

Request for Quotation (RFQ) Dated: 08/1/2021

Statement of Work: Enhancement of External Website for the U.S. Probation and Pretrial Services – District of Minnesota (MNP).

- Seeking quotes for Drupal website design and development from vendors. Quotes may be emailed to the below listed address by August 13, 2021 @ 4:00 pm Central Time. Hand carried quotes must be delivered by same time at 300 South 4th Street, Suite 406, Minneapolis, MN, to Attention: Sam Casselton. Submit a technical proposal describing your approach and project management in accordance with the attached statement of work. Use the attached quote sheet for a price quotation break down according to line items listed. Submit any supporting documentation.
- A fixed price award from this RFQ will be made based on lowest price technically acceptable.
- Quotes, questions concerning this RFQ should be addressed to Sam Casselton at U.S. Probation and Pretrial – District of Minnesota, 300 South 4th Street, Suite 406, Minneapolis, MN 55415 or email: samuel_casselton@mn.uscourts.gov.

SECTION 1: OVERVIEW OF PROCUREMENT

Name:

Enhancement of the external website.

Purpose and/or Objectives:

The purpose of the website enhancement will be to develop reusable components and design options for improving the display of information.

The desire is to enhance our user's experience and establish the MNP site as the go-to resource in federal probation. The site will be used to educate and inform our audiences, such as the general public, clients, educational institutions, potential employees, and other federal, state, and local organizations.

Relevant Background Information:

The U.S. Probation and Pretrial Office for the District of Minnesota (MNP) current website, <https://www.mnp.uscourts.gov/>, is part of a national template. MNP feels the design is limited and not flexible as currently structured; therefore, MNP would like to enhance the site to be visually appealing and have the ability to highlight certain information and/or resources. The site has been developed in Drupal 7.

Scope of the Work:

MNP requests that a needs assessment be conducted to refine the scope and deliverables expected. The enhancements will revolve around the main content area of the site design; the site header and footer may be included depending upon need.

Below is a listing of overarching features and functional requirements:

- Reusable components and design elements.
- Responsive design/mobile friendly.
- Clean, aesthetically pleasing design.
- Integration of Probation specific images/graphics.

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- Training on how to implement and manage the new features.
- The enhancements must be Section 508 compliant and meet Web Content Accessibility Guidelines 2.0 success criteria levels A and AA as outlined by the W3C.
- The enhancements should allow for the integration of images, videos, and other media.
- The enhancements should support the inclusion of, or reference to, social media widgets, embeds, and extensions, where needed. Currently, MNP maintains LinkedIn and FaceBook profiles, and may add other social media platforms.

Timeline and Work Period of Performance:

The website enhancement should be delivered in a timely fashion. Our expectation is that the site enhancements should be completed within six months of the award. Please address delivery timeline in your quote.

Experience and Qualifications:

Please describe your experience and qualifications with Drupal website design and development. Please submit any other experience you feel is relevant regarding website development. Any experience working with the United States Courts or the Administrative Office is relevant and should be detailed. Of particular interest to our agency is any advantages your company may bring that will result in a reduction of discovery time working in the Judiciary's IT infrastructure.

References:

Provide relevant references for past development work in Drupal website design and development. Screenshots and URLs of sites completed are requested. Please include Judiciary references if possible.

Evaluation Criteria

This procurement will be evaluated based on the following criteria:

Evaluation Criteria	Weight Assigned
Costs/Price	35%
Qualifications and experience of vendor staff (Judiciary Experience Included)	20%
Qualifications and experience of the vendor (Judiciary Experience Included)	20%
Approach, methodology and availability of proposed staff	10%
References	15%

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SECTION 2: CUSTOMER REQUIREMENTS		
Description of Customer Requirement	Items checked apply to this procurement	Special Instructions to Vendor (if applicable)
This section describes the Purchasers functional and technical requirements for this procurement.		
PROJECT MANAGEMENT		
<ul style="list-style-type: none">• Project management services to support the Drupal website enhancement project<ul style="list-style-type: none">○ Initiating○ Planning○ Design○ Development○ Testing○ Implementation○ Stabilization	<input checked="" type="checkbox"/>	
<ul style="list-style-type: none">• Implementation services for Drupal website enhancement project<ul style="list-style-type: none">○ Develop features in Test environment○ Support implementation on production server	<input checked="" type="checkbox"/>	
THEME DEVELOPMENT		
<ul style="list-style-type: none">• Document detailed customer requirements and obtain acceptance of requirements by customer.	<input checked="" type="checkbox"/>	
<ul style="list-style-type: none">• Graphic design services<ul style="list-style-type: none">○ Develop custom designs and interfaces, adhering to established standards and guidelines	<input checked="" type="checkbox"/>	

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Description of Customer Requirement	Items checked apply to this procurement	Special Instructions to Vendor (if applicable)
FUNCTIONAL DEVELOPMENT		
Configure, administer, and support the following:		
<ul style="list-style-type: none">Develop components within the national Drupal 7 website and design	<input checked="" type="checkbox"/>	
FUNCTIONAL AND QUALITY ASSURANCE TESTING		
<ul style="list-style-type: none">Conduct user acceptance testing	<input checked="" type="checkbox"/>	
<ul style="list-style-type: none">Functional and quality assurance testing on the website. Includes:<ul style="list-style-type: none">Browser supportOperating systemsScreen resolutions including responsiveness for mobile devicesAssistive technologiesColor blindnessText sizing	<input checked="" type="checkbox"/>	

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SECTION 2: CUSTOMER REQUIREMENTS		
Description of Customer Requirement	Items checked apply to this procurement	Special Instructions to Vendor (if applicable)
POST TESTING DEVELOPMENT AND FIXES		
<ul style="list-style-type: none"> Provide resolution for all defects identified during the testing phase 	<input checked="" type="checkbox"/>	
DOCUMENTATION DEVELOPMENT		
<ul style="list-style-type: none"> Document test results and provide final report to customer 	<input checked="" type="checkbox"/>	
<ul style="list-style-type: none"> Training documentation 	<input checked="" type="checkbox"/>	
TRAINING		
<ul style="list-style-type: none"> Provide training to customer on deploying and maintaining the design components 	<input checked="" type="checkbox"/>	

SECTION 3: DELIVERABLES			
This section identifies the deliverable requirements of the Purchaser.			
Name of Deliverable	Description of Deliverable	Items checked apply to this procurement	Special Instructions to Vendor (if applicable)
PROJECT MANAGEMENT			
Project Management Plan	Details out how the project will be planned, executed, monitored and controlled, and closed. Includes, but is not limited to, project management approach and methodology of the vendor, project resources and organization, roles and responsibilities, issue and risk management, communications, stakeholder management, change request process, QA process, monitoring and reporting progress, etc.	<input checked="" type="checkbox"/>	
Project Schedule/ Calendar of Events	Provides a detailed list of the work activities to complete the project including but not limited to, planned start and finish dates, resource assignments and allocation, milestones, deliverables, etc.	<input checked="" type="checkbox"/>	
Status Reports	Vendor provides a detailed status report for reporting period(s) as agreed to by the vendor and the customer.	<input checked="" type="checkbox"/>	Bi-Weekly or Monthly (As Needed)
Project Close Letter	Represents final sign off on the solution provided by the vendor. Signed by both the vendor and the customer agreeing the solution	<input checked="" type="checkbox"/>	

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	has been delivered to the satisfaction of both parties. Signals the start of maintenance (if applicable).		
THEME DEVELOPMENT			
Design Document	Provides a detailed design of the vendor's proposed solution with the customer business requirements clearly stated. This document details out how the vendor proposes to meet all of the customer's requirements.	<input checked="" type="checkbox"/>	
Design Acceptance Letter	This letter is an agreement between the vendor and the customer that the design of the system (as detailed in the design document) meets the business needs of the customer. Both the vendor and the customer sign accepting the design before development starts.	<input checked="" type="checkbox"/>	
FUNCTIONALITY DEVELOPMENT			
Screen Mockups	Provides a view to the customer of how the components will look when completed.	<input checked="" type="checkbox"/>	
FUNCTIONAL AND QUALITY ASSURANCE TESTING			
Test Plan	Details out the vendors testing approach and methodology for this engagement.	<input checked="" type="checkbox"/>	
POST TESTING DEVELOPMENT AND FIXES			
Test Results/Deficiencies Report	Provides a detailed report of the testing results and any deficiencies that remain in the system. All deficiencies should have a document resolution and delivery date for resolution.	<input checked="" type="checkbox"/>	
Test Acceptance Letter	This letter is an agreement between the vendor and the customer to accept the test results and the deficiencies report as documented. Both the vendor and the customer sign the letter accepting the test results, the resolution for identified deficiencies and agreeing to move the solution into the production environment on a specified date.	<input checked="" type="checkbox"/>	
DOCUMENTATION DEVELOPMENT			
Production Readiness Checklist/Plan	Checklist/plan of all items that must be completed or in place before migrating to production. Includes cutover and back out strategies as well as stabilization tasks/monitoring activities.	<input checked="" type="checkbox"/>	

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SECTION 3: DELIVERABLES			
Name of Deliverable	Description of Deliverable	Items checked apply to this procurement	Special Instructions to Vendor (if applicable)
TRAINING			
Training and/or Knowledge Transfer Plan	Details out the vendors plan to train the customer end users and/or provide knowledge transfer to customer staff who will be performing some type of "administrator" functions for the solution.	<input checked="" type="checkbox"/>	
Training and/or Knowledge Transfer Materials	These are the training and/or knowledge transfer materials identified in the plan, provided by the vendor and are used by the vendor to train end users or administrators.	<input checked="" type="checkbox"/>	

Definitions

Project Management: includes the development of project plan, project point of contact, project oversight and support, customer meetings.

Theme Development: creating the design based on requirements; ensuring that the design meets accessibility requirements; developing the necessary sections and functionalities.

Functionality Development: adding and customizing modules to meet functionality requirements.

Functional and Quality Assurance Testing: Includes accessibility testing and W3C validation. Post Testing Development and Fixes: troubleshooting and fixing any issues found in testing. Documentation Development: developing training documentation for technical support staff. Training: Technical training for technical staff on maintaining features and functionality.

Additional Consulting Services: may include change management, mobile development, cloud services, business intelligence, solutions architect, infrastructure, architecture, security, communication strategy, quality assurance, project manager, analyst, front end developer, technical developer, junior, journey, senior or expert level resources.

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Section 3: Vendor Proposed Pricing		
Category of Service	Hourly Rate (\$)	Estimated Hours
Project Management		
Theme Development		
Functionality Development		
Functional and Quality Assurance Testing		
Post Testing Development and Fixes		
Documentation Development		
Training		

Total Cost: _____

Section 4: Instructions to Bidders
<p><i>Seeking quotes for Drupal website development from vendors. Quotes may be emailed to the below listed address by August 13, 2021 @ 4:00pm Central Time. Hand carried quotes must be delivered by same time at 300 South 4th Street, Ste 406, to Attention: Sam Casselton. Submit a technical proposal describing your approach and project management in accordance with the attached statement of work. Use the attached Vendor Proposed Pricing worksheet (Section 3) for a price quotation break down according to line items listed. Submit any supporting documentation.</i></p> <p><i>A <u>firm fixed price award</u> from this RFQ will be made based on lowest price technically acceptable.</i></p> <p><i>Quotes and/or questions concerning this RFQ should be addressed to Sam Casselton at U.S. Probation and Pretrial Services, 300 South 4th Street, Ste 406, Minneapolis, MN 55415 or email: samuel_casselton@mnps.uscourts.gov.</i></p>