



RFP-25-006

WEBSITE REDESIGN & HOSTING SERVICES

Issue Date: 8/24/2025

Questions Deadline: 9/10/2025 02:00 PM (CT)

Response Deadline: 9/23/2025 02:00 PM (CT)

Pulaski County

Contact Information

Contact: Ceaser Johnson

Address: 201 S Broadway Ste 440

Little Rock, AR 72201

Phone: 1 (501) 3408900

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Email: cjohnson@pulaskicounty.net

Event Information

Number: RFP-25-006
Title: WEBSITE REDESIGN & HOSTING SERVICES
Type: .PC-Request For Proposal
Issue Date: 8/24/2025
Question Deadline: 9/10/2025 02:00 PM (CT)
Response Deadline: 9/23/2025 02:00 PM (CT)
Notes: **RESPONSES TO THIS BID MUST BE RECEIVED THROUGH THIS APPLICATION. RECEIPT OF RESPONSES BY ANY OTHER MEANS WILL BE REJECTED.** All proposals must be received prior to the above date and time. Ensure you read and complete every aspect of this bid. **DO NOT SUBMIT FINANCIAL/PRICING/COST WITH THIS BID. RESPONSIVE AND RESPONSIBLE BIDDERS WILL RECEIVE A SEPARATE E-MAIL AFTER THIS BID CLOSSES.** You are invited to submit a proposal in accordance with the requirements of this solicitation, which are contained herein. Review all aspects of the bid carefully to assure clear understanding. No information regarding the proposals will be divulged until a contract is awarded by the Purchasing Department. Acceptance of the Request for Proposal issued by the Buyer, as indicated by submission of a proposal by responder, will bind responder to the terms and conditions herein set forth, except as specifically qualified in any addendum issued in connection therewith. Any alleged oral agreement or arrangement made by a responder with any agency or the Buyer, or an employee of Pulaski County will be disregarded. This solicitation does not commit Pulaski County to award a contract, to pay any costs incurred in the preparation of a proposal, or to procure or contract for the articles or goods or services. Pulaski County reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel in part or in its entirety this proposal if it is in the best interest of Pulaski County to do so.

Ship To Information

Contact: Pulaski County Treasurer
Address: 201 S Broadway Ste 110
Little Rock, AR 72201

Billing Information

Contact: Pulaski County Treasurer
Address: 201 S Broadway Ste 110
Little Rock, AR 72201

Bid Attachments

Contractor or Vendor Disclosure Form.docx

Contractor or Vendor Disclosure Form

[Download](#)

CONTRACT INFORMATION.docx

Contract Information

[Download](#)

TERMS AND STANDARD CONDITIONS RFP.docx

eBID TERMS AND STANDARD CONDITIONS RFP

[Download](#)

W-9 Blank 2024 form.pdf

W-9 Form Rev. 2024

[Download](#)

Addendum.pdf

Addendum A & B

[Download](#)

Requested Attachments

Certificate of Insurance

Attach your COI here, if applicable

W-9

Attach completed W-9 here

Contract Vendor Disclosure

(Attachment required)

Attach your completed form here

Disadvantaged Business Certification

Attach approved certification from applicable State here

Response to Scope of Work

(Attachment required)

Attach your response to Scope of Work

Pulaski County Taxes

Attach your proof of paid taxes here, as applicable

Additional Information

Attach additional relevant information here, if necessary

Bid Attributes

1 INTRODUCTION

The Pulaski County Treasurer’s Office manages the collection and distribution of public funds in a transparent and efficient manner. We are seeking proposals from qualified vendors to modernize, redesign, and enhance our website, <https://pulaskicountytreasurer.net>. The updated site should prioritize user experience, security, performance, and accessibility.

A key objective of this project is to ensure the website remains **future-ready**, leveraging current and emerging technologies to maintain long-term usability, adaptability, and compliance with evolving standards. **Particular emphasis will be placed on maintaining full ADA compliance and supporting multilingual accessibility, ensuring equitable access for all taxpayers regardless of ability or language.**

The chosen vendor will provide ongoing website and hosting support following redeployment. Managed hosting services must align with industry security and regulatory standards.

The goal of the Pulaski County Treasurer website is to provide taxpayers with comprehensive information about property taxes, including an “Announcements” section, available payment options with links to our tax payment site, information about tax credits and voluntary taxes, transparency on how property taxes are collected and spent, an FAQ section, and a contact form with multiple categories for direct communication with the Treasurer’s Office. Our website also features a digital employee chatbot named “Penny,” trained to answer a wide range of property tax questions.

2 SCOPE OF WORK

Primary Objectives

- Improve user experience and intuitive site navigation.
- Enhance security and data protection.
- Optimize site performance, speed, and mobile responsiveness.
- Provide robust, user-friendly content management.
- Apply search engine optimization (SEO) best practices.
- Provide robust analytics to monitor user behavior, traffic sources, and content performance for continuous improvement
- Integrate third-party services, including Cloudflare Enterprise and our Digital Employee Chatbot, Penny.
- Ensure the website remains modern, adaptable, and future-ready through scalable architecture and ongoing compliance with emerging standards (e.g., ADA, multilingual accessibility).
- Maintenance scheduling will align with property tax deadlines and payment cycles.

Demo of Work

- Provide a portfolio of work previously done at other sites
- Provide at least one sample design concept presented as static images or interactive demos

Accessibility Compliance

- The vendor's solution must comply with all applicable accessibility standards, including WCAG and Section 508 requirements. To support equitable access for diverse users, the system must provide multilingual support, at a minimum supporting both English and Spanish.
- All deliverables, including websites, web applications, forms, and other digital content, must conform to the Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA, as published by the World Wide Web Consortium (W3C).
- Compliance with WCAG 2.1 Level AA is required to meet accessibility obligations under the ADA Title II and, where applicable, Section 508 of the Rehabilitation Act.
- Vendors must ensure that all interactive components—including navigation, forms, media, dynamic content, and third-party integrations—are accessible to users of assistive technologies and meet the specified success criteria.
- The vendor must provide documentation of accessibility testing, including automated and manual testing results, details of tools used, and any remediation efforts undertaken.
- Reference: W3C WCAG 2.1 Recommendation – May 6, 2025

Note: WCAG Level AA includes and builds upon all Level A success criteria. Therefore, conformance with Level AA automatically requires full compliance with Level A standards.

3 TECHNICAL & FUNCTIONAL REQUIREMENTS

3.1 Website Design, Features & Content Management System/For addendums listed below, go to attachments tab

- Migrate and improve existing website content (see Addendum A for Sitemap).
- Use a modern, responsive design consistent with current brand colors.
- Content Management System (CMS) must support frequent updates and dynamic content such as changing deadline dates. WordPress or equivalent/superior options will be considered.
- Consolidate the Special Improvement Districts (SID) page into the main CMS.
- Support for English and Spanish.
- Custom countdown timer for tax deadline (Sept–Oct).
- Home page “Announcements” section updates.
- Monthly Treasurer Reports page updates.
- Secure Contact Form with multi-category routing and support for sensitive document upload (see Addendum B for all form categories and description).
- Support mobile-responsive DAV letter submission using smartphone scanning and PDF conversion (see Addendum B, Section 6 for details).

- Vendor-provided CMS training for County content managers.

3.2 Security & Compliance

The vendor must implement comprehensive security controls aligned with Center for Internet Security (CIS) Benchmarks and Controls, ADA/WCAG standards, and state/federal requirements.

General Security Requirements

- Enforce TLS 1.2+ encryption and full HTTPS/SSL coverage. Currently, our existing web vendor generates the Certificate Signing Request (CSR), we obtain and purchase the SSL certificate, and the vendor installs the certificate on the server.
- Every contact form must include a proven method of deterring automated spam submissions (e.g., honeypot or accessible CAPTCHA), provided that the implementation fully complies with all applicable accessibility standards, including WCAG 2.1 Level AA under the ADA
- Input validation and sanitization for all user inputs.
- Sensitive document uploads from the DAV contact form must be encrypted, scanned for malware, securely emailed, then immediately deleted from the web server after successful handoff.
- Exclude sensitive form data from server logs.
- All cookies related to CMS administration or authentication must be configured with secure attributes (HttpOnly, Secure, SameSite) to protect admin sessions. Public-facing cookies (e.g., analytics) must comply with privacy and security best practices.
- Assist the Treasurer's office with implementing Cloudflare WAF rules, Bot Management, DDoS Protection, and other Cloudflare security features.

Compliance with ALA Best Practices and CIS Controls

The vendor must ensure that all security practices, configurations, and system implementations adhere to industry-recognized cybersecurity frameworks and standards. Arkansas Legislative Audit (ALA) has formally adopted the Center for Internet Security (CIS) Critical Security Controls as a foundational requirement for government entities under its purview. Therefore, compliance with CIS Controls is a mandatory component of this engagement.

The selected vendor must demonstrate an organizational commitment to implementing appropriate administrative, technical, and physical safeguards consistent with CIS benchmarks. This includes, but is not limited to, data protection, secure configuration, access management, logging, monitoring, application security, and vulnerability management—as aligned with ALA expectations.

As part of the proposal and contract deliverables, the vendor must provide documentation demonstrating alignment with the CIS Controls across their development processes, hosting infrastructure, and support operations. Acceptable forms of documentation may include internal policies, system configuration standards, security process descriptions, or relevant third-party attestations, as appropriate.

Note: The Pulaski County Treasurer, along with our contracted vendors and governing authorities, performs penetration testing at least once per month and reserves the right to initiate additional testing at any time.

4 THIRD-PARTY INTEGRATIONS

- Cloudflare Enterprise
- Digital Employee Chatbot "Penny"
- Additional plugins/tools used by the County

5 ADDITIONAL SPECIFICATIONS AND ADDENDUMS

5.1 Backup Management

- Daily incremental and weekly full immutable backups of both host server/configuration and website content.
- 30-day retention minimum
- Recovery within 24 hours
- Encrypted storage; must comply with state/federal law
- Annual backup recovery testing required
- Backup copies of website content and restoration documentation to Pulaski County Treasurer IT

5.2 Hosting Infrastructure

- Dedicated static public IP and server (no shared resources)
- Virtual environment
- Disclose server locations and any third-party hosting providers
- Written approval required for any changes to hosting or third-party services
- Full admin access and audit logs required

5.3 Monitoring & Analytics

- Tool like Google Analytics 4 (or equivalent)
- 12-month access/error logs with download options
- Monthly performance and security reports
- FOIA-compliant log retention
- 24/7 monitoring and threat detection
- Immediate incident alerts and remediation

6 UPTIME GUARANTEE

- Uptime: Maintain 99.95% monthly uptime, excluding approved scheduled maintenance.
- Planned Maintenance: Must be submitted to and verified by our office at least 72 hours in advance and scheduled for non-peak hours (e.g. after 10 PM CST).
- Blackout Dates: No maintenance or downtime is permitted during designated blackout periods tied to property tax deadlines or increased payment activity as defined by our office.
- Incident Response: Critical issues require a 1-hour response and 4-hour resolution; lower severities must be addressed within agreed business timelines.
- Monitoring: Provide real-time performance monitoring and monthly SLA reports.
- Security: Maintain industry-standard security practices; report breaches within 1 hour of discovery.
- Support: Provide 24/7 emergency support with defined escalation paths.
- Data & Backup: All data is our property; perform daily backups with 30-day retention.
- Penalties: Failure to meet SLA targets may result in service credits or contract remedies.
- Disaster Recovery: Maintain a disaster recovery plan with a 4-hour Recovery Time Objective (RTO) and 1-hour Recovery Point Objective (RPO).

7 Acknowledgement of Amendment

Acknowledge receipt of Amendment within 48 hours of distribution. Failure to provide acknowledgment may be grounds for disqualification.

☐ Yes

(Required: Check if applicable)

8 Additional Expenses

Please address any additional costs that may be incurred by the Company that is not addressed in this proposal such as travel expenses and ancillary expenses. You may also include an attachment in the Response Attachment Tab.

(Optional: Maximum 4000 characters allowed)

9 Affirmative Action Regulations

Pulaski County is a federal contractor (or subcontractor) and/or receives grant monies from the federal government and complies with the following affirmative action regulations:

- Executive Order 11246, as amended (41 CFR Chapter 60)
- Section 503 of the Rehabilitation Act of 1973, as amended (41 CFR 60-741)
- Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 USC §4212 (41 CFR 60-300)

In compliance with these regulations, Pulaski County hereby notifies you that as our subcontractor, vendor, or supplier, your organization may also be subject to the regulations outlined above. The equal employment opportunity clauses set forth in 41 CFR §60-1.1(a), 41 VFR §60-300.5(a) and 41 CFR §60-741.5(a) are included by reference into all of the transactions between our companies. We appreciate your cooperation in our effort to fully comply with these federal requirements.

10 Award of Contract

Pulaski County reserves the right to overlook any errors or omissions on the part of the vendor during the RFP process and to reject any and all proposals, or any portion thereof, and re-advertise if deemed necessary. Award will be made to the Company whose proposal conforms to the RFP and, in the sole judgment of Pulaski County, will be most advantageous to Pulaski County.

11 Bid Bond

A certified check or bank draft payable to the order of Pulaski County negotiable U.S. Government bonds (at par value), or satisfactory bid bond executed by the bidder and an acceptable surety in an amount of not less than five percent (5%) of the total of bid shall be submitted at the time the bid is submitted.

12 Certification - Arkansas Legislative Audit

In accordance with A.C.A §10-4-424, this company shall cooperate, provide, and permit Arkansas Legislative Audit access and authority to obtain information of the County kept in computer applications as a result of this contract/agreement and thereby audit the same.

☐ I Certify ☐ I do not certify

(Optional: Check only one)

13 Certification - No Boycott of Israel

Pursuant to Ark. Code Ann. § 25-1-503, Contractor certifies that it is not currently engaged in, and agrees for the duration of the contract not to engage in, a boycott (s) of Israel.

☐ I certify ☐ I do not certify

(Required: Check only one)

1
4**Certification 20% No Boycott of Israel**

I/we do not certify to the Certification no boycott of Israel, however, Pursuant to Ark. Code Ann. § 25-1-503, I/we will offer to provide the goods or services for at least twenty percent (20%) less than the lowest certifying business. Please specify percentage.

If you did certify, enter a (0) zero%.

(Required: Maximum 1000 characters allowed)

1
5**Certification - No Boycott of Energy, etc**

Pursuant to Ark. Code Ann. §25-1-1002, Contractor certifies that it is not currently engaged in, and agrees for the duration of the contract not to engage in, a boycott of energy, fossil fuel, firearms, and ammunition industries.

☐ I certify ☐ I do not certify

(Required: Check only one)

1
6**Certification - 20% No Boycott of Energy, etc**

I/we do not certify to the Certification of no boycott of energy, fossil fuel, firearms, and ammunition industries pursuant to Ark. Code Ann. §25-1-1002. I/we will offer to provide the goods or services for at least twenty percent (20%) less than the lowest certifying business. Please specify percentage.

If you did certify, enter (0) zero %.

(Required: Maximum 1000 characters allowed)

1
7**Completion**

Pulaski County will require the Contractor to begin work within ten (10) calendar days after receipt of the contract award letter/purchase order, and complete the work within ninety (90) calendar days thereafter. If this schedule cannot be met, bidder must state number of days required to complete the project. Failure to state completion time obligates bidder to complete project by County's requested date. Extended delivery dates may be considered when in the best interest of the County.

1
8**Completion Date**

Please indicate completion date or number of days, if ninety (90) days cannot be met.

(Optional: Maximum 1000 characters allowed)

1
9**Compliance with Federal, State, and Local Laws**

The Proposer agrees that they will comply with all State, Federal, and Local Laws including but not limited to The American with Disabilities Act, Title VII of the Civil Rights of 1964, Age Discrimination in Employment Act, Civil Rights Act of 1991, Federal Insurance Contribution Act (FICA), Fair Labor Standards Act, Equal Pay Act of 1963 and the Affordable Health Care Act, as to Treatment and Compensation of Its Employees.

☐ I agree and will comply

(Required: Check only one)

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Contract

The contents of the RFP will be incorporated into the final Contract documents. Due to the anticipated complexities of this contract relationship, Pulaski County reserves the right to negotiate final terms and conditions with the Company(ies) submitting proposals.

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Contract Limitations

Pulaski County's contracting limitations are incorporated into, and made a part of the RFP. See attachment titled "Contract Information"

2
2

Contractor/Vendor Disclosure

Did you attach a completed Contract/Vendor Disclosure Statement?

☐ Yes

(Required: Check if applicable)

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Contracts Lost

The Provider must include a list of all accounts, which were canceled or not renewed during the past five (5) years and the reasons for cancellation or non-renewal. This list shall include the name and telephone number of the primary contact of each account.

(Optional: Maximum 4000 characters allowed)

2
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Cost for Proposal Preparation

Pulaski County will not reimburse Company's cost incurred in the preparation and submission of proposals. All proposals shall become the property of Pulaski County upon submission. The County reserves the right to negotiate rates, terms and conditions from the selected qualified companies, subsequent to the submission of proposals, in accordance with the established contractual guidelines of Pulaski County, Arkansas.

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Disadvantaged/Minority-Owned/Woman-Owned Business Enterprise MWOBE

Is your company registered and certified as a Disadvantaged/Minority-Owned/Woman-Owned Business MWOBE?

Please provide applicable Certificate from the State verifying certification

☐ Yes ☐ No

(Optional: Check only one)

2
6

Employment Policies

The Company's employment policies shall meet the requirements of the Fair Labor Standards Act and all other regulations required by Federal or State law. The County is committed to Equal Opportunity. The Company must pledge to comply with Equal Opportunity Laws and that it will not discriminate against any employee or applicant for employment on the basis of political or religious opinions or affiliations, or because of age, race, sex, national origin, handicap, disability, sexual orientation, gender identity, genetic information, veteran status, or other non-merit factors or participation in a legally protected activity.

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Examination of Records

The Company agrees that the County or any of its duly authorized representatives shall at any time during the term of this Contract have access to, and the right to audit and examine, any pertinent records of the Company related to this Contract. Such records shall be kept by the Company for a period of not less than five (5) years from the date the records are made, unless the County authorized their earlier disposition. Company agrees to refund to the County any underpayments or overcharges disclosed by any such audit, or to take other corrective action as may be required.

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Experience

The Company shall submit information showing evidence of its experience with aspects of this proposal.

(Required: Maximum 4000 characters allowed)

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Examination and Copying of Public Records

Pursuant to A.C.A §25-19-105(g),

any computer hardware or software acquired by an entity subject to §25-19-103(7)(A) after July 1, 2001, shall be in full compliance with the requirements of this section and shall not impede public access to records in electronic form.

Ability to export and redact?

☐ No ☐ Yes

(Required: Check only one)

3
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Fax Proposals

Proposals faxed or mailed directly to Pulaski County Offices will not be considered. Proposals must be submitted through this forum.

3
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Financial Consideration

DO NOT SUBMIT FINANCIAL/PRICING/COST INFORMATION WITH THIS BID. The cost of the proposal will be requested once this technical bid closes. A separate e-mail will be sent to the responsive and responsible bidders.

3
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Further Information

Companies are cautioned that the County is not obligated to ask for or accept after the opening date, data that is essential for a complete and thorough evaluation of the proposal. The County may award a contract based on initial submissions without any further discussion of such proposals. Accordingly, each proposal should be submitted on the most favorable and complete price and technical terms possible. Any ambiguity in any proposal as the result of omission, error, lack of clarity or noncompliance by the Company with specification, instructions and all conditions of the Request for Proposal shall be construed in the light most favorable to the County.

3
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Governing Law

The parties hereto agree that this Agreement shall be construed under Arkansas law. The parties further agree that proper jurisdiction and venue for any cause of action arising from this Agreement shall be vested in the state courts of Arkansas.

☐ I agree

(Required: Check only one)

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Important Notice

The County has attempted to provide all information available. It is the responsibility of each Proposer to review, evaluate, and where necessary, request any clarification by submitting your question in the questions tab of this bid no later than the question cutoff period.

3
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Indemnification

The Company hereby agrees to assume all risks and responsibilities inherent in performing the contracted services and does hereby agree to defend, hold harmless, indemnify, release and forever discharge Pulaski County Government and any of its guards, agents, employees, volunteers and servants from and against any and all claims, demands, and actions, causes of action, losses liabilities, or expenditures of any kind, including court cost and expenses, accruing or resulting from any suites or damages of any character resulting from injuries, damages, or death sustained by any person or persons, or property, by virtue of the performance of this agreement either directly or indirectly.

3
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Insurance Response

Is an insurance certificate or a letter of intent from an insurance company attached?

☐ Yes

(Required: Check if applicable)

3
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Insurance

All proposals must contain a letter of intent from an insurance company authorized to do business in the State of Arkansas stating its willingness to insure the Company pursuant to the terms of any contract resulting from the bid. The Company shall procure and maintain, at the company's expense, the following insurance coverage for the period of the Contract. Certificates evidencing the effective dates and amounts of such insurance must be provided to Pulaski County:

1. Workers Compensation: As required by the State of Arkansas
2. Comprehensive General Liability (Broad Form) coverage in amounts specified under the contract for work at the facility prior to the signing of the contract.
3. Public Liability Insurance
4. Commercial Blanket Bond Coverage (theft/fraud by employees)
5. INCLUDE ONLY IF NEEDED: Professional liability insurance in an amount of \$1,000,000 per occurrence and \$3,000,000 in the aggregate. If "claims made" is provided, continuing liability coverage ("tail") of at least five (5) years must be in force.
6. Minimum shall be in the total amount of the Contract.

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Law Changes

If any local, state or federal government or government agency changes or amends any laws, rules, or regulations affecting the rights, requirements, relationships contemplated herein, Pulaski County reserves the right to amend the contract in order to bring it into compliance with such changes.

3
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Materials not Desired

Binders, brochures, and materials not specified in the RFP are neither requested nor desired. Please do not attach these with your proposal. If additional information is required, it will be requested by the County after review of the proposals.

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Non-Appropriation Clause

Notwithstanding anything contained in this Agreement to the contrary, if the Pulaski County Quorum Court fails to appropriate funds for subsequent period within the term of this Agreement, the County shall not be obligated to make payments beyond the then current fiscal appropriations period provided that Company shall have received a written notification of the occurrence of the following events:

1. Funds are not appropriated for a subsequent period during the Term of this Agreement for the acquisition of services and functions which, in whole or in part, are essentially the same services and functions for the performance of which the services and functions were purchased.
2. County has exhausted all funds legally available for all payments due under this Agreement
3. Such non-appropriation did not result from any act or failure to act of the County. then, Company's only remedy shall be to terminate this Agreement at the end of the period which notice is given and take possession of any equipment owned by the Company. Company shall be entitled, however, to any payments and other payments due and owing during any previous period.

1

1. The vendor has not been a party to any collusion among vendor(s) in the restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding.
2. The vendor has not been a party to any collusion with any official or employee of Pulaski County as to quantity, quality, or price in the prospective contract, or any other terms of said prospective contract.
3. The vendor has not been a party in any discussion between bidders and any official of Pulaski County concerning exchange or money or other things of value for special consideration in the letting of a contract.

2

- **Contact name:** Shannon Chronister
- **Department:** Director of Information Technology, Treasurer's Office
- **Address:** 201 South Broadway, Little Rock, AR 72201
- **Phone:** 501-340-5644
- **Submission Method:** Email to dpadmin@pulaskicountytreasurer.net
- **Email:** dpadmin@pulaskicountytreasurer.net

3

(Required: Maximum 4000 characters allowed)

4

(Required: Maximum 4000 characters allowed)

4

Performance Record

5

The Company shall submit information showing evidence of its past performance in regard to: 1. Timeliness 2. Completion of work within budget 3. Quality of work

A vendor's past performance with Pulaski County may be used to determine if the vendor is "responsible". Bid responses submitted by vendors determined to be non-responsible shall be disqualified.

(Required: Maximum 4000 characters allowed)

4

Price Escalation

6

Quoted prices must remain firm for the first year of the contract. Each year the contractor may request a price adjustment. The County will entertain a request for escalation in accordance with the current Consumer Price Index at the time of the request or up to a maximum 5% increase on the current pricing, whichever is lower. For the purpose of this section, "Consumer Price Index" shall mean the Consumer Price Index-All Urban Consumers - United States Average-All items (CPI-U), as published by the United States Department of Labor, Bureau of Labor Statistics. In the event of a general price schedule decrease, the County shall be guaranteed full benefit of the price reduction. Request for price adjustment shall be submitted to the Pulaski County Assistant Comptroller, 201 S Broadway, Ste 440, Little Rock, AR 72201, e-mail to pcpurchase@pulaskicounty.net or faxing to 501-340-8352.

4

Proposal Evaluation

7

The County will review all accepted proposals with particular emphasis on the following:

- Security and compliance expertise with experience working with environments subject to regular penetration testing and audits 35%
- Overall design, ease of use, and accessibility 25%
- Experience with Search Engine Optimization and web analytics 20%
- Proven experience with Cloudflare services 15%
- Portfolio and references 5%

Proposal evaluations are the sole responsibility of the County and as such the County is the final authority on the evaluation process. Although some of the criteria are given more weight than others, each Company is expected to provide the County with a complete, comprehensive proposal which allows the County to do complete evaluation using the criteria above.

4

Proposal Selection Procedure

8

Proposals submitted for this bid will be evaluated by an evaluation team. The evaluation team will consider all information provided in the proposal when making its recommendation and may consider relevant information from other sources.

The County reserves the right to invite proposers for interviews which will be used in conjunction with the cost/financial proposal information to award the services offered. Upon final scoring of the proposals, the evaluation team will make a recommendation of award.

During the proposals selection process, a short list of proposers may be selected for interviews and further information may be requested of these proposers to assist in the final selection. Proposers may enter into negotiations for final contract award. The County reserves the right to negotiate with a proposer, or with more than one proposer. The County reserves the right to reject any or all offers if it determines that such offers are not in the best interest of the County.

4
9

Proprietary Information

After the award of the Contract, all proposals will be open for public inspection. Financial data, trade secrets, test data, and similar proprietary information will, to the extent permitted by law, remain confidential provided such material is clearly indicated by the Company at the time of submission; however, net cost information may not be confidential.

(Optional: Maximum 1000 characters allowed)

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Pulaski County Property Tax

If your business address is within Pulaski County, did you submit proof of payment of real estate and personal property taxes due in 2024?

☐ Yes - Submit Proof ☐ No

(Optional: Check only one)

5
1

Records Retention

Reference A.C.A. §14-14-111.

County Governments in Arkansas are the repository for vast numbers of public records necessary for the regulation of commerce and vital to the health, safety, and welfare of the citizens of the state. These records are routinely kept in electronic format by county officials who are the custodians of the records.

A COUNTY OFFICIAL REQUIRED BY LAW TO MAINTAIN PUBLIC RECORDS AND WHO IN THE NORMAL PERFORMANCE OF OFFICIAL DUTIES CHOOSES TO KEEP AND MAINTAIN THE RECORDS IN AN ELECTRONIC RECORD RETAINS ADMINISTRATIVE RIGHTS AND COMPLETE ACCESS TO ALL THE RECORDS.

5
2

References

Provide a list of at least three (3) government and or commercial clients for which the Company has performed/provided similar services within the past two years.

Include the company name, address, phone number, e-mail and a brief description of the contractual relationship.

(Required: Maximum 4000 characters allowed)

5
3

Staff and Capacity to Perform Work

The Provider shall submit information showing: 1. Qualifications of staff that will be assigned to the project, if any other than Provider 2. Staff expertise 3. Staff time availability

(Required: Maximum 4000 characters allowed)

5
4**Standard of Performance**

The Company shall perform according to the terms and conditions as stated herein, and according to the highest standards and commercial practices. Instances of poor performance by the Company will be documented and submitted to the Company for immediate review and corrective action. Continued poor performance will be deemed a breach of the specifications of the RFP, and shall be grounds for immediate termination of the contract. A review meeting will be called between the Company and Pulaski County when documented instances of poor performance occur. A plan for corrective action agreeable to both parties will be drafted and implemented. Pulaski County retains the absolute right to assess whether and when performance is subsequently acceptable.

5
5**Staffing**

Please furnish the name and telephone number of a responsible person who will represent the contractor in all matters pertaining to the contract, including the placing of orders during the term of the contract.

(Required: Maximum 1000 characters allowed)

5
6**Taxes**

Company will be responsible for collection and payment of all required taxes (local, state, federal) relating to its operation. Pulaski County is prohibited by ordinance from awarding contracts to companies that are delinquent in paying Pulaski County property taxes. If your business address is within Pulaski County, you must submit with your proposal proof of payment of real estate and personal property taxes due in 2024 for tax year 2023, or your proposal may be disqualified.

5
7**Telegraphic Proposals**

Telegraphic or FAX proposals sent directly to Pulaski County offices will not be considered

5
8**Term of Contract**

The required services are to commence no later than a date to be agreed upon by and between Pulaski County and the company selected and, unless terminated sooner, shall continue in force for (3) three years, with the option for (1) 3 year renewal. No contract will be automatically renewed at the end of any contract term. Written confirmation shall be required.

5
9**Termination and Assignment**

The contract awarded in response to the RFP (the "Contract") may be terminated by either party by giving the other not less than 30 days written notice of intent to terminate as of the date specified. The Contract will not be assignable without prior written consent of both parties. An attempted assignment without such consent shall be void and of no effect.

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0**Terms Acknowledged**

Check the box acknowledging Pulaski County's bid terms and conditions.

☐ I acknowledge

(Required: Check only one)

6
1**Title VI Civil Rights Act Compliance****TITLE VI CIVIL RIGHTS ACT COMPLIANCE AND ASSURANCES:**

The successful bidder, and all sub-recipients, sub-grantees, sub-contractors, successors, transferees, and/or assignees shall:

- a. Comply with Title VI of the Civil Rights Act of 1964 as amended (42 U.S.C. § 2000d et seq., 78 stat.

252), prohibiting discrimination on the basis of race, color, national origin, age, sex, and disability through its applicable federal statutory or regulatory authorities, or other pertinent directives, circulars, policy, memoranda, and/or guidance and will give assurance that it will promptly take measures necessary to ensure such;

- b. Abide by all applicable Federal provisions, and Pulaski County requests, regarding access to records, accounts, documents, information, facilities, and staff;
- c. Comply with all program and/or compliance reviews, and/or complaint investigations conducted by Pulaski County or any Federal department or agency;
- d. Maintain and preserve all project records for a minimum of three (3) years or as further required by Pulaski County and Federal record retention requirements;
- e. Assure that all records or materials are timely, completely, and accurately provided to Pulaski County upon request, and
- f. Comply with data collection and evaluation requirements, as required by Pulaski County, related laws, or program guidance.

DISADVANTAGE BUSINESS ENTERPRISES

Pulaski County, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into, pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

PULASKI COUNTY NONDISCRIMINATION ASSURANCES:

The successful bidder, as well as, all sub-grantees, sub-contractors, successors, transferees, and/or assignees, providing goods and services to Pulaski County, shall comply with Pulaski County Ordinance 15-OR-25, prohibiting discrimination on the basis of political or religious opinions or affiliations, age, race, sex, national origin, handicap, disability, sexual orientation, gender identity, genetic information, veteran status, or other non-merit factors. The successful bidder shall include a similar provision in all contracts or agreements with sub-grantees, sub-contractors, successors, transferees, and/or assignees requiring compliance with Pulaski County Ordinance 15-OR-25. The successful bidder shall provide records of such contracts or agreements with sub-grantees, sub-contractors, successors, transferees, and/or assignees to Pulaski County upon request.

Check the box acknowledging that you understand and will comply.

☐ I acknowledge and will comply

(Required: Check only one)

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2

Training Requirement

Pulaski County requests the training for the Administrators and Users upon completion of the project for the new website design.

Please indicate your training protocol

(Optional: Maximum 1000 characters allowed)

Supplier Information

Company Name:

Contact Name:

Address:

Phone:

Fax:

Email:

Supplier Notes

By submitting your response, you certify that you are authorized to represent and bind your company.

Print Name

Signature