid documents.
- B. SUPPLIER has visited the Site and become familiar with and is satisfied as to the general, local, and Site conditions that may affect cost, progress, and performance of the Work.
- C. SUPPLIER is familiar with and is satisfied as to all federal, state, and local Laws and Regulations that may affect cost, progress, and performance of the Work.
- D. SUPPLIER has obtained and carefully studied (or assumes responsibility for having done so) all additional or supplementary examinations, investigations, explorations, tests, studies, and data concerning conditions (surface, subsurface, and Underground Facilities) at or contiguous to the Site which may affect cost, progress, or performance of the Work or which relate to any aspect of the means, methods, techniques, sequences, and procedures of construction to be employed by SUPPLIER, including applying the specific means, methods, techniques, sequences, and procedures of construction, if any, expressly required by the Contract Documents to be employed by SUPPLIER, and safety precautions and programs incident thereto.
- E. SUPPLIER does not consider that any further examinations, investigations, explorations, tests, studies, or data are necessary for the performance of the Work at the Contract Price, within the Contract Times, and in accordance with the other terms and conditions of the Contract Documents.
- F. SUPPLIER is aware of the general nature of work to be performed by OWNER and others at the Site that relates to the Work as indicated in the Contract Documents.
- G. SUPPLIER has correlated the information known to SUPPLIER, information and observations obtained from visits to the Site, reports and drawings identified in the Contract Documents, and all additional examinations, investigations, explorations, tests, studies, and data with the Contract Documents.
- H. SUPPLIER has given OWNER written notice of all conflicts, errors, ambiguities, or discrepancies that SUPPLIER has discovered in the Contract Documents, and the written resolution thereof by OWNER is acceptable to SUPPLIER.
- I. The Contract Documents are generally sufficient to indicate and convey understanding of all terms and conditions for performance and furnishing of the Work.
- J. SUPPLIER is registered with and will use the Department of Homeland Security’s E-Verify system (www.e-verify.gov) to confirm the employment eligibility of all newly hired employees for the duration of this agreement, as required by Section 448.095, F.S.. SUPPLIER is also responsible for obtaining proof of E-Verify registration and utilization for all subcontractors.

ARTICLE 8 - CONTRACT DOCUMENTS

8.01 *Contents*

- A. The Contract Documents consist of the following:
 - (1) This Agreement;
 - (2) Certificate(s) of Liability Insurance;

- (3) Request for Proposals 2022070;
- (4) Addenda (numbers to , inclusive);
- (5) SUPPLIER’S submitted proposal;
- (6) Firm Information Form;
- (7) Sworn Statement Under Section 105.08, Indian River County Code, on Disclosure of Relationships;
- (8) Certification Regarding Prohibition Against Contracting with Scrutinized Companies;
- (9) Certification Regarding Lobbying;
- (10) Certificate of Debarment;
- (11) The following which may be delivered or issued on or after the Effective Date of the Agreement and are not attached hereto:
 - a) Written Amendments;
 - b) Work Change Directives;
 - c) Change Order(s).

ARTICLE 9 - MISCELLANEOUS

9.01 *Terms*

- A. Terms used in this Agreement will have the meanings indicated in the Request for Proposals.

9.02 *Assignment of Contract*

- A. No assignment by a party hereto of any rights under or interests in the Agreement will be binding on another party hereto without the written consent of the party sought to be bound; and, specifically but without limitation, moneys that may become due and moneys that are due may not be assigned without such consent (except to the extent that the effect of this restriction may be limited by law), and unless specifically stated to the contrary in any written consent to an assignment, no assignment will release or discharge the assignor from any duty or responsibility under the Contract Documents.

9.03 *Successors and Assigns*

- A. OWNER and SUPPLIER each binds itself, its partners, successors, assigns, and legal representatives to the other party hereto, its partners, successors, assigns, and legal representatives in respect to all covenants, agreements, and obligations contained in the Contract Documents.

9.04 *Severability*

- A. Any provision or part of the Contract Documents held to be void or unenforceable under any Law or Regulation shall be deemed stricken, and all remaining provisions shall continue to be valid and binding upon OWNER and SUPPLIER, who agree that the Contract Documents shall be reformed to replace such stricken provision or part thereof with a valid and enforceable provision that comes as close as possible to expressing the intention of the stricken provision.

9.05 *Venue*

- A. This Agreement shall be governed by the laws of the State of Florida. Venue for any lawsuit brought by either party against the other party or otherwise arising out of this Agreement shall be in Indian

River County, Florida, or, in the event of a federal jurisdiction, in the United States District Court for the Southern District of Florida.

9.06 *Public Records Compliance*

A. Indian River County is a public agency subject to Chapter 119, Florida Statutes. The SUPPLIER shall comply with Florida's Public Records Law. Specifically, the SUPPLIER shall:

- (1) Keep and maintain public records required by the County to perform the service.
- (2) Upon request from the County's Custodian of Public Records, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119 or as otherwise provided by law.
- (3) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the SUPPLIER does not transfer the records to the County.
- (4) Upon completion of the contract, transfer, at no cost, to the County all public records in possession of the SUPPLIER or keep and maintain public records required by the County to perform the service. If the SUPPLIER transfers all public records to the County upon completion of the contract, the SUPPLIER shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the SUPPLIER keeps and maintains public records upon completion of the contract, the SUPPLIER shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the County, upon request from the Custodian of Public Records, in a format that is compatible with the information technology systems of the County.

B. IF THE SUPPLIER HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE SUPPLIER'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT:

(772) 226-1424

publicrecords@ircgov.com

Indian River County Office of the County Attorney

1801 27th Street

Vero Beach, FL 32960

C. Failure of the SUPPLIER to comply with these requirements shall be a material breach of this Agreement.

Article 11: TERMINATION OF CONTRACT

- A. The occurrence of any of the following shall constitute a default by SUPPLIER and shall provide the OWNER with a right to terminate this Contract in accordance with this Article, in addition to pursuing any other remedies which the OWNER may have under this Contract or under law:
- (1) if in the OWNER's opinion SUPPLIER is improperly performing work or violating any provision(s) of the Contract Documents;
 - (2) if SUPPLIER neglects or refuses to correct defective work or replace defective parts or equipment, as directed by the Engineer pursuant to an inspection;
 - (3) if in the OWNER's opinion SUPPLIER's work is being unnecessarily delayed and will not be finished within the prescribed time;
 - (4) if SUPPLIER assigns this Contract or any money accruing thereon or approved thereon; or
 - (5) if SUPPLIER abandons the work, is adjudged bankrupt, or if he makes a general assignment for the benefit of his creditors, or if a trustee or receiver is appointed for SUPPLIER or for any of his property.
- B. OWNER shall, before terminating the Contract for any of the foregoing reasons, notify SUPPLIER in writing of the grounds for termination and provide SUPPLIER with ten (10) calendar days to cure the default to the reasonable satisfaction of the OWNER.
- C. If the SUPPLIER fails to correct or cure within the time provided in the preceding Sub-Article B, OWNER may terminate this Contract by notifying SUPPLIER in writing. Upon receiving such notification, SUPPLIER shall immediately cease all work hereunder and shall forfeit any further right to possess or occupy the site or any materials thereon; provided, however, that the OWNER may authorize SUPPLIER to restore any work sites.
- D. The SUPPLIER shall be liable for:
- (1) any new cost incurred by the OWNER in soliciting bids or proposals for and letting a new contract; and
 - (2) the difference between the cost of completing the new contract and the cost of completing this Contract;
 - (3) any court costs and attorney's fees associated with any lawsuit undertaken by OWNER to enforce its rights herein.
- E. TERMINATION FOR CONVENIENCE: OWNER may at any time and for any reason terminate SUPPLIER's services and work for OWNER's convenience. Upon receipt of notice of such termination SUPPLIER shall, unless the notice directs otherwise, immediately discontinue the work and immediately cease ordering of any materials, labor, equipment, facilities, or supplies in connection with the performance of this Contract. Upon such termination SUPPLIER shall be entitled to payment only as follows:
- (1) the actual cost of the work completed in conformity with this Contract and the specifications; plus,
 - (2) such other costs actually incurred by SUPPLIER as are permitted by the prime contract and approved by the OWNER.
- SUPPLIER shall not be entitled to any other claim for compensation or damages against the County in the event of such termination.
- F. TERMINATION IN REGARDS TO F.S. 287.135: TERMINATION IN REGARDS TO F.S. 287.135: SUPPLIER certifies that it and those related entities of SUPPLIER as defined by Florida law are not on the Scrutinized Companies that Boycott Israel List, created pursuant to s. 215.4725 of the Florida Statutes, and are not engaged in a boycott of Israel. In addition, if this agreement is for goods or services of one

million dollars or more, SUPPLIER certifies that it and those related entities of SUPPLIER as defined by Florida law are not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to Section 215.473 of the Florida Statutes and are not engaged in business operations in Cuba or Syria.

OWNER may terminate this Contract if SUPPLIER is found to have submitted a false certification as provided under section 287.135(5), Florida Statutes, been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or been engaged in business operations in Cuba or Syria, as defined by section 287.135, Florida Statutes.

OWNER may terminate this Contract if SUPPLIER, including all wholly owned subsidiaries, majority-owned subsidiaries, and parent companies that exist for the purpose of making profit, is found to have been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel as set forth in section 215.4725, Florida Statutes.

IN WITNESS WHEREOF, OWNER and SUPPLIER have signed this Agreement in duplicate. One counterpart each has been delivered to OWNER and SUPPLIER. All portions of the Contract Documents have been signed or identified by OWNER and SUPPLIER or on their behalf.

This Agreement will be effective on _____, 20__ (the date the Agreement is approved by the Indian River County Board of County Commissioners, which is the Effective Date of the Agreement).

OWNER:

SUPPLIER:

INDIAN RIVER COUNTY _____

By: _____
Peter D. O’Bryan, Chairman

By: _____
(Supplier)

By: _____
Jason E. Brown, County Administrator

(CORPORATE SEAL)

Attest _____

APPROVED AS TO FORM AND LEGAL SUFFICIENCY:

By: _____
Dylan Reingold, County Attorney

Address for giving notices:

Jeffrey R. Smith, Clerk of Court and Comptroller

License No. _____
(Where applicable)

Attest: _____
Deputy Clerk

(SEAL)

Agent for service of process: _____

Designated Representative:
Name: Dan Russell
Title: Director, Information Technology
Address: 1801 27th Street, Vero Beach, FL 32960
Phone: 772-226-1698
Email; drussell@ircgov.com

Designated Representative:
Name: _____
Title: _____
Address: _____

Phone: _____
Email: _____

(If SUPPLIER is a corporation or a partnership, attach evidence of authority to sign.)

Exhibit A – Price Proposal

Appendix A

**Indian River County
Board of County Commissioners
Website Requirements Specification**

Indian River County
Board of County Commissioners
Website Requirements Specification



Information Technology Department
Indian River County Board of County Commissioners
1801 27th Street, Vero Beach, Florida 32960

February 28, 2022

Revision: Final

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1 Background

On April 20, 2021, the Indian River County Board of County commissioners directed County IT staff to begin research for a project to upgrade and redesign the County website, move to a Content Management System (CMS) to allow for departmental staff updates of web content, consider the cost and time implementation of such a project, and return to the Board with the findings for further discussion.

This document presents the requirements for a web site and web CMS that will be employed to support the production of the County’s primary website in a redesign project.

2 Objectives

Indian River County seeks to redesign the County website. The primary objectives and goals of the website redesign are as follows:

2.1 An Effective Website

The County is seeking to redesign the County website so it is interactive, inviting, and engaging. In addition, the website should allow residents, visitors and business partners to complete their tasks quickly and easily using any device.

2.2 Purpose of the New Website

- 2.2.1.1.1 The County website shall serve the needs of all users by letting them easily find what they are seeking, providing them with access to key services on a 24x7 basis, allowing them to share information and interact with County staff.
- 2.2.1.1.2 The County website shall brand Indian River County for residents, visitors, businesses and elected officials, and showcase our community in a way that highlights why this is a great place to live, visit, and do business.
- 2.2.1.1.3 The County website shall provide a pleasant experience to all users by making it easy for them to complete their tasks or find what they want in a straightforward manner.
- 2.2.1.1.4 The County website shall contain content that is useful, interactive, and engaging.
- 2.2.1.1.5 The County website shall promote transparency of our local government by making it easy to share and post information, and for our users to find and interact with the information.
- 2.2.1.1.6 The County website shall build a foundation that can adapt and evolve as the community's needs change over the near and long-term.

3 System Requirements

3.1 Administration

3.1.1 Administrative Dashboard

3.1.1.1 *The administrative portion of the CMS shall be accessible for all system administrators, content contributors, and content approvers.*

3.1.1.1.1 The administrative dashboard shall feature a customizable interface that displays critical shortcuts, on-site items that require attention, recent activity logs and an internal messaging system that displays administrative messages and updated information.

3.1.1.1.1.1 The administrative dashboard interface shall display content based on user roles described in 3.1.2.5.1.

3.1.2 User Management

3.1.2.1 *Adding Users*

3.1.2.1.1 The system shall support the ability for in-house administrators to add users and reset users' passwords through a graphical user interface.

3.1.2.2 *Deleting Users*

3.1.2.2.1 The system shall support the ability for in-house administrators to delete users through a graphical user interface.

3.1.2.3 *User Passwords*

3.1.2.3.1 The system shall support an in-house administrator to be able to assign reset users' passwords through a graphical user interface.

3.1.2.4 *Active Directory Integration*

3.1.2.4.1 The CMS should have Active Directory and/or Okta integration for authentication.

3.1.2.5 *Permissions*

3.1.2.5.1 User roles

3.1.2.5.1.1 The system shall support the creation and modification of user roles. The user roles shall be:

3.1.2.5.1.1.1 *Administrators – IT Department staff with full permissions access to system settings, user management, workflow control, and all administrative functions.*

3.1.2.5.1.1.2 *Content Contributors - Department staff with permissions to access assigned site sections or pages to add, modify, or delete content.*

3.1.2.5.1.1.3 *Content Approvers – Designated Department staff that approve content additions, changes, or deletions made by Content Contributors.*

3.1.2.5.2 Site section and page-level permissions

3.1.2.5.2.1 The System shall have the ability for Administrators to assign which specific site sections and/or pages each Content Contributor has access to.

3.1.3 Workflow Management

3.1.3.1 *The system shall have the ability to manage administrative access to the site through a permission system that defines in-system rights and workflows including content approval for both general content and modular applications that are included as a part of the system. Administrators should be able to define the workflow, assign the workflow to content groups and content types, and assign users to workflow rules.*

3.1.3.2 Approval Workflow

3.1.3.2.1 The Administrator's dashboard shall have an Approval Workflow module for content changes submitted by Content Contributors. The Approval Workflow Module shall have a list of currently submitted content with the ability to either approve or decline submitted content with email messaging to indicate publishing status.

3.1.3.2.2 The Approval sequence for submitted content shall be:

3.1.3.2.2.1 The Content Contributor submits a content addition, edit, or deletion.

3.1.3.2.2.2 The Content Approver approves or rejects the content addition, edit, or deletion.

3.1.3.2.2.3 The Administrator checks for ADA Accessibility then publishes or rejects content additions, edits, or deletions sent by a Content Approver.

3.1.3.3 Approval Status - *The system shall have the following approval statuses:*

3.1.3.3.1 Under Review - The system shall have a publish status of "Under Review" in cases where submitted content is being reviewed by a Content Approver or Administrator.

3.1.3.3.2 Published - The system shall have a publish status of "Published" in cases where the content has been approved by an Administrator and has been published to the site.

3.1.3.3.3 Rejected - The system shall have a publish status of "Rejected" in cases where the content has been rejected by a Content Approver or Administrator.

3.1.3.4 Activity Reporting

- 3.1.3.4.1 The system shall provide a report detailing all changes and activity taking place on the website through content contributors and administrators, which can be filtered by start and end dates, times, by content type and by action taken, and be exportable.

3.1.4 System Management

3.1.4.1 Web Analytics

- 3.1.4.1.1 The system shall have an administrative center for reviewing, filtering and exporting overall website statistics, including the ability to view statistics by site, page, or section and presenting the information in a graphical representation.
 - 3.1.4.1.1.1 The web analytics center shall display number of visitors by site, section, or page based on preset and custom time ranges.
 - 3.1.4.1.1.2 The web analytics center shall display site search statistics.
 - 3.1.4.1.1.3 The web analytics center shall display tagged content traffic statistics.

3.1.4.2 Broken link Check Tool

- 3.1.4.2.1 The system shall have an administrative center for reviewing quality assurance, including detailing broken links on the website, including the referring page location so that links can be corrected.

3.1.4.3 Sitewide Spellchecker

- 3.1.4.3.1 The system shall have a spellchecker that checks spelling of words across the entire website.
- 3.1.4.3.2 The spell checker shall create a report of misspelled words.
- 3.1.4.3.3 The spell checker shall allow an Administrator to correct misspelled words from the generated report.

3.1.4.4 Versioning and Rollback Capability

- 3.1.4.4.1 The system must support versioning of files, pages, sections, and sites.
- 3.1.4.4.2 All versions must be retrievable with the ability to roll back the currently published version to a previous version.

3.2 Website Content Management

3.2.1 Content Management System (CMS)

- 3.2.1.1 *The system shall have a Content Management System (CMS), an application used to manage web content, allowing multiple contributors to create, edit, and publish content to the website.*

3.2.2 Content Rich Text Editor

- 3.2.2.1 *The CMS shall have an advanced WYSIWYG (What you see is what you get) rich text editor for content additions and updates with a basic set of simple options and tools to input and edit content with established site styles.*
- 3.2.2.2 *The CMS Rich Text Editor shall enable real-time collaborative editing of certain content outside of established template styles using features found in desktop word processors such as styles formatting (bold, italic, underline, bulleted and numbered lists), tables, block quoting, spell-checker, web resource linking, safe undo function, image inserting, paste from Word, and other common HTML formatting tools.*
- 3.2.2.3 *The Rich Text Editor shall include spell-check functionality.*

- 3.2.2.4 *The CMS shall support the ability for users with appropriate permissions to embed code and/or widgets within a page. This shall include the ability to embed videos, widgets/gadgets, polls, quizzes, slideshows, comment forms, and any other content that can be included via iframes, JavaScript, or other standard browser plugins.*
- 3.2.2.5 *The CMS must enforce the following validation rules before publishing a page. If any of the rules below are violated, the page must be returned to the page owner with a note indicating which violation rule was violated and what action must be taken to resolve the issue before the page can be published.*
 - 3.2.2.5.1 Every page must have at least one component on it before it can be published.
 - 3.2.2.5.2 Every page must be assigned a unique friendly URL before it can be published.
 - 3.2.2.5.3 All images must have an ALT tag applied for accessibility.

3.2.3 Content Types

- 3.2.3.1 *The CMS shall support the creation and utilization of content types. The current set of content types that are created and utilized, and shall be supported, includes:*
 - 3.2.3.1.1 URLs
 - 3.2.3.1.2 Links
 - 3.2.3.1.3 Pages
 - 3.2.3.1.4 Site sections
 - 3.2.3.1.5 Blog post
 - 3.2.3.1.6 PDF Files
 - 3.2.3.1.7 Articles
 - 3.2.3.1.8 Images
 - 3.2.3.1.9 Videos
 - 3.2.3.1.10 Audio
 - 3.2.3.1.11 RSS feeds
 - 3.2.3.1.12 Events
 - 3.2.3.1.13 Maps
 - 3.2.3.1.14 Embedded code (available CMS widgets)

3.2.4 Content Categories

- 3.2.4.1 *Administrators shall have the ability to create content categories within CMS applications and modules and edit the parameters for categories.*

3.2.5 Content Tagging

- 3.2.5.1 *Administrators and Content Contributors shall have the ability to create and add topic-related tags to published pages or posts which shall be displayed graphically on the pages or posts.*
- 3.2.5.2 *A site user shall have the ability to click a topic tag and see all content that has been tagged into that topic.*

3.2.6 Content Scheduling

- 3.2.6.1 *Content added to the site, whether as part of page content or additions to plug-in applications or modular elements, shall feature delayed posting and automatic expiration abilities.*

3.2.7 Content States

3.2.7.1 *The CMS shall allow for the following content states*

- 3.2.7.1.1 Draft – The content is being drafted, has not been approved, and has not been published.
- 3.2.7.1.2 Published – The content has been drafted, approved, and published.
- 3.2.7.1.3 Expired – The content has reached an expiration date and automatically unpublished.
- 3.2.7.1.4 Archived – The content stays within the CMS, but it is no longer displayed to the website visitor.

3.2.8 Content Expiration

- 3.2.8.1 *The CMS shall allow for content to expire and automatically unpublish.*
- 3.2.8.2 *Notification of expiration of site content shall be received by Content Contributors and Administrators through notifications available via the CMS, including a dashboard administrative display and e-mail notifications.*
- 3.2.8.3 *The dashboard shall also detail the dates for when specific content was last updated and allow for notifications when certain time periods are reached.*

3.2.9 Archiving

- 3.2.9.1 *The CMS shall support content contributors to be able to archive pages, in a system database, complete with its metadata attributes and its link designations.*
- 3.2.9.2 *Archiving a page should not archive all content on that page so those assets remain available for use on other pages of the site.*
- 3.2.9.3 *The CMS shall provide functionality for individual instances of links on an individual page to be disabled, and thus not published.*
- 3.2.9.4 *The CMS shall provide functionality to archive external links and URLs, and their attributes indefinitely.*
- 3.2.9.5 *For links, archiving a link shall involve the removal of every instance of the link across the sites, and with the normal link change notification processes being followed.*
- 3.2.9.6 *The CMS shall provide functionality to retrieve and publish previously archived pages, links and URLs.*

3.2.10 Media Management

- 3.2.10.1 *The CMS shall have image management tools for the addition of images to onsite content through web pages and modular elements associated with the CMS.*
 - 3.2.10.1.1 *The CMS shall have image editing and auto-formatting abilities on uploaded images, including the ability to change opacity, resize images dynamically based on width and height, ability to constrain proportions, flip images, rotate images, crop images, restore images and save altered images as a thumbnail or alteration of the original upload or to replace the original upload with the altered image.*
 - 3.2.10.1.2 *The CMS shall have the capacity to upload multiple images at one time and associate images with specific pages; the maximum file size should be no less than two (2) megabytes.*
 - 3.2.10.1.3 *The CMS shall provide the ability to preview images prior to association with on-site content.*

3.2.10.1.4 The CMS shall have the ability to alter image properties, including image width, image height, capability to associate or disassociate width and height, image alignment, margins and application of Cascading Style Sheet (CSS) classes from overall website styles.

3.2.10.1.5 The CMS shall have the ability to compress image file sizes.

3.2.11 Testing/Staging

3.2.11.1 *The system shall allow for a test environment to preview single pages and sections of the site before publishing.*

3.2.12 Uniform Resource Locators (URLS)

3.2.12.1 *The CMS shall support users with appropriate permissions to create both internal and external URLs in the CMS. A URL is a unique instance of destination page. Internal URLs refer to specific pages, allowing staff to link to internal pages from multiple locations on the site. External URLs refer to content on other websites.*

3.2.12.2 *The CMS shall accommodate URLs that have multiple associated Links throughout the website.*

3.2.12.3 *The CMS shall support the requirement that URLs shall be unique in the CMS repository.*

3.2.12.4 *The CMS shall support a validity check for URLs upon entry but if this check fails, it should prompt the user to enter a unique URL.*

3.2.12.5 *The CMS shall provide for the recording, retrieval and display of the identification of the last user to modify or add each URL.*

3.2.12.6 *The CMS shall automatically update the "last updated date" on a page when a URL contained on the page is edited.*

3.2.12.7 *The CMS shall support the division of URLs into referencing internal (to the website) and external sites.*

3.2.12.8 *Editing an existing URL shall cause any pages that contain links that utilize the URL to be automatically republished without approval.*

3.2.12.9 *User-friendly URLs – System shall allow for creation of user-friendly URLs. A friendly URL accurately describes the page using keywords that are easy to read for both search engines and users.*

3.2.13 Links

3.2.13.1 *The CMS shall support an authorized user to be able to create links in the CMS. A URL may have multiple links. To the site visitor, a link is what they see displayed on the page to click on, and the URL is where they will be taken after they click the link. The CMS shall support an authorized user to be able to create multiple links associated with the same URL, with the purpose of specifying alternate link text and other attributes.*

3.2.13.2 *The CMS shall provide for the recording, retrieval and display of the last user to modify or add a link.*

3.2.13.3 *The system shall have the ability to associate a file with a link. If the file is an image, the image should be displayed next to the link, or instead of the hyperlink text, as determined by the HTML templates. The images should be made clickable for the users so that when they click on the image, they will be taken to the URL specified in the link. If the file is not an image but some other format (PDF) than the clicking of the link will take the user to the file specified for download or viewing.*

3.2.13.4 *Links should be immediately published after being changed or added/removed from a published page.*

3.2.14 Navigation Builder

3.2.14.1 *The CMS shall provide a graphical user interface to build site navigation, including mega-menu capabilities.*

3.2.15 Plugins/Widgets

3.2.15.1 *The CMS shall have ability for authorized users to add, delete, and update available CMS plugins and widgets.*

3.2.15.2 *The CMS shall have the ability for authorized users to add and delete custom code for 3rd party embedded app integration.*

3.2.16 Workflow

3.2.16.1 *The workflow for publishing content shall be, in order:*

3.2.16.1.1 *The Content Contributor or Administrator shall create a page using page templates.*

3.2.16.1.2 *The Content Contributor or Administrator shall have the ability to preview content.*

3.2.16.1.3 *The Content Contributor or Administrator shall submit content for review.*

3.2.16.1.4 *The Content Approver shall receive the request for approval and approves or denies content publishing request.*

3.2.16.1.5 *If approved by the Content Approver, the request advances to Administrators for approval.*

3.2.16.1.6 *If rejected, the content request shall revert back to the first step with the reason for rejection and requests for changes.*

3.2.16.1.7 *The Administrators approves content to publish to site.*

3.3 Website Design

3.3.1 Consistency

3.3.1.1 *The website design shall remain functionally and visually consistent throughout all pages to maximize usability and maintain a common branding of Indian River County.*

3.3.1.2 *Each page shall have a clear intention for the user while establishing a focal point where the most important information can be easily found.*

3.3.1.3 *Website features shall be aligned on a full-width grid layout (Bootstrap) with columns and sections that align.*

3.3.1.4 *Information shall be clean, simple, and non-confusing in appearance.*

3.3.1.5 *Website imagery shall be high-quality and professional in appearance.*

3.3.1.5.1 *The overall tone of imagery shall match the standardized color pallet in requirement 3.3.2.2*

3.3.2 Styles

3.3.2.1 *All website pages shall share a common set of styles, all sourced from the same Cascading Style Sheet (CSS)*

3.3.3 Templates and Page Types

3.3.3.1 *The CMS shall use page templates to generate webpages.*

- 3.3.3.2 *The CMS shall support authorized users to be able to create, modify, register, maintain and apply page templates and types to individual pages, which will contain and display content developed and stored in the CMS.*
- 3.3.3.3 *The CMS shall support authorized users to be able to select page types and templates from a list when they are creating pages.*
- 3.3.3.4 *The CMS shall support the creation, modification, placement, maintenance of various page components and component types, in order to differentiate page templates and types.*
 - 3.3.3.4.1 Template page types shall be:
 - 3.3.3.4.1.1 County home page
 - 3.3.3.4.1.2 Department home page
 - 3.3.3.4.1.3 Section page
 - 3.3.3.4.1.4 Article page
 - 3.3.3.4.1.5 Blog section page
 - 3.3.3.4.1.6 Blog article page
 - 3.3.3.4.1.7 Photo gallery page
 - 3.3.3.4.1.8 Contact page
- 3.3.3.5 *The CMS shall provide the functionality to add new page types.*
- 3.3.3.6 *The CMS shall have the ability for Administrators to restrict the editable parts of page posts to specific design style.*

3.3.4 Header

- 3.3.4.1 *The website shall have a consistent header across all site pages to include the County logo, header navigation, and social media navigation.*
- 3.3.4.2 *The CMS shall have the ability to add an Emergency Alert box to the top of any page.*

3.3.5 Logo

- 3.3.5.1 *One consistent County logo shall be located at the top left of every web page.*

3.3.6 Footer

- 3.3.6.1 *All web pages shall have a consistent footer with Copyright notice and footer navigation.*

3.3.7 Navigation Menu Structure

- 3.3.7.1 *The website shall have a dynamic menu structure, with the ability for approved users to easily add, edit, move and delete menu items in multiple structural areas of the site.*
- 3.3.7.2 *Navigation shall be consistent between pages.*
- 3.3.7.3 *The dynamic menu structure shall include the following navigation types:*
 - 3.3.7.3.1 The site shall have Header (top) Navigation.
 - 3.3.7.3.1.1 The Header Navigation shall be a megamenu, a type of expandable menu in which many choices are displayed in a two-dimensional dropdown layout
 - 3.3.7.3.1.2 The website shall have consistent header navigation on the top of each web page.
 - 3.3.7.3.1.3 The header navigation shall have a home button link to the County home page.

- 3.3.7.3.1.4 The header navigation shall have a link to the Board of County Commissioners site section.
- 3.3.7.3.1.5 The header navigation shall have an A-Z Guide & Dept/Division site navigation dropdown menu.
- 3.3.7.3.1.6 The header navigation shall have a “I want to” navigation dropdown menu for popular web services.
- 3.3.7.3.1.7 The header navigation shall have a link to the Event Calendar
- 3.3.7.3.1.8 The Header Navigation shall have a link to the staff Contact Directory
- 3.3.7.3.2 The system shall have sidebar static navigation that can be applied to pages of a section or department.
- 3.3.7.3.3 The system shall have a footer navigation component that can be applied to all web pages.
 - 3.3.7.3.3.1 The footer navigation shall have a link to the County Accessibility Statement.
 - 3.3.7.3.3.2 The footer navigation shall have a link to the County Website Policy.

3.3.8 Design Elements

- 3.3.8.1 *The website shall use a standardized color palette (five or fewer total colors).*
- 3.3.8.2 *The website shall use a limited number of fonts (three or fewer).*
 - 3.3.8.2.1 The chosen font typefaces should have a variety of weights and styles that can be used strategically in the (User Interface) UI design.
- 3.3.8.3 *Website imagery shall be high-quality and professional in appearance.*
 - 3.3.8.3.1 The overall tone of website imagery should generally match the standardized color palette.
- 3.3.8.4 *Each web page shall have a clear intention for the user while establishing a focal point where the most important information can be easily found.*
- 3.3.8.5 *A web site user shall be able to intuitively navigate the website, and navigation techniques should be consistent between pages.*

3.3.9 Home Page

- 3.3.9.1 *The website home page shall display a visually appealing slideshow of County scenes and areas of interest.*
- 3.3.9.2 *The website home page shall display a prominent section of the most commonly visited/searched services as described in requirement 3.4.2.*
- 3.3.9.3 *The website home page shall display a prominent, graphical calendar function displaying the current month and highlighting key meetings and happenings.*
- 3.3.9.4 *The home page shall have an easy tool to identify in which Commission District an address is located. (GIS app link)*
- 3.3.9.5 *The home page shall link to constitutional officers.*
- 3.3.9.6 *The website home page shall be designed to minimize scrolling by directing users to content rather than posting content to the home page.*

3.4 Features

3.4.1 Automatic Sitemap

- 3.4.1.1 *The CMS should automatically create and update a sitemap when content is added, edited or removed from the site.*
- 3.4.1.2 *The CMS should automatically create and update on-page breadcrumb navigation when content is added, edited or removed from the site.*

3.4.2 Dynamic Featured Content

- 3.4.2.1 *The system shall have a dynamic featured content section on the home page where the contents are based on most visited searched-for content.*
 - 3.4.2.1.1 *CMS Identifies top 6 searched phrases and identify possible category.*
 - 3.4.2.1.2 *Dynamically Serve category link and icon on home page.*

3.4.3 Frequently Asked Question (FAQ) App

- 3.4.3.1 *The system shall have a searchable Frequently Asked Questions module accessible from all webpages for site visitors to find answers to common questions.*

3.4.4 Site Search

- 3.4.4.1 *The website should have one unified system for search, with all fields searchable.*
- 3.4.4.2 *The website shall provide configurable search results screens, such that metadata can be added or removed from display on the search results screen.*
- 3.4.4.3 *The website search interface shall be keyboard accessible. Specifically, users shall be able to tab to the next entry field.*
- 3.4.4.4 *The website shall display the related URL in the results, when searching for links.*
- 3.4.4.5 *When searching for content, within search results, the website shall provide to the user a numerical count of the items returned, the title of the item, the description of the item (if applicable), and the elements of the search results shall be clickable.*
- 3.4.4.6 *Users shall be able to sort search results by date, content, title or relevance; users able to filter by type of content and easily apply advanced search techniques, such as Boolean, if desired.*
- 3.4.4.7 *Administrators shall have the ability to fine tune the search results by using synonyms for common words or terms, and promote pages through the use of keywords.*
- 3.4.4.8 *The system shall have search functionality that will search web content as well as the contents of PDF files and metadata of Videos and Audio files.*

3.4.5 Social Media Integration

- 3.4.5.1 *The website shall Integrate Twitter and Facebook feeds and other social tools, including the ability to comment on specific pages and/or events through social media.*
- 3.4.5.2 *The website shall have page-level shareability, follow, like, etc.; article-level shareability must be unobtrusive but clear; ability to globally add or remove social networks as they gain or lose market; ability to embed social media feed and livestreams within pages.*

3.4.6 Forms

- 3.4.6.1 *The system shall have the ability for site visitors to complete and submit forms electronically.*
- 3.4.6.2 *The system shall have a form designer interface for users with appropriate permissions to design and configure web forms.*
 - 3.4.6.2.1 *The form designer shall have the ability to design forms with drag and drop form fields.*
 - 3.4.6.2.2 *The form designer shall have the ability to design a form confirmation page.*

- 3.4.6.2.3 The form designer shall have the ability to design an autoresponder email template.
- 3.4.6.2.4 The form designer shall have the ability to set the CSS of global forms or individual forms.
- 3.4.6.2.5 The form designer shall have common input validations.
 - 3.4.6.2.5.1 Required fields
 - 3.4.6.2.5.2 Max length
 - 3.4.6.2.5.3 Pattern
 - 3.4.6.2.5.3.1 *Custom*
 - 3.4.6.2.5.3.2 *Currency*
 - 3.4.6.2.5.3.3 *Date*
 - 3.4.6.2.5.3.4 *Phone*
 - 3.4.6.2.5.3.5 *Social*
 - 3.4.6.2.5.3.6 *Zip*
- 3.4.6.2.6 The Form Designer shall have the following form Processing options:
 - 3.4.6.2.6.1 Show a “confirm the submission” page.
 - 3.4.6.2.6.2 Auto response option with designer.
 - 3.4.6.2.6.3 Save form submissions to database.
 - 3.4.6.2.6.4 Send form via email.
 - 3.4.6.2.6.5 Load value from URL.
 - 3.4.6.2.6.6 Email user confirmation.
 - 3.4.6.2.6.7 Assign unique ID to be used for form confirmation number.
- 3.4.6.2.7 The form system shall allow for secure upload of specific documents.

3.4.7 Public Records Request Module

- 3.4.7.1 *The system shall have a process for a user to make a public records request.*
 - 3.4.7.1.1 The process to make a public records request shall be:
 - 3.4.7.1.1.1 User inputs public records request requesting one of the following records:
 - 3.4.7.1.1.1.1 *Personal Records*
 - 3.4.7.1.1.1.2 *Utility Records*
 - 3.4.7.1.1.1.3 *Plans/Permits/Inspections*
 - 3.4.7.1.1.1.4 *Right of way project plans*
 - 3.4.7.1.1.1.5 *Fire reports/inspections*
 - 3.4.7.1.1.2 Public Records search for ordinances and resolutions direct to <http://ircdocs.indian-river.org>.
 - 3.4.7.1.1.3 Public Records search for all others to <http://ori.indian-river.org>
- 3.4.7.2 *The system should have a method of public record workflow management. The process of public records requests workflow should be:*
 - 3.4.7.2.1 Requestor receives time-stamped public records request acknowledgement email.
 - 3.4.7.2.2 Dashboard shows submitted public records requests to Public Records Custodian.
 - 3.4.7.2.3 Public Records Custodian assigns public records requests to applicable staff.

- 3.4.7.2.4 County staff uploads records to applicable file share, marks delivery completed.
- 3.4.7.2.5 Public Records Custodian responds to requestor with applicable file share link.
- 3.4.7.2.6 Staff can manually enter public records requests.
- 3.4.7.2.7 The statuses of a public records request shall be:
 - 3.4.7.2.7.1 Unassigned
 - 3.4.7.2.7.2 Preparing
 - 3.4.7.2.7.3 Redaction
 - 3.4.7.2.7.4 Completed

3.4.8 Utilities Application for Service Module

- 3.4.8.1 *The system shall have a process to apply for water and sewer service.*
- 3.4.8.2 *The process to apply for water and sewer service shall be:*
 - 3.4.8.2.1 User completes and submits the application for water/service.
 - 3.4.8.2.2 Autoresponder email
 - 3.4.8.2.2.1 An autoresponder email shall be sent to the customer confirming application receipt.
 - 3.4.8.2.2.2 The autoresponder email shall include link to upload driver's license copy.
 - 3.4.8.2.2.3 Conditional logic check for lease requirement - The application shall have the question "Are you the owner or renter?" If application checkbox for renter is checked, the autoresponder email shall include a link to upload lease agreement.
 - 3.4.8.2.2.4 The autoresponder email shall provide an estimated cost of deposit based on service request formula.
 - 3.4.8.2.2.4.1 *The estimated cost line in the autoresponder shall contain the disclaimer "In addition to any outstanding balances due."*
 - 3.4.8.2.2.5 The autoresponder email shall contain a unique ticket number.
 - 3.4.8.2.3 The system shall save each application to database record set.
- 3.4.8.3 *The system should have a method of application workflow management for customer service staff to manage submitted applications. The process of application workflow should be:*
 - 3.4.8.3.1 Applications shall be collected in an unclaimed inbox.
 - 3.4.8.3.2 Staff shall have the ability to assign applications to themselves or other staff.
 - 3.4.8.3.3 Applications shall have one of the following statuses:
 - 3.4.8.3.3.1 Unassigned – Application not assigned to a staff member
 - 3.4.8.3.3.2 Assigned – Application is assigned to a staff member
 - 3.4.8.3.3.3 Pending payment – Application is pending payment for approval
 - 3.4.8.3.3.4 Approved and Completed. – Application is approved and service turned on.
 - 3.4.8.3.4 The system shall have the ability for staff to email customer through the system
 - 3.4.8.3.5 The system shall have the ability for staff to approve an application.
 - 3.4.8.3.6 The system shall have the ability to send an autoresponder email to the customer with a service activation message.

3.4.8.3.7 The system shall have the ability for staff to manually enter a customer application into the system.

3.4.9 Graphical Media Delivery

3.4.9.1 *The CMS shall allow for image slideshows of defined dimensions with features to alter the order/speed/duration/transition of slides.*

3.4.9.2 *The CMS shall have a built-in video player with standard player controls and the ability to display closed-captioned content.*

3.4.9.3 *The CMS shall allow for a static image banner of defined dimensions.*

3.4.9.4 *The CMS shall have page content transition and scroll animation capability.*

3.4.10 Event Calendar

3.4.10.1 *The system shall have an event calendar application allowing unlimited calendar categories, facilities, and meeting rooms.*

3.4.10.2 *The Event Calendar shall have capability to set up single or recurring events, with options for daily, weekly, monthly or annual recurrences.*

3.4.10.3 *An event within the Event Calendar shall have data fields including:*

3.4.10.3.1 *An event shall have an Event Title.*

3.4.10.3.2 *An event shall have an Event Address.*

3.4.10.3.3 *An event shall have a description with ability to post an image.*

3.4.10.3.4 *An event shall have tags assigned to categorized types of events.*

3.4.10.3.5 *An event shall have a cost field to display the cost of the event, if applicable.*

3.4.10.3.6 *An event shall have a link to the event organizer's website, if available.*

3.4.10.3.7 *An event shall have a County Facility, chosen by dropdown list.*

3.4.10.4 *The Event Calendar shall have capability to filter by category, start date, end date, & keywords.*

3.4.10.5 *The Event Calendar shall have capability for site visitors to view calendars by list of events, by week view, or month view.*

3.4.10.6 *The Event Calendar shall have capability to filter items shown on the calendar by category, start date, end date, & keywords.*

3.4.10.7 *The website home page shall have a prominent, graphical calendar function displaying the current month and highlighting upcoming events and meetings.*

3.4.10.8 *The Event Calendar shall have capability for site visitors to subscribe to calendar.*

3.5 Communication

3.5.1 Electronic Newsletter

3.5.1.1 *The system shall have a newsletter feature.*

3.5.1.2 *The newsletter feature shall allow website visitors to subscribe (Opt-in) for newsletters by department or tagged content (topic interest).*

3.5.1.3 *The newsletter feature shall allow content contributors and administrators to:*

3.5.1.3.1 *Manage subscribers by adding or deleting.*

3.5.1.3.2 *Create a newsletter and newsletter templates.*

3.5.1.3.3 *Send newsletters to selected subscribers.*

3.5.2 Polls and Surveys

- 3.5.2.1 *The system shall have the ability to create and publish a poll and/or survey to the website.*
- 3.5.2.2 *The poll and survey data shall be accessible to authorized users on the CMS dashboard.*
- 3.5.2.3 *A reports feature shall be available to run data reports from submitted poll and survey data.*
- 3.5.2.4 *The system shall have a method to generate embedding code to be used on the website, external sites, and social media sites.*

3.5.3 Blogs

- 3.5.3.1 *The system shall allow the creation of multiple blogs to be used by different individuals or departments within the organization.*
- 3.5.3.2 *The logging functionality shall include the ability to tag or categorize posts into topics.*
- 3.5.3.3 *Blog content shall have the ability to be published on a schedule.*

3.5.4 Social Media Publishing

- 3.5.4.1 *Published site content shall be sharable to County social media sites.*
- 3.5.4.2 *The system shall have the ability to post to Twitter and Facebook directly from the CMS for news, events and blog posts.*
- 3.5.4.3 *The social media posting feature should include the ability to customize messages and images in the post, schedule posts for any time, post to multiple accounts and track posts in a calendar or list view.*

3.5.5 Staff Contact Directory

- 3.5.5.1 *The site shall have a staff contact directory listing employee name, address, job title, and phone extension.*
- 3.5.5.2 *The staff contact directory shall be sourced from Active Directory integration.*

3.6 System

3.6.1 Updates

- 3.6.1.1 *The system shall have the ability for users with appropriate permissions to apply available CMS system updates manually or on a schedule.*

3.6.2 Backups

- 3.6.2.1 *The system shall have the ability to run backups on a schedule or manually.*

3.6.3 Support

- 3.6.3.1 *Vendor support - The vendor's CMS, including all features and modular applications associated with the CMS, shall have qualified and available support accessible from the system.*
- 3.6.3.2 *Support materials – The CMS shall have available support materials such as training manuals, instructional videos, or help button feature to guide staff users on system functions and features.*

3.6.4 Accessibility

- 3.6.4.1 *The website template pages shall be designed with WCAG 2.1 Standards.*
- 3.6.4.2 *The CMS shall have an image alternative text (Alt tag) tool for content contributors and administrators to add alternative text to all images.*
 - 3.6.4.2.1 *The CMS should not allow a page with images to be published unless the alt tag for all images within the page have been filled in.*
- 3.6.4.3 *The CMS link tool shall provide a link description tool to accurately describe the link destination for assistive technologies.*

3.6.4.4 *The website shall offer accessibility tools for users to adjust font size and contrast.*

3.6.5 Mobile Responsive Design

3.6.5.1 *The system shall allow for responsive design in template pages so all pages on the website will automatically detect screen resolution and respond with a view of the site that is optimized specifically for that screen.*

3.6.5.1.1 *The responsive templates shall use the bootstrap framework to achieve a fluid grid system.*

3.6.5.1.2 *Media queries shall be used to alter the layout of template elements when screen sizes meet size thresholds of tablets and mobile devices in both portrait and landscape orientation.*

3.6.6 Security

3.6.6.1 *The System shall provide protection against DDoS & other cyberattacks.*

3.6.6.2 *The website shall be secure utilizing HTTPS encryption.*

3.6.6.3 *The CMS shall comply with the cybersecurity requirements of the NIST Cybersecurity Framework version 1.1.*

3.6.6.4 *The CMS shall comply with the cybersecurity requirements of the NIST Security and Privacy Controls for Information Systems and Organizations (SP 800-53 Rev.5).*

3.6.7 Performance

3.6.7.1 *The website shall load quickly (within 2-3 seconds) on a standard workstation with an Intel Celeron N4010 processor (or better), with 4 GB of RAM (Rapid Access Memory).*

3.6.8 Language Translation

3.6.8.1 *The website shall have the functionality for the user to select multiple language translations.*

4 Desired Capabilities

4.1 The system should have the following capabilities which would give Indian River County the option to consolidate currently offered web-based services in the future.

4.1.1 The system should have Legislative Meeting Management Software capabilities.

4.1.1.1 *The Legislative Meeting Management Software should have the capability to compile and upload meeting agenda packets.*

4.1.1.2 *The Legislative Meeting Management Software should have the capability to compile and upload meeting minutes.*

4.1.1.3 *The Legislative Meeting Management Software should have the capability to record and upload meeting video.*

4.1.1.4 *The Legislative Meeting Management Software should have the capability to send an email notification when agendas, minutes, or video are posted.*

4.1.2 The system should have mass alert notification capabilities.

4.1.3 The system should have park/facility/programming reservation capabilities.

4.1.3.1.1 *The park/facility/programming reservation system should facilitate payment processing.*

4.1.4 The system should have Public Service Request capabilities.

4.1.5 The system should have Job Application capabilities.

4.1.5.1 The Job Application Module should allow for HR staff to post available jobs and job applications.

4.1.5.2 The job Application Module should allow for site visitors to apply for open positions online.

4.1.5.3 The job Application Module should allow for HR staff to manage job applications.

4.1.6 The system should have Bid and RFP posting capabilities.

5 References

5.1 Acronyms

5.1.1 CMS: Content management system.

5.1.2 CSS: Cascading Style Sheet

5.1.3 DDoS: Distributed Denial of Service Attack

5.1.4 HTML: HyperText Markup Language

5.1.5 HTTPS: Hypertext Transfer Protocol Secure

5.1.6 UI – User Interface

5.1.7 URL: Uniform Resource Locator

5.1.8 WCAG: Web Content Accessibility Guidelines