

NOTICE

ORLAND TOWNSHIP

REQUEST FOR BIDS

ORLAND TOWNSHIP WEBSITE

Orland Township (the "Township") is requesting bids for the redevelopment of the Township website (<https://orlandtownship.org>).

Bid specifications can be picked up at 14807 South Ravinia Avenue, Orland Park, IL 60462 or can be requested by calling Amy Haddad at (708) 403-4222. All questions or requests for clarification must be in writing, sent by email to Amy Haddad (amyh@orlandtownship.org) and must be received no later than 2:00 p.m. on July 9th, 2026. Bids (responses) must be received at 14807 South Ravinia Avenue, Orland Park, IL 60462 no later than 2:00 p.m. on July 16th, 2026. Late bids will not be considered. Respondents will be fully and solely responsible for all submissions. Only complete submissions will be considered. The Township will conduct a bid opening on July 17th, 2026, at 2:00 p.m. The Township may select or reject a qualified response or the same may be rejected in whole or in part. Respondents with a conflict of interest or that are prohibited by law from entering into contracts with units of government are ineligible for consideration.

INSTRUCTIONS FOR BIDDERS

1. All items contained in the “Instructions to Bidders” are applicable to the call for bids.
2. No bid may be withdrawn after the scheduled closing time for receipt of bids for at least sixty (60) days.
3. Envelope containing bid shall be marked plainly, “SEALED BID—ORLAND TOWNSHIP WEBSITE,” date and time of closing written thereon. All bid proposals must be signed with the company name in ink and by an authorized officer or employee of the company.
4. All bids must be inclusive of any applicable taxes and delivery charges.
5. All prices and notations must be in ink or typewritten. Mistakes may be crossed out and corrections typed adjacent and must be initialed in ink by person signing proposal. The proposal must be signed by an authorized officer or individual.
6. Bids by corporations must be executed in the corporate name by the President or a Vice President (or other corporate officer accompanied by evidence of authority to sign), the signature must be attested by the Secretary or an Assistant Secretary, and the corporate seal must be affixed. The corporate address and state of incorporation must be shown below the signature. Bids by partnerships must be executed in the partnership name and signed by a partner whose title must appear below the signature, and the official address of the partnership must be shown below the signature. Bids by a limited liability company must be executed in the company name and signed by a managing member whose title must appear under the signature, and the official address of the company must be shown below the signature.
7. Time of delivery must be stated in definite terms.
8. Bidders must be sure to specify any terms they wish to offer. Cash discounts will be deducted from the base bid in determining the low bidder, except cash discounts based on payment in less than ten (10) days will not be considered.
9. The bidder shall hold the Township, its officers, agents, and employees harmless from liability of any nature or kind on account of use of any copyrighted or uncopyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used under this bid call.
10. Successful bidder is specifically denied the right of using in any form or medium the name of Orland Township for public advertising unless express permission is granted by the Township.
11. Orland Township reserves the right to reject any or all bids, or any part thereof, or to accept any bid or part thereof, or to waive any informalities in any bid, deemed to be in the best interest of the Township.
12. Orland Township shall not award contracts to businesses owing delinquent taxes to Orland Township at the time bids are awarded.

13. All Specifications and Instructions to Bidders must be clearly answered and stated in definite terms.
14. If any bidder is in doubt as to the true meaning of any part of the Specifications, Instructions to Bidders, or other Contract Documents, the Bidder shall request an explanation in writing from Amy Haddad at amyh@orlandtownship.org. Any such request must be received no later than 2:00 p.m. on July 9th, 2026. The Township shall provide a written interpretation of the matter in question by issuing an "Addendum," which shall be sent to each person who has received a set of Contract Documents and shall be made available to the public. Only a written interpretation issued by Addendum shall be binding, and no Bidder shall rely upon any verbal interpretation, correction, or instruction given by any other method. The Township shall not be responsible for oral instructions.
15. Sealed bids will be received until 2:00 p.m. on July 16th, 2026 and publicly opened and read aloud on July 17th, 2026 at 2:00 p.m. at 14807 South Ravinia Avenue, Orland Park, IL 60462. Bidders are welcome to attend this meeting.
16. If additional information is needed please contact Amy Haddad via email (amyh@orlandtownship.org) no later than 2:00 p.m. on July 9th, 2026.
17. Successful bidder cannot make delivery as specified until the applicable contract has been properly signed by the Supervisor of Orland Township, or his designee, and the successful vendor.
18. Sealed bids received after the designated time will be considered "NO BID" and as "VOID."
19. Bidder should, where applicable, state that the firm is licensed to do business in the State of Illinois (out of state firms should satisfy all licensing requirements required by the State of Illinois; failure to meet appropriate state licensing and statutory regulations can result in the contract to be entered into regarded as voidable).
20. Bids **must** be submitted on the attached bid forms.

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SPECIFICATIONS AND SCOPE

1. Scope of Work

The Contractor shall design, develop, and deliver a complete replacement of the Orland Township public website, presently located at <https://orlandtownship.org>. The Work shall include, without limitation:

- a. **Discovery and Information Architecture.** The Contractor shall conduct a discovery phase in cooperation with the Township to document existing content, identify resident-facing tasks, and produce a written information architecture organized around those tasks. The information architecture deliverable shall be subject to Township review and written approval before any subsequent phase begins.
- b. **Content Inventory and Disposition.** The Contractor shall produce a complete inventory of the existing website's content, including all web pages, posted documents, archived files, images, and embedded media. For each item, the Contractor shall recommend a disposition: migration to the new site, retain in a formally designated archive, retire from public access, or remediate before migration. The Township shall make final disposition decisions within ten (10) business days of receiving each inventory deliverable. The Contractor shall implement the dispositions decided by the Township.
- c. **Design System and Templates.** The Contractor shall develop a design system, including typography, color, layout, and component patterns, and shall develop the page templates necessary to support the approved information architecture. All design deliverables shall be subject to Township review and written approval.
- d. **Platform Build and Configuration.** The Contractor shall implement the website on a content management platform of the Contractor's selection, subject to the platform requirements set forth in Section 2 below. The Contractor shall configure the platform to support editorial workflows, role-based access controls, and the publication standards described in this RFB.
- e. **Content Migration.** The Contractor shall migrate content from the existing website in accordance with the dispositions decided by the Township. All migrated documents shall be remediated to meet the accessibility standard set forth in Section 2 below. Documents that cannot be remediated shall be flagged and presented to the Township for disposition. The Contractor shall verify, during migration, that each document link on a migrated page resolves to the intended document, as identified by filename and date metadata; links from the legacy site that resolve to incorrect or unintended documents shall be corrected during migration rather than reproduced as-is. The Contractor shall provide a written report identifying any such corrections made.
- f. **Forms and Submission Routing.** The Contractor shall implement online forms for all resident-facing service requests presently handled by email. Each form shall route submissions to the appropriate department, generate an automated acknowledgment to

the submitter, and write a record of the submission to a backend log accessible to authorized Township staff.

- g. **Online Payment Processing.** The Contractor shall integrate a hosted/redirect payment processing system in accordance with the requirements set forth in Section 2 below.
- h. **Training and Documentation.** The Contractor shall deliver written administrator documentation and conduct training sessions for Township staff in accordance with the requirements set forth in Section 2 below.
- i. **Launch and Cutover.** The Contractor shall conduct testing, deliver a final accessibility audit, and manage the migration from the existing site to the new site, including the implementation of HTTP 301 redirects for all preserved URLs.
- j. **Warranty Support.** The Contractor shall provide warranty support for a period of twelve (12) months following launch, as set forth in Section 6 below.

2. Specifications

The website delivered under this contract shall meet the following specifications. All requirements stated in this section are mandatory and shall be verified at the milestones and by the methods identified in Section 7 below.

2.1. Accessibility. The website shall conform to Web Content Accessibility Guidelines (WCAG) Version 2.2, Level AA, at the date of launch and throughout the warranty period. This standard is selected to provide forward compatibility with anticipated regulatory updates in conformance with Title II of the Americans with Disabilities Act. Conformance shall be verified by all the following methods, at the Contractor's expense:

- An independent third-party accessibility audit conducted within thirty (30) days prior to launch, with results delivered in writing to the Township;
- Manual testing using assistive technologies, including but not limited to screen readers and keyboard-only navigation;
- Automated scanning conducted at each milestone and at launch.

All documents posted to the website by the Contractor, including PDFs migrated from the existing site, shall meet WCAG 2.2 Level AA to the maximum extent technically feasible. Documents that cannot be remediated to the standards shall be flagged in writing to the Township with the reason for non-conformance. Documents posted before the federal compliance deadline applicable to the Township under 28 CFR 35.200 and not used to apply for, access, or participate in a Township service, program, or activity may be retained in a formally designated archive in accordance with the archived content exception under that rule.

2.2. Security. The website shall:

- Use HTTPS exclusively, with HTTP automatically redirected to HTTPS;

- Implemented HTTP Strict Transport Security (HSTS), Content Security Policy, X-Frame-Options, X-Content-Type-Options, and Referrer-Policy headers in accordance with current industry practice;
- Use no software components, themes, plugins, or libraries with publicly disclosed unpatched vulnerabilities at the date of launch;
- Receive security updates throughout the warranty period without additional charge.

The Contractor shall provide, at launch, a written list of all third-party software components, themes, plugins, and libraries incorporated into the website, with version numbers.

2.3. Payment Processing. The Contractor shall integrate a hosted or redirect-model payment processing system such that no payment card data is transmitted to, processed by, or stored on Township infrastructure. The integration shall qualify for Payment Card Industry Data Security Standard (PCI-DSS) Self-Assessment Questionnaire A (SAQ-A) compliance. The payment system shall support, at minimum, payments by credit card and electronic check (ACH), shall support refunds and partial payments, and shall produce a reconcilable transaction record exportable to the Township. The selection of the specific payment processor shall be subject to Township review and written approval. The Contractor shall identify in its bid the payment processor or processors proposed for this contract.

2.4. Performance. The website's main public pages — including the home page, primary service landing pages, content pages, and document index pages — shall meet the following performance specifications at the date of launch:

- Largest Contentful Paint (LCP) shall not exceed two and one-half (2.5) seconds on a standard 4G mobile connection;
- Cumulative Layout Shift (CLS) shall not exceed 0.1;
- Interaction to Next Paint (INP) shall not exceed 200 milliseconds;
- Google Lighthouse performance score, computed as the median of five (5) consecutive runs on Google PageSpeed Insights with mobile network simulation, shall be no less than 80.

Core Web Vitals (LCP, CLS, INP) shall additionally pass the "Good" threshold in Chrome User Experience Report field data within ninety (90) days of launch, to the extent that site traffic is sufficient to generate such data. The Contractor shall provide written performance test results at launch documenting compliance with each metric and identifying the specific URLs tested.

2.5. Browser and Device Support. The website shall function and meet the accessibility, security, and performance specifications stated herein on:

- The two most recent major versions of Google Chrome, Mozilla Firefox, Microsoft Edge, and Apple Safari;
- iOS and Android mobile browsers on devices released within the four (4) years preceding the date of launch.

Mobile usability shall be equivalent to desktop usability. The website shall not require horizontal scrolling at any viewport width of 320 pixels or greater.

2.6. Hosting and Uptime. The Contractor shall provide hosting for the website throughout the warranty period, with a guaranteed uptime of 99.5 percent measured monthly, excluding the scheduled maintenance windows notified to the Township at least seventy-two (72) hours in advance. The Contractor shall identify in its bid the hosting provider proposed for this contract and shall confirm that all data shall be hosted within the United States.

2.7. Backups and Records Preservation. The Contractor shall perform full backups of the website, including database and uploaded files, no less frequently than daily. Backups shall be retained for a minimum of thirty (30) days.

The Contractor shall additionally produce, at launch, a complete archival snapshot of the existing website in a format suitable for long-term retention, and shall deliver this snapshot to the Township as a contract deliverable.

The new website shall implement versioning or periodic snapshots sufficient to enable the Township to determine what content was published on a given date, in support of the Township's obligations under the Illinois Freedom of Information Act (5 ILCS 140/) and the Local Records Act (50 ILCS 205/). The revision history shall:

- a. Record every published change to every page, with each revision timestamped and identifying the publishing user;
- b. Retain all revisions for the period required by the Local Records Act, and in any case not less than ten (10) years;
- c. Permit the export of any historical version of a page as a self-contained rendering of the page as it appeared on the date of publication, with timestamp metadata visible in the export, in a form suitable for inclusion in a response to a FOIA request;
- d. Provide a query function accessible to designated Township staff that returns, in response to a page identifier and a date, the version of that page that was published on the specified date;
- e. Survive any future platform migration by virtue of being exportable in a vendor-neutral format (such as JSON, XML, or static HTML with associated metadata), consistent with the ownership provisions of Section 6.2.

2.8. Multilingual Capability. The website's architecture shall support the publication of content in multiple languages, including but not limited to language-aware URL routing, language-aware templates, and a mechanism for associating translated content with source content. The decision to publish translated content in any specific language is reserved to the Township. The Contractor's responsibility under this Section is to deliver an architecture capable of supporting multilingual publication.

2.9. Search. The website shall include a site-wide search function that returns results from both page content and posted documents. Because all documents posted to active content areas of the site are required under Section 2.1 to conform to WCAG 2.2 Level AA, and therefore to contain a text layer (either born-digital or produced through optical character recognition during remediation), the search index shall include the full text of all such documents. Documents retained in the formally designated archive under Section 2.1 shall be indexed to the extent their

text content is recoverable; the Contractor is not required to perform optical character recognition on archived documents that are not being remediated. Search results shall be ranked by relevance, shall identify document results distinctly from page results, and shall be navigable by keyboard alone in accordance with Section 2.1.

2.10. Calendar, Meetings, and Statutory Postings. The website shall including functionality sufficient to support the Township's obligations under the Illinois Open Meetings Act (5 ILCS 120/), including the posting of meeting agendas at least forty-eight (48) hours in advance of each regular meeting at a predictable and persistent URL. The website shall include a clearly identified location for the posting of meeting minutes, budgets, audits, annual financial reports, prevailing wage notices, and other statutorily required documents.

2.11. Freedom of Information Act Submissions. The website shall include a clearly identified mechanism for the submission of requests under the Illinois Freedom of Information Act. Submissions shall be routed to the Township's designated FOIA officer, shall generate an automated acknowledgement to the requester, and shall be logged in a manner that supports the Township's statutory response timing obligations.

2.12. Persistent Service Access. Every page of the website shall include a persistent contact utility providing the Township's main telephone number, address, and a link to the contact page. The website shall include a complete alphabetical service directory ("A-to-Z") accessible from the main navigation. These elements shall be implemented as a designed feature, and they should not be construed as a fallback for navigation failure.

2.13. Editorial Quality. No page shall be deployed to the production website in a state of incomplete content. The Contractor shall implement an editorial workflow that prevents publication of pages in template state, placeholder state, or with unpopulated content regions. Compliance with this requirement is an acceptance criterion at launch.

3. Bidder Qualifications and Required Submissions

In addition to all other submission requirements stated in this RFB, each Bidder shall submit the following materials with its bid. Failure to submit any of the required materials shall be grounds for the Township to determine that the bidder is not responsive.

3.1. References. The Bidder shall submit a list of no fewer than three (3) website projects completed by the Bidder within the five (5) years preceding the date of bid, of comparable scope to the Work described herein. At least two (2) of the listed projects shall be for public-sector clients (units of local government, school districts, or other public entities). For each project, the Bidder shall provide the client name, a contact person with current contact information, the date of completion, the platform used, and a brief description of the work performed. The Township reserves the right to contact any reference.

3.2. Accessibility Conformance Documentation. The Bidder shall submit a written Accessibility Conformance Report (ACR) or Voluntary Product Accessibility Template (VPAT) prepared for at least one (1) of the projects listed under Section 3.1, demonstrating the Bidder's capacity to produce work conforming to WCAG 2.1 Level AA or WCAG 2.2 Level AA.

3.3. Project Team Identification. The Bidder shall identify by name the specific individuals who will perform the Work, together with each individual's role on the project and a brief summary of relevant experience. Substitutions of named personnel during the contract shall require written notice to and approval by the Township.

3.4. Platform and Hosting Proposal. The Bidder shall identify the content management platform and the hosting provider proposed for this contract, with a brief written explanation of why each is suited to the Township's requirements. The Bidder shall confirm that the proposed platform is not proprietary to the Bidder and that the Township shall be able to engage a different vendor for future support without rebuilding the website.

3.5. Written Response to Scenario Questions. The Bidder shall provide written responses, not to exceed two (2) pages per question, to each of the following:

- a. The existing Orland Township website contains several hundred PDF documents of varying age and quality, including meeting minutes and budget documents dating from 2015. Describe your approach to inventorying these documents, determining which are remediable, performing remediation, and handling documents that cannot be brought into compliance with WCAG 2.2 Level AA.
- b. The Township currently accepts no online payments. Describe your recommended approach to implementing online payment processing for Township programs that charge fees, with attention to PCI-DSS scope reduction, integration with existing financial reporting practices, and the Township's reconciliation needs.
- c. Describe how your project team will keep the Work on schedule when Township staff approval of deliverables is required at multiple phases, and how you will document and surface any approval delays that affect the project timeline.

3.6. Sample Work. The Bidder shall provide URLs for at least three (3) currently live websites built by the Bidder, and shall identify which features of each site are representative of the work proposed for the Township.

4. Method of Payment and Phase Structure

The Contract shall be priced and paid by phase. The Bidder shall submit, with its bid, a price for each of the following phases:

1. Discovery, content inventory, and information architecture
2. Design system and template development
3. Platform build and configuration
4. Content migration and document remediation
5. Forms, payment integration, and third-party integrations
6. Training, documentation, and launch

7. Twelve-month warranty support (Section 6)

The Bidder shall additionally submit:

- An hourly rate schedule for change orders or out-of-scope work requested during the contract;
- A quoted annual price for ongoing maintenance and hosting support beginning after the warranty period.

The Township shall pay each price upon written acceptance by the Township of the deliverables associated with that phase. The Township reserves the right to terminate the Contract upon completion of any phase, without further obligation beyond payment for completed and accepted phases, if the Township determines in writing that continuation of the Work is not in its best interest. All payments will be made, and interest or late payments calculated, pursuant to the provisions of the Local Government Prompt Payment Act.

5. Township Responsibilities

The Township acknowledges that the successful completion of the Work within the contract timeline depends on the Township's responsiveness at decision points. The Township shall:

- a. Provide a single designated point of contact responsible for receiving and routing Contractor communications;
- b. Respond in writing to any Contractor deliverable requiring Township review or approval within ten (10) business days of receipt, or shall provide written notice of an extended review period;
- c. Make content disposition decisions within the timeframe specified in Section 1(b);
- d. Provide the Contractor with reasonable access to existing website administrative credentials, content exports, and analytics, to the extent the Township has access to such materials;
- e. Identify Township staff to attend training sessions and to participate in user acceptance testing prior to launch.

Contractor-documented delays in Township response that affect the project shall be grounds for a corresponding adjustment of the contract timeline, but shall not be grounds for an increase in the contract price absent a written change order signed by the Township.

6. Deliverables, Ownership, and Warranty

6.1. Deliverables at Completion. At the completion of the launch phase, the Contractor shall deliver to the Township:

- A complete copy of the website's source code, including all custom code written for the Township, in a format suitable for transfer to a future vendor;
- All design files in their original editable formats;
- A complete export of the website's content database;
- Administrative credentials for all systems hosted on behalf of the Township;
- Written administrator documentation covering routine editorial tasks, the publication of meeting agendas and minutes, the management of forms and submissions, the processing of payments, and the addition of new pages;
- The archival snapshot of the existing website required under Section 2.7;
- The written list of third-party software components required under Section 2.2;
- The accessibility audit report required under Section 2.1.

6.2. Ownership. All work developed under this contract, including source code, design files, content, and documentation, shall be property of Orland Township upon payment. The Contractor shall retain no proprietary interest in the work product that would prevent the Township from engaging a different vendor for future maintenance, modification, or replacement of the website.

6.3. Warranty. The Contractor warrants that for a period of twelve (12) months following launch, the Contractor shall, at no additional cost to the Township:

- Correct any defect, error, or omission in the Work that prevents the website from meeting the specifications stated in Section 2;
- Apply security updates to all components of the website as such updates are released;
- Respond to written defect reports from the Township within two (2) business days, and resolve verified defects within ten (10) business days, or within such longer period as the Township shall accept in writing.

Warranty support does not include changes to functionality, additions of new content beyond migration scope, or other work not arising from a defect in the Contractor's work.

7. Acceptance Criteria

The Township shall accept the Work as complete only upon written confirmation that each of the following has been met:

- a. The website conforms to WCAG 2.2 Level AA, as verified by the independent third-party audit required under Section 2.1;
- b. No page on the website is in template, placeholder, or unpopulated state;
- c. All forms route submissions correctly, generate automated acknowledgements, and write to the backend log;

- d. The payment processing system successfully processes a test transaction in each supported payment method;
- e. All URLs from the existing website are either preserved or redirected to appropriate destinations on the new website;
- f. The archival snapshot identified in Section 6.1 has been delivered to the Township;
- g. All deliverables identified in Section 6.1 have been delivered;
- h. Township staff identified for training have completed training and confirmed in writing that they are able to perform routine editorial tasks.

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BID FORM

To:

Orland Township
Attn: Amy Haddad
14807 South Ravinia Avenue
Orland Park, IL

PROJECT:

ORLAND TOWNSHIP—ORLAND TOWNSHIP WEBSITE

I/we have received bid documents dated _____ for the above titled project and hereby submit the following bid:

In submitting this bid, I agree:

- A. To accept the provisions of the Specifications and Instructions to Bidders, etc.
- B. To hold my bid open for a period of sixty (60) calendar days following the bid opening date.
- C. To enter into and execute a contract, if awarded, on the basis of this bid.

BASE BID BY PHASE:

- 1. Discovery, content inventory, and information architecture: \$ _____
- 2. Design system and template development: \$ _____
- 3. Platform build and configuration: \$ _____
- 4. Content migration and document remediation: \$ _____
- 5. Forms, payment integration, and third-party integrations: \$ _____
- 6. Training, documentation, and launch: \$ _____
- 7. Twelve-month warranty support \$ _____
- Total Base Bid:** \$ _____

SCHEDULE OF HOURLY RATES (for change orders and out-of-scope work):

Project Manager:	\$ _____
Senior Developer:	\$ _____
Developer:	\$ _____
Designer:	\$ _____
Content/Accessibility Specialist:	\$ _____

ANNUAL MAINTENANCE AND HOSTING (upon expiration of warranty period):

\$ _____

PLEASE SUBMIT NECESSARY SUPPORTING DOCUMENTATION

[Signature Page to Follow]

Receipt of this bid packet is hereby acknowledged:

Name of Firm/Company

Signed

Address

Telephone

Email

Indicate State of Incorporation/Organization: _____

Is the firm/company authorized to conduct business in the State of Illinois? _____