

Request for Proposals (RFP)

The Jefferson County (JC) Purchasing Department will be accepting sealed proposals for the **“JC Government Website Development, Design, & Support Services.”** Sealed proposals should be labeled with RFP name and either mailed to the Jefferson County Finance Department to the attention of Purchasing Agent Julie Anglea, at P.O. Box 1749, Dandridge, TN, 37725, or hand delivered at 1244 Gay St., Dandridge, TN, 37725. Sealed proposals will be accepted until **2:00 p.m. ET, Thursday, May 14, 2026**, at which time bids will be opened in the Finance Department conference room. For additional information and full details of this RFP please visit www.jeffersoncountyttn.gov/finance-department website. Jefferson County reserves the right to accept or reject any and all bid proposals and to waive all irregularities in the receipt/handling of bid proposals. The awarded bidder must be in good standing with the County of Jefferson.



JEFFERSON COUNTY

FINANCE DEPARTMENT

1244 Gay Street

PO Box 1749

Dandridge, TN 37725

REQUEST FOR PROPOSALS (RFP)

Jefferson County Government Website Development, Design, & Support

Prepared in accordance with Tennessee Code Annotated (T.C.A.) and applicable requirements governing 1981 Act counties. The Jefferson County Purchasing Department is receiving sealed bids for the above-mentioned project. Bids shall be identified on the exterior of the sealed envelope with all the information requested in the specifications included in this bid packet. Bids are to be addressed to the Jefferson County Finance Department and mailed or delivered to the following address:

**Jefferson County Finance Department
Attn: Purchasing Agent
1244 Gay St./P.O. Box 1749
Dandridge, TN 37725**

Bids will be received until May 14, 2026 @ 2pm ET. Date and/or Time Stamps after this will be rejected. Late bids will not be considered under any circumstances nor returned. Jefferson County is not responsible for any delays due to weather, traffic conditions, nor postal services.

During the evaluation process Jefferson County reserves the right, where it may serve the county's best interest, to request additional information or clarifications from suppliers/vendors.

Questions and requests for clarification or additional information should be directed by email or telephone to:

Julie Anglea, Purchasing Agent
janglea@jeffersoncountyttn.gov
865-397-4922 ext. 2115

Jefferson County will consider all submittals that meet bid requirements as specified within the bid packet herein and to award contracts to the lowest, responsive, responsible bidder. Jefferson County reserves the right to reject any and all bids, to waive irregularities or informalities in any proposal, and to make an award in any manner, consistent with law, deemed in the best interest of the county.

SECTION 1: GENERAL TERMS AND CONDITIONS

General administrative, submission, and evaluation requirements applicable to all solicitations issued by Jefferson County.

1.0 General Information/Intent

Jefferson County Government seeks proposals from experienced firms to plan, design, develop, implement, and support a modern, secure, and accessible public website that improves citizen access to information and services, increases transparency, and equips county staff with an easy-to-manage content platform.

Jefferson County's current web presence will be replaced or significantly enhanced through a new content management system (CMS), updated information architecture, and refreshed visual design. The resulting site must be responsive across devices and compliant with WCAG 2.1 AA accessibility standards.

2.0 Timeline (All Times are Eastern Standard Time):

2.1 ITB Issued: April 9, 2026

2.2 Last Day for Questions: April 24, 2026

2.3 Addendum Issued (if applicable): April 30, 2026

2.4 Bid Opening: May 14, 2026, at 2pm ET

2.5 Anticipated Start Date: As soon as possible

2.6 Expected Completion Date: August 31, 2026

3.0 Additional Information

Information about the Jefferson County Finance Department, RFP, specifications, and scope of work for this project can be obtained on the Jefferson County website at www.jeffersoncountyttn.gov/finance-department.

4.0 Copies of Bids: Jefferson County requires that submitted bids include two (2) identical copies one marked "original" and one marked "copy".

5.0 Bid Submittal: Vendors shall hold their price firm and subject to acceptance by Jefferson County for a period of one hundred and twenty (120) days from the date of bid opening, unless otherwise indicated in the bid proposal. Any bid submittal may be withdrawn prior to the scheduled time for the opening of bids, otherwise, bids will be reviewed as submitted. Jefferson County reserves the right to reject any and or all bids and to waive any informality, technical defect, or clerical error in any bid submittal. Do not include proprietary or confidential information unless clearly marked.

6.0 Bidder Obligation: each bidder shall become fully acquainted with conditions relating to the scope and restrictions attending the execution of the work specified. Failure or omission of a vendor to become acquainted with existing conditions shall in no way relieve the bidder of any obligations with respect to the specifications or the contract.

7.0 Bid Delivery: Jefferson County requires all bids/proposals to be submitted in sealed envelopes, addressed to the Jefferson County Finance Department, and clearly marked with the bid name by time of opening of the specified bid. Bid/proposal must be mailed or hand delivered. No bids/proposals will be accepted electronically, by fax, or by email. All bids will be opened at the specified time, and all suppliers/vendors and other people shall be invited to be present. Jefferson County will not be responsible for any lost or misdirect mail sent by common carriers, delivery to addresses other than the one listed in solicitation, or for any late bid submissions received after the time and/or date specified. Not properly sealed and/or not properly labeled bids will not be accepted. Any bid/proposal may be withdrawn prior to the scheduled time of bid opening.

8.0 Signing Bids/Proposals & Use of Bid Forms: to be considered the bid proposal must be signed. By signing the bid proposal, the vendor acknowledges and accepts the terms and conditions stated in the document and bid packet. Vendors must complete the requested forms contained in the bid packet. Failure to complete requested forms may result in rejection of their bid proposal.

9.0 Bid Acceptance/Award: Jefferson County reserves the right to use all, part, or none of the submitted proposal or bid in order to provide the broadest coverage of requested parts, equipment, products, or services. Awards may be based on categories. Award will be made to the lowest, responsive, responsible bidder(s) meeting specifications that present the product or service that is most advantageous to Jefferson County. Jefferson County reserves the right to award this solicitation on an all or none basis, or by multiple awards if in the best interest of the county. Award of specified bid (if any) should be made within sixty (60) days of bid opening. Bidders will be notified by email of the results regarding specified bid. The bidder(s) to whom the award is given may be required to enter a written contract.

10.0 Contract Term: Contracts will be awarded on a yearly basis for a maximum of up to three (3) years, if all terms, conditions, and prices remain unchanged and both parties agree. Prices contained herein are to be firm for the duration of the contract, unless approved by County Administration/Finance Director/Purchasing Department via change orders. Contractor is to notify the county of their interest to renew within sixty (60) days of contract term renewal each year. At the completion of the third year, or sooner if a renewal is not agreed upon by either party, the county shall rebid this contract.

11.0 Anticipated Contract Term: This contract will begin once contract is agreed upon and signed. The expected completion of a fully developed and designed website is August 31, 2026, from notice to proceed date.

12.0 Rejection of Bids: Jefferson County reserves the right to reject any and all bids received and to waive any informality, technical defect or clerical error in any bid. Non-acceptance of any bid will be devoid of any criticism of the bid and of any implication that

the bid is deficient in any manner. Non-acceptance of a bid shall be construed as meaning simply Jefferson County does not deem the bid acceptable or that another bid was deemed to be more advantageous for the services or goods proposed.

13.0 Evaluation Review: Jefferson County reserves the right to use all pertinent information that might affect the county's judgement as to the appropriateness of an award to the best evaluated supplier/vendor. This information may be appended to the bids evaluation process results. Information on a service provider from reliable sources, and not within the service provider's bid proposal, may also be noted and made part of the evaluation file. Jefferson County shall have sole responsibility for determining a reliable source. Jefferson County reserves the right to conduct written and/or oral discussions/interviews after bid opening. The purpose of such discussions/interviews is to provide clarification and/or additional information to make an award that is in the best interest of the County.

14.0 Evaluation Criteria: Jefferson County will use the following criteria (150 total points):

14.1 Relevant government experience and portfolio quality (30 points).

14.2 Strength of project approach and understanding of County goals (25 points).

14.3 Accessibility, security, and technical capabilities (25 points).

14.4 References and past performance (20 points).

14.5 Capacity and timeline feasibility (25 points).

14.6 Competitive Cost (25 points).

15.0 Restrictive or Ambiguous Specifications: It is the responsibility of the prospective bidder to review the entire bid packet and to notify the Jefferson County Finance Department Purchasing Agent if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding specifications or bid procedures must be received in the Jefferson County Finance Dept. no later than seven (7) business days prior to bid opening to provide ample time, if necessary, to issue an addendum to the bid specifications. These requirements also apply to specifications that are ambiguous.

15.1 No oral interpretation will be made to any supplier/vendor regarding the meaning of specifications. All questions are to be submitted electronically by email and will be answered in the form of an Addendum to the solicitation by the Jefferson County Purchasing Agent.

15.2 Bidders taking exception to any part or section of bid specifications shall indicate such exceptions or deviations in their bid response. Failure to indicate any exceptions shall be interpreted as the bidder's intent to fully comply with the

specifications as written. Conditional or qualified offers are subject to rejection in whole or in part. Exceptions will be negotiated for a mutual resolution.

16.0 Questions and Addendum: Vendor(s) shall carefully examine the ITB and any addenda. Vendor(s) are responsible for seeking clarification of any ambiguity, conflict, omission, or other errors in this specified bid writing. If the answer materially affects the specified bid the information will be incorporated into an addendum and provided to all bidders and will also be posted on the county website.

17.0 Vendor Default: Jefferson County reserves the right, in case of vendor default, to procure the articles or services from other sources and hold the defaulting vendor responsible for any excess costs occasioned thereby. Should the vendor default be due to failure to perform or because of a request for a price increase, Jefferson County reserves the right to remove the vendor from the county's bidder list for twenty-four (24) months.

18.0 Term Bid Agreements: if this bid results in a term bid contract with the supplier/vendor, Jefferson County must receive all general price decreases that other similar customers receive.

19.0 Alternative Bids: Jefferson County will not accept alternate bids (those not equal to specifications) unless authorized by Jefferson County and/or the Purchasing Agent.

20.0 Additions and/or Deletions: Jefferson County reserves the right to consider adding goods and/or services to this bid or deleting goods and/or services that are deemed necessary and/or unnecessary. Any additions and/or deletions must be approved in writing by the Jefferson County Finance Department prior to any changes in service.

21.0 Cooperative Purchasing: Bidders must indicate whether it is permissible for other governments in Tennessee to purchase these items or services at the same price. Freight charges can be adjusted to reflect differences in delivery costs.

22.0 Declarative Statement: any statement or words (e.g.: must, shall, will) are declarative statements that the vendor/supplier must comply with the condition. Failure to comply with any such condition may result in their bid being non-responsive and disqualified.

23.0 Incurred Costs: Jefferson County will not be responsible for any costs incurred in the preparation, submission, nor to procure or contract for any services or goods.

24.0 Taxes: Jefferson County purchases are not subject to taxation. Tax exemption certificates will be provided upon request.

25.0 Proof of Financial and Business Capability: Bidder must, upon request, furnish satisfactory evidence of the ability to furnish products or services in accordance with the terms and conditions of these specifications. Jefferson County will make the final determination as to the bidder's ability.

26.0 Public Records Act: Jefferson County is subject to the Tennessee Public Records Act 10-7-503 et seq. Bidders are cautioned that all documents submitted on behalf of this solicitation shall be open to the public for viewing and inspection and Jefferson County will comply with all legitimate requests.

27.0 Removal of Vendor's Employees: The successful contractor(s) agrees to utilize only experienced licensed, responsible, and capable people in the performance of the work specified under contract. Jefferson County may require that the contractor remove employees who endanger persons or property, or whose continued employment under this contract is inconsistent with the interest of the county.

28.0 State Licensing Requirements: Vendors must be properly licensed, if applicable, by the State of Tennessee for the type of work requested and must submit a copy of the license with their bid. All licensing must be in accordance with the Tennessee Code Annotated.

29.0 News Releases by Vendors/Suppliers: As a matter of policy, Jefferson County does not endorse the services of a vendor/supplier. A vendor/supplier will not make news releases concerning any resultant contract from this solicitation without prior written approval of Jefferson County.

30.0 Closures: During periods of closure due to unforeseen circumstances or inclement weather in Jefferson County or closures at the direction of the Jefferson County Mayor; the Jefferson County Finance Department/Purchasing Department will enact the following procedures in regard to solicitations, pre-bid meetings, and closures:

30.1 If the mayor closes the administrative offices prior to the time set for solicitation opening of any business day, all solicitations due that same day will be moved to the next operational business day.

30.2 Pre-Bid Meetings may be cancelled if closures occur. If a change is required due to unforeseen circumstances or inclement weather, an addendum will be issued for any changes and can be found on the county website. You may also contact the Purchasing Agent for any updates by email or telephone.

30.3 Other unforeseen circumstances shall be at the sole discretion of the Jefferson County Finance Director.

30.4 Jefferson County shall not be liable for any commercial carrier's decision regarding deliveries during any unforeseen circumstances.

31.0 Communications: The successful execution of this contract will require extensive communication between all parties involved. While information may be transmitted via telephone, it should always be followed up with an email. It is essential that the Vendor(s) have email capabilities.

32.0 Compliance with all Applicable Regulations: Vendor agrees and covenants that the company, its agents, and employees will comply with all city, county, state and federal

codes, laws, rules, and regulations applicable to the business to be conducted under this contract. If the vendor performs any work knowing it to be contrary to such laws, ordinances, rules, and regulations, the vendor shall bear all costs arising from them.

33.0 Contact Personnel: It shall be essential to the success of this contract to develop a good working relationship with the vendor(s). It is imperative that the Jefferson County account be handled efficiently and professionally. Jefferson County should be assigned no more than two (2) vendor contacts to handle billing inquiries and service-related issues. In the event one (1) or both contacts leave the Jefferson County account, the vendor shall formally introduce the new contacts to county personnel. These contacts must be knowledgeable of the Jefferson County account to avoid any interruption of services.

34.0 Pricing: The vendor(s) warrants that the unit price stated for all items shall remain firm for a period of twelve (12) months from the first day of the contract period or until June 30 (the end of the government fiscal year) whichever comes first. If the vendor's price is increased after the initial year, Jefferson County must be given written notice 30 days prior to contract end to consider continuation of services. Such a request shall include as a minimum 1) the cause for the adjustment; 2) the amount of the change requested with documentation to support the requested adjustment. Price increases will only be considered at renewal period(s). If the price increase is rejected the vendor may:

34.1 Continue with existing prices.

34.2 Request a lower price increase.

34.3 Not accept the renewal offer.

34.4 Re-submit a bid once the product/service goes back out to bid.

34.5 Vendor(s) must submit proof of price increase. If a price increase is approved by the Jefferson County Finance Department and the requesting department the approval notification will be made in writing and the vendor(s) will be notified of the new price schedule and the effective date of the increase. This documentation will become part of the bid file. No approvals will be authorized verbally.

35.0 Invoice Detail: Jefferson County requests invoices show the following details to help expedite review for payment. The vendor(s) may be required to modify invoicing procedures to show detail. All potential vendor(s) are hereby cautioned that Jefferson County will only pay from the original invoices and not facsimiles or copies. Invoices which do not adhere to these details may be returned to the vendor(s). Vendor(s) may be asked to submit a sample copy of their invoice for review during evaluation of this solicitation. Account information may be deleted.

35.1 The invoice must show the amount due to the vendor(s) by Jefferson County.

35.2 The invoice must show an itemized detailed part and material count including dates of service, location of service, type of part, the associated unit price for the

materials, parts, and/or services provided, and the total price for materials, parts, and/or services provided.

35.3 Invoices are to be original and uniquely pre-numbered.

35.4 Invoices should indicate PO number and/or department ordering.

36.0 Invoice Review: Jefferson County shall review all invoices for adherence to the terms and conditions of the contract. Variations from the contract and contract pricing are strictly prohibited. Any variations found on the invoice will result in the rejection of those invoices. Rejected invoices will be returned to the vendor for correction. If a discount for prompt payment is offered, the timeline does not commence until Jefferson County receives the invoice.

37.0 Processing Time for Payment: Vendor(s) are advised that a minimum of thirty (30) days is required to process invoices for payment when the invoice instructions herein are followed.

37.1 Invoices will be mailed to:

Jefferson County Finance Department
Attn: County Account Payables
P.O. Box 1749
Dandridge, TN 37725

37.2 Electronic Invoices must be emailed to:

jessicagonzalez@jeffersoncountyttn.gov
julieanglea@jeffersoncountyttn.gov

38.0 Payment: Payment will be issued for goods received and/or services completed after final inspection and approval. Payment will be issued in full unless otherwise stated in the contract.

Section 2: Obligations, Rights, and Remedies

These terms and conditions shall be part of the contract. Jefferson County reserves the right to negotiate other terms and conditions it deems appropriate and necessary under the circumstances to protect the public's trust.

2.0 Alterations or Amendments: No alterations, amendments, changes, modifications, or deletions to this contract shall be binding without the prior written approval by Jefferson County.

2.1 Appropriation: In the event no funds are appropriated by Jefferson County for the goods or services in any fiscal year or insufficient funds exist to purchase the goods or services, then the contract shall expire upon the expenditure of previously appropriated

funds or the end of the current fiscal year, whichever occurs first, with no further obligations owed to or by either party.

2.2 Assignment: Vendor shall not assign or sub-contract this agreement, its obligations or rights hereunder to any party, company, partnership, incorporation, or person without the prior written specific consent of Jefferson County.

2.3 Books and Records: Vendor shall maintain all relevant records for a minimum of three (3) years and make them available for audit or inspection.

2.4 Public Records Act: Jefferson County is subject to the Tennessee Public Records Act T.C.A. § 10-7-503 et seq. Vendors are cautioned that all documents submitted on behalf of this solicitation shall be open to the public for viewing and inspection and Jefferson County will comply with all legitimate requests.

2.5 Compliance with All Laws: Vendors shall comply with all applicable federal, state, and local laws, regulations, and licensing requirements affecting the provision of goods and/or services.

2.6 Default: Failure to perform or comply with any provision of this contract or the terms and conditions of any documents referenced and made a part hereof, Jefferson County may terminate the contract, in whole or in part, and may consider such failure or noncompliance a breach of contract. Jefferson County expressly retains all its rights and remedies provided by law in case of such breach, and no action by Jefferson County shall constitute a waiver of any such rights or remedies. In the event of termination for default, Jefferson County reserves the right to purchase requirements elsewhere.

2.7 Governing Law: This agreement shall be governed by the laws of the State of Tennessee with venue in Jefferson County. The Chancery Court and/or Circuit Court of Jefferson County, TN shall have exclusive and concurrent jurisdiction of any disputes which arise hereunder.

2.8 Indemnification/Hold Harmless: Vendor shall indemnify and hold harmless Jefferson County, its officials, and employees from all claims arising out of vendor performance, negligent act, occurrence, omission, or commission of vendor, its sub-vendors, suppliers, agents, or employees.

2.9 Non-Collusion: By submission of a signed bid/proposal the vendor certifies the proposal is made without collusion with any other person or company engaged in the same line of business or commerce, or fraudulent act punishable under TN or US law

2.10 Title VI of the Civil Rights Act: Non-discrimination in Federally Assisted Programs- No person in the US shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial Assistance 42 U.S.C. Section 2000d. It is the

policy of Jefferson County Government that all its services and activities be administered in conformance with the requirements of Title VI.

2.11 Independent Contractor: Vendor/Contractor acknowledges that it is an independent vendor/contractor and not an employee or agent of Jefferson County, TN.

2.12 Criminal History Check: Any and all contractors, subcontractors, vendors, vendor employees, agree to comply with T.C.A. § 49-5-413 requiring that all parties providing services for Jefferson County must submit a criminal history records check at their expense. The criminal history check is to be conducted by the TN Bureau of Investigation and the Federal Bureau of Investigation.

2.13 No Boycott of Israel: Pursuant to TCA Title 12, Chapter 4, Part 1, by submission of a response to this solicitation, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint response each party thereto as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each person is not currently engaged in, and will not for the duration of the agreement engage in, a Boycott of Israel.

2.14 Iran Divestment Act: By submission of this solicitation, each vendor and each person signing on behalf of any vendor certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each vendor is not on the list created pursuant to T.C.A. § 12-12-106.

2.15 Non-Discrimination and Non-Conflict Statement: Vendor shall comply with all non-discrimination laws including Title VI. Vendors shall comply with the Fair Wage and Hour Laws, the National Labor Relations Act, and other federal and state employment laws as applicable. Vendors covenant that it does not engage in any illegal employment practices. The vendor covenants that it has no public or private interest and shall not acquire directly or indirectly any interest, which would conflict in any manner with the provision of its goods or the performance of its services. Vendor warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of Jefferson County as wages, compensation, or gifts in exchange for acting as officer, agent, employee, sub-vendor, or consultant to vendor in connection with any goods provided or work contemplated or performed relative to the agreement.

2.16 Warranty/Inspection/Acceptance: Vendor warrants all goods and services are of merchantable quality, fit for purpose, and conform to specifications. Warranty periods shall not commence until Jefferson County inspects and formally accepts goods and/or services. Acceptance of goods or services does not constitute a waiver of latent or hidden defects or defects not readily detectable by a reasonable person under the circumstances. Jefferson County reserves the right to reject any or all items or services not in conformance to applicable specifications. Vendor assumes the costs associated with such nonconformance.

2.17 Limitations of Liability: In no event shall Jefferson County be liable for any indirect, incidental, consequential, special, exemplary damage, or lost profits even if Jefferson County has been advised of the possibility of such damages.

2.18 Order of Precedence: In the event of inconsistent or conflicting provisions the following order shall prevail: Change Orders and Written Amendments (executed after the contract), Contract, Addenda, RFP/ITB, Award, Supplementary Terms and Conditions, General Terms and Conditions, Specifications, Drawings/Plans, Vendor Bid/Proposal response.

2.19 Remedies: Jefferson County retains all remedies available under Tennessee Law, including damages and termination.

2.20 Right to Inspect: Jefferson County reserves the right to inspect work, services, and materials at any time.

2.21 Severability: If any provision is invalid, remaining provisions remain in effect.

2.22 Tax Compliance: Vendor acknowledges, by submission of bid and signature, that it is current in its respective Federal, State, County, and City taxes of whatever kind or nature and is not delinquent in any way. Delinquent status must be disclosed or risk debarment by Jefferson County.

2.23 Gratuities and Kickbacks: It shall be a breach of ethical standards for any person or company to offer, give, or agree to give any employee or former employee, or for any employee or former employee to solicit, demand, accept, or agree to accept from another person or company gratuities or kickbacks. Breach of these provisions is a breach of contract & ethical standards and will result in disqualification, legal action, and/or debarment or suspension from being a vendor or sub-vendor under Jefferson County contracts.

2.24 Insurance: Vendor shall maintain required insurance and provide proof of insurance. A copy of COI may be requested for proof of insurance. The successful vendor will be required to submit a COI with the specified coverage and listing Jefferson County, TN as additional insured; endorsement pages shall be included. It shall be the successful vendor's responsibility to keep current COI and endorsement pages on file with the Jefferson County Finance Department if the contract is in effect. The contractor shall, at its sole cost and expense, carry and maintain statutory workers' compensation insurance, employer's liability insurance, and professional liability insurance (if applicable) for any and all persons employed directly or indirectly by the contractor for the duration of the contract. The limits of liability therein shall meet, at a minimum, the limits of liability stated within the Standard Liability Insurance Requirements.

2.25 Environmental Liability: Vendor assumes responsibility for proper handling and disposal of materials in accordance with TN law.

2.26 Notice to Proceed : Once the notice to proceed is issued, the completion timeframe begins with the agreed upon completion date. A written request must be received thirty (30) days prior to the expected completion date if unable to complete during given timeframe. At the discretion of Jefferson County an extension may be granted without penalty.

Section 3 Scope of Work

3.0 Discovery and Planning

3.0.1 Current-state assessment: content inventory, analytic review, pain points, and risks.

3.0.2 Information architecture, site maps, and content strategy.

3.0.3 Project plan with milestones, risks, and communications cadence.

3.1 UX & Visual Design

3.1.1 User journey mapping and wireframes for key tasks (pay taxes, agendas/minutes, permits, etc.)

3.1.2 Multiple homepage and interior templates; design system (colors, typography, components).

3.1.3 Accessibility-first design meeting WCAG 2.1 AA; color contrast and keyboard navigation.

3.2 Development & Integration

3.2.1 CMS implementation (WordPress, Drupal, or Equivalent Open Standard CMS).

3.2.2 Reusable content types (news, events, agendas/minutes, departments, documents, job postings).

3.2.3 Advanced search; document/agenda management; forms (native or integrated).

3.2.4 Security hardening, role-based access, audit logging, performance optimization.

3.2.5 Integrations or links to existing County systems as identified during discovery.

3.3 Content Migration & Governance

3.3.1 Automated and manual migration of approved content with redirects.

3.3.2 Content quality review; archival strategy for outdated materials.

3.3.3 Governance model, publishing workflows, and roles.

3.4 Testing & Launch

3.4.1 Functional, cross-browser, and device testing.

3.4.2 Accessibility testing and remediation to WCAG 2.1 AA.

3.4.3 User acceptance testing; launch plan and rollback procedures.

3.5 Training, Documentation, & Support

3.5.1 Administrator and editor training with recorded sessions.

3.5.2 Operations documentation (CMS Admin guide, publishing SOPs).

3.5.3 Warranty period and ongoing support/maintenance options (updates, security patches, monitoring).

3.6 Deliverables

3.6.1 Project charter and communications plan.

3.6.2 Information architecture (site map) and content model.

3.6.3 Wireframes and final visual design system.

3.6.4 Accessible, responsive CMS implementation with templates and components.

3.6.5 Content migration plan and execution (with redirects).

3.6.6 Testing reports: functional, accessibility (WCAG 2.1 AA), performance, and security.

3.6.7 Administrator and editor training; documentation/SOPs

3.6.8 Post-Launch warranty and support plan.

3.7 Additional Terms and Conditions

3.7.1 All work products developed under the resulting agreement shall be considered works for hire and become the property of Jefferson County.

3.7.2 Hosting Services are proposed, the firm shall provide security practices, data residency details, uptime/service-level commitments, and backup/disaster recovery procedures.

3.7.3 Contractor shall comply with all applicable federal, state, and local laws and regulations, including accessibility requirements (WCAGG 2.1 AA).

3.7.4 The selected firm will be required to enter into a written agreement with Jefferson County; standard insurance and indemnification provisions will apply.

3.7 Qualifications

3.7.1 Three (3) or more successfully completed municipal/county websites within the last five (5) years.

3.7.2 Demonstrated WCAG 2.1 AA accessibility compliance experience.

3.7.3 Expertise with open-standard CMS platforms (e.g. WordPress, Drupal) and secure hosting practices.

3.7.4 Proven project management, including timeline and risk management.

3.7.5 Key personnel resumes showing relevant certifications and experience.

Section 4 Proposal Format

4.0 Cover Letter

4.1 Company Background

4.2 Project Team & Roles

4.3 Relevant Experience & Case Studies (public sector preferred)

4.4 Approach & Methodology

4.5 Project Timeline

4.6 Hosting & Maintenance Options

4.7 Cost Proposal

4.8 References (minimum of 3)

4.9 Additional Required Documents: Vendor Information Sheet, State and/or Business License, COI, Title VI Compliance, Non-Collusion Affidavit, Iran Divestment, Non-Discrimination, Non-Debarment, & Lobbying Affidavit, Addendum Acknowledgment, & Price Sheet.



Vendor Information Sheet

Company Name: _____

Company Address: _____

Billing Address: _____

Contact Name: _____

Phone Number: _____

Email Address: _____

List of References (List at least 3 references: Name, Phone Number, Email)

Signature:

Title:

Date:

Print Name:

Title:

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. By signing and submitting this proposal, the vendor acknowledges that they have read, understand, and agree to all aspects of the specifications and proposal requirements as presented without reservation or alteration. This proposal, if accepted, will constitute an agreement and contract with Jefferson County, TN. Prices are firm during this agreement term, unless agreed upon in writing by the County.



Iran Divestment Act Affidavit

Iran Divestment Act Affidavit as per Tennessee Code Annotated, Title 12, and effective July 1, 2016: By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to 12-12-106.

Authorized Signature: _____ Date: _____

Print Name: _____

Date Bid Submitted: _____

Title: _____

Company Name: _____

Address: _____

Phone Number: _____

Email Address: _____



Title VI Contract Assurance

It is the policy of Jefferson County Government not to discriminate on the basis of race, color, national origin, age, sex, or disability in its hiring practices; or in admission to, access to, or operation of its programs services or activities. With regard to all aspects of this contract, Contractor certifies and warrants it will comply with this policy.

Please print:

Vendor Name

Street Address

City

State

Zip Code

Phone Number

Email

I _____, hereby agree to abide by the Title VI regulations.

Signature _____ Date _____

Ownership Type (please check all that apply)

☐	African American Owned Business	☐	Asian Owned Business
☐	Women Minority Owned Business	☐	Disabled Owned Business
☐	Native American Owned Business	☐	All Others
☐	Hispanic Owned Business	☐	



Non-Collusion Affidavit

_____, being first duly sworn, deposes and says that:

- 1) He/She is _____ of _____, the bidder that has submitted the attached proposal;
- 2) He/She is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal;
- 3) Such proposal is genuine and is not a collusive or sham proposal;
- 4) Neither the said bidder nor any of its officers, partners, owners, agents, representatives, employees, or partied interest, including this affiant, has in any way colluded, conspired, connived, or agree, directly or indirectly, with any other bidder, firm or person to submit a collusive or sham bid in connection with the contract for which the attached proposal has been submitted or to retain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, firm, or person to fix the price of prices in the attached proposal, or of any other bidder, or to fix any overhead, profit, or cost element or the bid price or the bid price of any other bidder, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against Jefferson County or any person interested in the proposed contract; and
- 5) The price or prices quoted in the attached proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the bidder or any of its agents, representatives, owners, employees, or parties of interest, including this affiant.

Signature _____

Print Name _____

Title _____

Date _____



Non-Discrimination, Non-Debarment, & Lobbying Affidavit

I do hereby certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud.

I understand that collusive pricing is a violation of State and Federal law and can result in fines, prison sentences, and civil damage awards and that no collusion with another firm was used in preparation of this bid.

I also certify that this firm does not discriminate against any employee or applicant for employment on the grounds of race, color, national origin or sex; and does not and will not maintain or provide for his employees any segregated facilities at any of its establishments, and further, that the firm does not and will not permit their employees to perform their services at any location under this contract where segregated facilities are maintained.

By submission of this bid, the bidder certifies that neither it or its principals is presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal or State department or agency.

I further certify that during the Invitation to Bid solicitation and/or during the performance of this contract that neither it nor its principals will participate in lobbying activities in conjunction with this project.

I agree to abide by all terms and conditions of this Invitation to Bid and certify that I am authorized to sign this affidavit for the vendor.

Please indicate which of the following apply to your company. This information is requested for information purposes only. Jefferson County currently has no policy that allows for set asides or preferences for woman owned or minority owned businesses.

☐ African American ☐ Native American Owned ☐ Hispanic Owned

☐ Caucasian Owned ☐ Asian Owned ☐ Women Owned ☐ Other Owned

Signature: _____ Title _____ Date _____



Addendum Acknowledgement (if applicable)

If applicable, please complete and return this with bid proposal response.

I the undersigned acknowledge the receipt of the following addenda to this solicitation.

Addendum #1- Date Received_____

Addendum #2- Date Received_____

Addendum #3- Date Received_____

Addendum #4- Date Received_____

Signature_____

Print Name_____

Title_____

Company Name_____

Email_____

Phone Number_____



Price Sheet: Website Development, Design, & Support

1. Website Design & Development (One-Time Costs)

- | | |
|---|----------|
| a. Discovery and Planning | \$ _____ |
| b. UI/UX Design | \$ _____ |
| c. Content Migration | \$ _____ |
| d. CMS Development | \$ _____ |
| e. Custom Features | \$ _____ |
| f. ADA Accessibility | \$ _____ |
| g. Search & Navigation Optimization | \$ _____ |
| h. Testing & QA | \$ _____ |
| i. Training & Documentation | \$ _____ |
| j. Launch & Development | \$ _____ |
| k. Total (One-Time Project Cost) | \$ _____ |

2. Annual Hosting, Maintenance, & Support

- | | |
|-----------------------|----------|
| a. Managed Hosting | \$ _____ |
| b. Security & Updates | \$ _____ |
| c. Technical Support | \$ _____ |
| d. Content Support | \$ _____ |

e. Performance Monitoring \$ _____

f. **Annual Renewal Total** \$ _____

3. Optional Add-On Services

a. Online Payments Integration \$ _____

b. GIS/Mapping Integration \$ _____

c. Agenda & Minutes System \$ _____

d. Citizen Request Portal (311) \$ _____

e. Multilingual Support \$ _____

f. Emergency Alert Integration \$ _____

g. SEO & Digital Strategy (Annually) \$ _____

4. Hourly/On-Demand Services

a. Web Development \$ _____

b. Design Services \$ _____

c. Content Updates \$ _____

d. Consulting/Strategy \$ _____