



**REQUEST FOR PROPOSALS**  
**Website Content Management System & Web Hosting Services**

RFP Item# IT25.03.10.2 - <b>Website  Content  Management  System &amp; Web  Hosting  Services</b>
<b>Closing Date</b> <b>March 10, 2025</b>
<b>Closing Time</b> <b>8:30 AM EST</b>

The Hamblen County Department of Education will receive sealed bids for **Website Content Management System & Web Hosting Services** as specified herein. Bids must be received by **8:30 a.m.** on **Monday March 10, 2025**. Late bids will not be considered nor returned. The Hamblen County Department of Education is not responsible for delivery times of vendor’s chosen delivery carrier. If your bid is received after the deadline, it will be automatically disqualified.

All questions regarding this RFP/Bid **MUST** be submitted via email by the deadline noted in this document. Please reference RFP Item Number in subject line of email. Phone calls will not be accepted. Please submit questions to [Harold@hcboe.net](mailto:Harold@hcboe.net) .

**DELIVER BIDS TO:**

**IT25.03.10.2 – Website Content Management System & Web Hosting Services**

**Opening Date: March 10, 2025**

**Hamblen County Dept. of Education**

**Technology Department**

**210 East Morris Blvd.**

**Morristown, TN 37813**

**THE BID ENVELOPE MUST SHOW THE BID NUMBER, NAME AND OPENING DATE.**

**SECTION I GENERAL TERMS AND CONDITIONS**

**Additional Information:**

- 1.1 Send requests for additional information to Harold Jones, Supervisor of Technology & Communications, [Harold@hcboe.net](mailto:Harold@hcboe.net) . Please reference RFP Item No. in subject line of email. Information about the Hamblen County Department of Education current bids may be obtained on the Internet at <https://www.hcboe.net/bidsandrfps>

**Remanufactured Equipment:**

- 1.2 Vendors are advised that remanufactured or refurbished equipment will not be accepted for this bid.

**Recycling Efforts:**

- 1.3 Vendors are to state the percentage of product made from recycled materials. Specify the amount of post consumer waste separately from pre-consumer recycled content.

**Conflict of Interest:**

- 1.4 Vendors must have a "non-conflict of interest" affidavit on file prior to contract award.

**Non-Discrimination:**

- 1.5 Vendors, during the performance of this contract, will not discriminate against any employee or applicant for employment because of race, religion, sex, national origin or disability except where religion, sex, national origin, or disability is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor.

**Processing Time For Payment:**

- 1.6 Vendors are advised that a minimum of thirty (30) days is required to process invoices for payment.

**Alternative Bids:**

- 1.7 The Hamblen County Department of Education will not accept alternate bids (those not equal to specifications) unless authorized by the invitation to bid.

**Multiple Bids:**

- 1.8 The Hamblen County Department of Education will consider multiple bids that meet specifications.

**Taxes:**

- 1.9 The Hamblen County Department of Education purchases are not subject to taxation. Tax exemption certificates will be provided upon request.

**Delivery:**

- 1.10 Vendors are to state the delivery time in the bid. Hamblen County Department of Education requires that vendors deliver all products FOB "free on board" to final destination.

**Bid Acceptance:**

- 1.11 Vendors shall hold their price firm and subject to acceptance by Hamblen County Department of Education for a period of ninety (90) working days from the date of the bid opening, unless otherwise indicated in their bid.

**Electronic Transmission Of Bids:**

- 1.12 The Hamblen County Department of Education will not accept telegraphic or electronically transmitted bids.

**Award:**

- 1.13 Award will be made based upon the criteria set forth in section III of this bid document. The Hamblen County Department of Education reserves the right to award this bid on an item by item basis, a schedule basis or an "all or none" basis-whichever is in the best interest of the district. The Hamblen County Department of Education also reserves the right to not award this bid or to reject any and all bids.

**Proof Of Financial And Business Capability:**

- 1.14 Bidders must, upon request, furnish satisfactory evidence of their ability to furnish products or services in accordance with the terms and conditions of these specifications. The Hamblen County Department of Education will make the final determination as to the bidder's ability.

**Vendor Default:**

- 1.15 The Hamblen County Department of Education 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 vendor default be due to a failure to perform or because of a request for a price increase, The Hamblen County Department of Education reserves the right to remove the vendor from the district's bidders list for twenty-four months.

**Restrictive Or Ambiguous Specifications:**

- 1.16 It is the responsibility of the prospective bidder to review the entire invitation for bids (IFB) packet and to notify the Hamblen County Department of Education, Department of Instructional Technology if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the specifications or bidding procedures must be received in the Technology Department not less than one week (5 days) prior to the time set for bid opening. These requirements also apply to specifications that are ambiguous.

**Bid Delivery:**

- 1.17 The Hamblen County Department of Education requires bidders, when hand delivering bids, to deliver said bid to the Hamblen County Department of Education, Department of Instructional Technology between the normal business hours of 8:00 am and 4:00 pm, Monday through Friday. The Hamblen County Department of Education is not responsible for delivery times of your carrier. If your bid is received after the deadline, it will be automatically disqualified. Inclement weather is always a possibility and the district office may be closed on bid activity dates. It is the vendor's responsibility to contact the Hamblen County Department of Education at 423-586-7700 to verify that the district office is open.

**Duplicate Copies:**

- 1.18 The Hamblen County Department of Education requires that bids be submitted in duplicate (one original and one copy).

**Term Bid Agreements:**

- 1.19 If this bid results in a term bid contract with the vendor, the Hamblen County Department of Education must receive all general price decreases that other customers receive.

**Signing Of Bids:**

- 1.20 **In order to be considered all bids must be signed. Please sign the original in blue ink.**

**Use Of Bid Forms:**

- 1.21 Vendors are to complete the bid forms contained in the bid package. Failure to complete the bid forms may result in bid rejection.

**Waving Of Informalities:**

- 1.22 Hamblen County Department of Education reserves the right to waive minor informalities or technicalities when it is in the best interest of Hamblen County Department of Education.

**Subcontracting:**

- 1.23 The Hamblen County Department of Education will award this bid to one vendor. The successful vendor may not subcontract the award without the written consent of the Hamblen County Department of Education.

**New Material:**

- 1.24 Unless specified otherwise in the bid package, the Contractor must provide new supplies. New, as used in this clause, means previously unused materials. Material includes but is not limited to, raw material, parts, items, components, and end products. Contractor submission of other than new materials may be cause for the rejection of the bid.

**Expense of Bid Preparation:**

- 1.25 Hamblen County Department of Education or representatives shall not be held responsible for expenses incurred in the preparation or subsequent presentations of Contractor's bid response.

**Cooperative Purchasing:**

- 1.26 Vendors are to indicate whether or not 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. Indicate any additional delivery charges or minimum orders for purchases by other entities.

**Title VI Of The Civil Rights Act:**

- 1.27 “Nondiscrimination in Federally Assisted Programs”-“No person in the United States shall, on the ground 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 2000 et seq.

It is the policy of the Hamblen County Department of Education that all its services and activities be administered in conformance with requirements of Title VI.

**Envelope Cover:**

- 1.28 Bids and modifications thereof shall be enclosed in sealed envelopes addressed to the Hamblen County Department of Education, Technology Department, with the name and address of the bidder, the date and hour of opening, and the bid number “**IT25.03.10.2 Website Content Management System & Web Hosting Service**” on the face of the envelope. Electronically transmitted, telegraphic or facsimile bids will not be considered. Bids received without the envelope information will not be considered.

**Late Bids**

- 1.29 Bids and modifications or withdrawals thereof received after the time set for opening will not be considered. The Hamblen County Department of Education is not responsible for delivery times of vendor’s chosen delivery carrier. If your bid is received after the deadline, it will be automatically disqualified.

**Discounts**

- 1.30 1. Prompt payment discounts will be included in the evaluation of bids, provided the period of the offered discount is sufficient to permit payment within such period in the regular course of business.  
2. In connection with any discount offered, time will be computed from date of delivery of the supplies to carrier when delivery and acceptance are at a point of origin, or from the date of delivery at destination or port of embarkation when delivery and acceptance are at either of those points, or from date correct invoice or voucher is received in the Technology Department, if the latter date is later than the date of delivery. Payment is deemed to be made, for the purpose of earning the discount, on the date of mailing.

**Response Submission**

- 1.31 Responses to this RFP must be submitted in sealed packages and delivered to the Hamblen County Technology Department , Morristown,

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Tennessee, 37813, no later than 8:30 AM EST on March 10, 2025. It is the sole responsibility of the respondents to ensure that their responses arrive in a timely manner. The district will reject all late arrivals. The Vendor must submit two (2) copies of the response along with any required supporting documentation. **“IT25.03.10.2 Website Content Management System & Web Hosting Service” should be clearly marked on the face of the envelope containing the bid along with the opening date of March 10, 2025.** Failure to comply with this may cause the bid to be misdirected and therefore not to be considered. Responses must be for the entire project. No substitutions or partial bids will be allowed. Oral, telephone, faxed, or telegraphic bids shall not be considered, nor will modifications of bids by such communication be considered. The completed bid form shall be without erasures or alterations. Signatures on the proposals shall be in longhand and executed by an individual duly authorized by The Vendor to make a contract. Bids made out in pencil will NOT be accepted. Bid must be notarized. Prior to commencement of work, Vendor will name contractee as additional insured for liability purposes.

#### **Interpretation and Changes**

- 1.32 The intent of this RFP is to communicate the district’s requirements to any qualified and interested bidder. Our intention is to receive bids for the system services as stated in Section 1 of this RFP. The district may make corrections, or changes to the RFP. If the customer makes changes or corrections to the RFP it will be via a written ADDENDUM. All efforts will be made by the customer to mail or deliver any ADDENDUM to all parties who have requested and received the RFP. ADDENDUMS will be issued as expeditiously as possible (by FAX, if necessary, followed by original documents). Interpretations, corrections, or changes to the RFP made in any other manner will not be binding, and The Vendor shall not rely upon such interpretations, corrections, or changes.

#### **Addendum**

- 1.33 It will be the responsibility of all respondents to contact The district prior to submitting a response to the RFP to ascertain if any ADDENDUMS have been issued, and to obtain any and all ADDENDUMS, execute them, and return ADDENDUMS with the response to the RFP.

#### **Questions**

- 1.34 Questions regarding this RFP must be submitted in writing/email. The district must receive questions no later than five (5) business days before the bid opening or the questions will be considered null and void. Responses to all questions received in proper timeframes will be made in writing and posted with the RFP on the district Website. Phone calls will not be accepted.

### **Proposal Binding Period**

- 1.35 Prices quoted in The Vendor's response for all services and equipment will remain in effect for a period of at least 90 business days from the issuance date of The Vendor's response. However, any taxes, whether local, state, or federal, imposed on services herein provided instituted after the date of bid response may be passed on to the customer from the vendor.

### **Omissions**

- 1.36 Omissions in the proposal of any provision herein described shall not be construed as to relieve The Vendor of any responsibility or obligation to the complete and satisfactory delivery, operation, and support of any and all equipment or services.

### **Service Length**

- 1.38 The contractual term of this contract will be one (1) year(s) with options to renew up to five (5) years.

### **Patents and Royalties**

- 1.39 The Vendor, without exception, shall indemnify and hold harmless The district and its employees from any liability of any nature or kind, including costs and expenses for or on account of any trademarked, copyrighted, patented, or non-patented invention, process, or article manufactured or used in the performance of the Contract, including its use by the district. If the Vendor or subcontractor uses any design, device, or material covered by letters, patent, trademark, or copyright, it is mutually understood and agreed without exception that the proposal prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work.

### **Indemnification**

- 1.40 The Vendor shall indemnify and hold harmless The district, its agents and employees from or on account of any injuries or damages, received or sustained by any person or persons during or on account of any operation connected with this Contract; or by consequence or any negligence (excluding negligence by The district, its agents or employees) in connection with the same; or by use of any improper, material or by or on account of any act or omission of said Vendor or its subcontractors, agents, servants or employees. The Vendor further agrees to indemnify and hold harmless The district, its agents or employees, against claims or liability arising from or based upon the violation of any federal, state, county, city or other applicable laws, bylaws, ordinances, or regulations by The Vendor, its agents, associates, or employees. The indemnification

provided above shall obligate the vendor to defend at its own expense or to provide for such defense, at the district's option, of any and all claims of liability and all suits and actions of every name and description that may be brought against the district which may result from the operations and activities under this contract whether the installation operations be performed by the vendor, subcontractor, or by anyone directly or indirectly employed by either. The award of this contract to the vendor shall obligate the vendor to comply with the foregoing indemnity provision; however, the collateral obligation of insuring this indemnity must be complied with as set forth.

### **Right to Reject**

- 1.41 The district reserves the right to accept or reject all proposals or sections thereof when the rejection is in the best interest of the Hamblen County Department of Education. The district reserves the right to award without further discussion. Therefore, responses should be submitted initially with the most favorable terms that the vendor proposes. The district reserves the right to reject the proposal of a vendor who has previously failed to perform properly or completed on time contracts of a similar nature; and to reject the proposal of any vendor who in the opinion of the district is not in a position to adequately perform the contract. the district reserves the right to reject any or all proposals; any part or parts of a proposal, waive any technicalities/informalities, increase or reduce quantities, make modifications or specifications, and award any or all of the contract in a manner that is in the best interest of the Hamblen County Department of Education. Contracts will be awarded to the vendor submitting the proposal determined to be in the best interests of the Hamblen County Department of Education.

### **Vendor Registration**

- 1.42 Prior to the opening of this bid, **ALL BIDDERS** must be registered with the Hamblen County Department of Education, Department of Instructional Technology with the form attached to this RFP/Bid document. Registration form is only good for THIS RFP/BID. Please e-mail at *ForteB@hcboe.net* at least **5 days prior** to the bid opening. **Do not send this form with the bid. Please see last page of bid for the vendor registration form.**

### **Possession of Weapons**

- 1.43 All vendors and their employees and their agents are prohibited from possessing any weapons on the Hamblen County Department of Education property without prior written consent from the Hamblen County Department of Education. In the case of a vendor whose contract requires possession of firearms or other weapons to successfully complete their contract, vendor must provide personnel who are bonded to bear said weaponry.



## **SECTION II OBLIGATIONS, RIGHTS AND REMEDIES**

THESE TERMS AND CONDITIONS SHALL BE PART OF THE CONTRACT. THE HAMBLLEN COUNTY DEPARTMENT OF EDUCATION RESERVES THE RIGHT TO NEGOTIATE OTHER TERMS AND CONDITIONS IT DEEMS APPROPRIATE AND NECESSARY UNDER THE CIRCUMSTANCES TO PROTECT THE PUBLIC TRUST.

### **Incorporation:**

- 2.1 All specifications, drawings, technical information, invitation to bid, bid award and similar items referred to or attached or which are the basis for this contract are deemed incorporated by reference as if set out fully herein.

### **Alterations Or Amendments:**

- 2.2 No alterations, amendments, changes, modifications or additions to this Contract shall be binding on the Hamblen County Department of Education without the prior written approval of the Hamblen County Department of Education.

### **Assignment:**

- 2.3 Contractor 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 the Hamblen County Department of Education.

### **Warranty:**

- 2.4 Contractor warrants to the Hamblen County Department of Education that all items delivered and all services rendered shall conform to the specifications, drawings, bid and/or other descriptions furnished and/or incorporated by reference, and will be fit for the particular purpose purchased, of merchantable quality, good workmanship, and free from defects. Contractor extends to the Hamblen County Department of Education all warranties allowed under the U.C.C. Contractor shall provide copies of warranties to the district. Return of merchandise not meeting warranties shall be at contractor's expense.

### **Remedies:**

- 2.5 The Hamblen County Department of Education shall have all rights and remedies afforded under the U.C.C. and Tennessee law in contract and in tort, including but not limited to rejection of goods, rescission, right of set-

off, refund, incidental, consequential and compensatory damages, and reasonable attorney's fees.

**Inspection And Acceptance:**

- 2.6 Warranty periods shall not commence until the Hamblen County Department of Education inspects and formally accepts the goods and/or services. The terms, conditions and timing of acceptance shall be determined by the Hamblen County Department of Education. The Hamblen County Department of Education reserves the right to reject any or all items or services not in conformance with applicable specifications, and contractor assumes the costs associated with such nonconformance. 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.

**Order Of Precedence:**

- 2.7 In the event of inconsistent or conflicting provision of this contract and referenced documents, the following descending order of precedence shall prevail: (1) Item Description, (2) Invitation to Bid, (3) Bid, (4) Award, (5) Special Terms and Conditions, (6) General Terms and Conditions, (7) Specifications, (8) Drawings.

**Severability:**

- 2.8 If any provision of this contract is declared illegal, void or unenforceable, the remaining provisions shall not be affected but shall remain in force and in effect.

**Governing Law:**

- 2.9 This contract shall be governed by the laws of the State of Tennessee, and all obligations of the parties are performable in Hamblen County, Tennessee. The Chancery Court and/or the Circuit Court of Hamblen County, Tennessee, shall have exclusive and concurrent jurisdiction of any disputes that arise hereunder.

**Default:**

- 2.10 If contractor fails to perform or comply with any provision of this contract or the terms or conditions of any documents referenced and made a part hereof, the Hamblen County Department of Education may terminate this contract, in whole or in part, and may consider such failure or noncompliance a breach of contract. The Hamblen County Department of Education expressly retains all its and remedies provided by law in case of such breach, and no action by the Hamblen County Department of Education shall constitute a waiver of any such rights or remedies. In the event of termination for default, the Hamblen County Department of Education reserves the right to purchase its requirements elsewhere, with or without competitive bidding.

**Termination:**

- 2.11 The district may terminate this agreement with or without cause at anytime. In the event of termination by either party, fees due for services satisfactorily performed or goods accepted prior to the termination date shall be paid.

**Appropriation:**

- 2.12 In the event no funds are appropriated by the Hamblen County Department of Education 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.

**Compliance With All Laws:**

- 2.13 Contractor is assumed to be familiar with and agrees to observe and comply with all federal, state, and local laws, statutes, ordinances, and regulations in any manner affecting the provision of goods and/or services, and all instructions and prohibitive orders issued regarding this work and shall obtain all necessary permits.

**Indemnification/Hold Harmless:**

- 2.14 Contractor shall indemnify, defend, save and hold harmless the Hamblen County Department of Education, its officers, agents and employees from all suits, claims, actions or damages of any nature brought because of, arising out of, or due to breach of the agreement by contractor, its subcontractors, suppliers, agents, or employees or due to any negligent act or occurrence or any omission or commission of contractor, its subcontractors, suppliers, agents or employees.

**Right to Inspect**

- 2.15 The Hamblen County Department of Education reserves the right to make periodic inspections of the manner and means the service is performed or the goods are supplied.

**Books and Records**

- 2.16 Contractor shall maintain all books, documents, accounting records and other evidence pertaining to the goods and services provided under this contract and make such materials available at its offices at all reasonable times during the contract period and for three (3) years from the date of the final payment under this agreement for inspection by the district or by any other governmental entity or agency participating in the funding of this agreement, or any authorized agents thereof; copies of said records to be furnished if requested. Such records shall not include those books,

documents and accounting records that represent the Contractor's costs of manufacturing, acquiring or delivering the products and services governed by this agreement.

**Child Labor**

- 2.17 Contractor agrees that that no products will be provided or used under this contract which have been manufactured or assembled by child labor.

**SECTION III SPECIAL TERMS AND CONDITIONS**

**Intent:**

- 3.1 The intent of these specifications is to convey to prospective bidders the type of computer equipment requested by the Hamblen County Department of Education. The Hamblen County Department of Education requests that prospective bidders price the items in SECTION IV as well as state a percentage of mark-up or discount on non-specified items.

**Term:**

- 3.2 The contract will be for One (1) year beginning approximately July 1, 2025 and continue through June 30, 2026.

Upon mutual consent of both parties, the agreement may be renewed for four (4) additional one (1) year periods, for a total term of five (5) years.

**Escalation Provision:**

- 3.3 The responder warrants that the unit price stated herein shall remain firm for a period of not less than one (1) calendar year from the first day of the contract period. If the responder's unit price is increased after one (1) calendar year, the contract unit price may be increased upon approval of the responder's written request to the purchasing agent.

Such a request shall include as a minimum, (1) the cause for the adjustment; (2) proposed effective date; (3) the amount of the change requested with documentation to support requested adjustment (i.e., appropriate bureau of labor statistics, change in manufacturer's price, etc.). Such price adjustment shall be by the same percentage as documented.

**Bid Modification:**

- 3.4 This bid may be modified accordingly provided that:

The aggregate of the increase in the contract unit price made under this clause shall not exceed a total of ten percent (10%) of the original contract

unit price. If this contract is renewed, the percentage increase shall not exceed ten percent (10%) per contract period on the prices prevailing at the time of renewal;

The increased contract unit price may be effective after one (1) calendar year provided that the responder submits a written request, with supporting documentation, for an increase, at least thirty (30) calendar days prior to the proposed effective date of the price increase;

The increased contract unit price shall not apply to orders received by the vendor prior to the effective date of the increased contract unit price. Orders placed, via county purchase order, shall be considered to have been received by the responder after the fifth (5th) calendar day following the date of signature by the purchasing agent or his authorized representative;

Within thirty (30) calendar days after receipt of a responder's written request, the district purchasing agent may cancel, without liability to either party, any portion of the contract affected by the requested increase and undelivered at the time of such cancellation.

**Quantity Purchase:**

- 3.5 Vendor should make additional discounts available to the Hamblen County Department of Education for quantity purchases.

**Termination:**

- 3.6 Should the responders fail to meet the requirements of this contract, the Hamblen County Department of Education may terminate the contract upon a thirty (30) day written notice.

**Evaluation:**

- 3.7 Evaluation will be made on the following Criteria:  
This contract will be awarded to the most cost effective provider who submits a complete and accurate submittal that meets the stated requirements. Prices of eligible services will be the primary factor, but not necessarily the sole factor, in evaluating the bids. Other factors of consideration may include, but are not limited to transition, prior experience, including past performance, personnel qualifications, including technical excellence; management capability, including schedule compliance; cost of ineligible products and services; and flexibility of services. The Hamblen County Department of Education does not guarantee award of a contract and reserves the right to reject all bids.

1	Total Price (Life Cycle)	40 Points
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2	Promptness of Delivery/Schedule Availability including Staffing to perform scope of work in timely manner	20 Points
3	Prior Experience – K-12 Experience	5 Points
4	Adequacy/Compliance with Bid Specifications	5 Points
5	Transition/Conversion Costs	10 Points
6	Vendor Capabilities: Demonstrated ability of vendor to provide services/product (including references), reputation of vendor, vendor's past relationship with district if applicable, Aesthetic Capabilities – Prior work demonstrates artistic and innovative, user friendly interfaces	20 Points

**Response:**

3.8 Vendors shall bid in the following manner:

Provide, with their bid, a copy of the most recent vendor pricelist.

State the percentage of mark-up or discount from the aforementioned price list to the Hamblen County Department of Education.

Vendors shall submit their responses with the products, F.O.B. destination to the Hamblen County Department of Education, Department of Instructional Technology, 210 East Morris Blvd., Morristown, TN 37813.

Pricing for these services and products must be provided in the Bid Response Form provided with this RFP. The vendor's bid may include additional quote pages in the vendor's preferred format. However, all pricing must be entered in the Bid Response Form, as a minimum, to enable the district to compare pricing from all vendors using the Bid Response Forms. Reference statements, such as "See Page XX," "Refer to Page XX," etc. should not be entered in the Bid Response Form. Failure to provide the information requested in this RFP in the requested format is reason for rejection, without consideration.

**Quantities:**

- 3.9 The Hamblen County Department of Education does not guarantee any quantities during the term of this agreement. However, it is to be noted that the Hamblen County Department of Education expended approximately one hundred thousand (\$100,000.00) dollars during the previous fiscal year. Depending on funding under e-rate applications a significant increase in this amount is possible, but not guaranteed, during the term of the contract.

**Warranty:**

- 3.10 All products shall be, as a minimum, warranted for three years on parts & labor.

Responders shall specify variations in length and conditions in section V.

Vendors shall serve as liaison and/or service provider during the term of warranty.

**SECTION IV VENDOR RESPONSE:**

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**4.1 Website Content Management & Web Hosting Service Requirements  
Project Description**

Products to be most commonly purchased (Specifications are not intended to eliminate any reputable manufacturer, brand, or bidder. Reference to manufacturers, brand names, suppliers' itemization numbers, etc. is intended to set quality and feature standards and does not exclude bids from others as long as quality and feature standards are met). :

Equivalent bids will be accepted as long as they are an equivalent for these specifications.

Vendors may submit alternative equipment as long as the equipment is an equivalent make and model. All equipment shall be new, factory-sealed equipment currently available from the manufacturer; the District will not accept proposals of used, remanufactured, refurbished, "B stock," returns, open-box, discontinued, "gray market," or equipment in any condition other than new and factory-sealed with all original manufacturer warranties. The Hamblen County Department of Education reserves the right to adjust quantities prior to purchasing to meet the needs of the school system, and shall have the sole discretion to evaluate, ascertain,

and determine whether any item proposed or offered by any bidder is in fact an equivalent or better for any item listed below. It is the vendor's responsibility and obligation to provide documentation and other evidence that alternative equipment is functionally equivalent or better. Failure to show equal functionality may result in the disqualification of the bid

## SECTION V SPECIFICATION OF SERVICES

### Website Content Management System & Web Hosting Service Requirements

#### 5.1

Website Content Management System & Web Hosting provider must ensure either 100% compatibility with existing software in use by district/schools or a **complete and accurate conversion** of all existing data for district/schools.

Accessibility compliance is an increasing concern and many school districts are facing legal consequences because web content is not accessible by users with disabilities. We are seeking a platform with built-in capabilities to ensure accessibility compliance across all sites. Additionally, the use of mobile devices is rapidly growing, so it is important that school websites meet all modern standards for mobile devices. Our current vendor contract ends on June 30, 2025. If another vendor is the successful winner other than the current vendor, a GO LIVE date of July 1, 2025, is necessary.

#### HOSTING

- ❖ Hosting must be in a Tier 3 or above datacenter (multi-location/multi-server redundancy for maximum up-time with redundant Internet access).
- ❖ Hosting must be on sites that are within the continental US to adhere to district firewall management requirements.
- ❖ Hosting must be on secure servers (SSL certificate) to provide secure hosting for district and all school websites both public and private.
- ❖ Unlimited Storage for district and school websites including video, audio, documents, images, and text content.
- ❖ Unlimited Bandwidth.
- ❖ Unlimited File Size.
- ❖ Unlimited Users.



- ❖ Redundant servers to ensure sufficient backup of all websites and web content.
- ❖ The solution will provide secure hosting for district and all school websites.
- ❖ The solution will provide dedicated database servers.
- ❖ The solution will provide verifiable integrated backup systems.
- ❖ The solution will have an automatic archival system.
- ❖ URL's should be created from the root URL of the district for each school. The district owned domain name should be used for the district site. Custom URL's should be allowed to point to a specific area.
- ❖ The solution should allow the creation and update of the site(s) from any location that has an Internet connection and current browser for both Macintosh and Windows users.
- ❖ The solution should provide a secure DMZ zone where web application servers are accessible to the outside, but the databases and infrastructure is behind a firewall.
- ❖ The solution should provide 24/7 system monitoring and support.
- ❖ The solution should provide SSO(Sigle-Sign On) integrated with our Active Directory
- ❖ The solution should integrate with our SIS (PowerSchool)

## **SECURITY**

- ❖ Each school/web user will have personal CMS access to manage their own web content. Master CMS access for designated "super users" to manage and post content on any/all sites.

- ❖ Must have the ability centrally to add/edit/remove user accounts, both for website users and notification system users; Ability to set user permission categories and turn off certain CMS features, such as html editing.
- ❖ Must integrate into districts Active Directory for easy user management.
- ❖ District personnel will be able to post information from school websites to the district website.
- ❖ The solution will provide unlimited users and multi-level groups with permission-based logins that integrate with Active Directory.
- ❖ Safety features should be included. Websites must protect sensitive data including any student data. Website and vendor must protect the rights of information including but not limited to the sale, trade or lease of district data including emails, phone numbers, or any other contact information.

## **ADA COMPLIANCE**

- ❖ Must meet Usability.gov and/or W3C/WCAG/504 Best Practices for general usability or navigation.
- ❖ Adheres to W3C/WCAG/504 standards that addresses all federally required accessibility needs and 504 compliance requirements; AND must include a solution for identifying/correcting accessibility issues (for auditory, cognitive, neurological, physical, speech, and visual disabilities).
- ❖ Ability to display website content in multiple languages as designated by the district; Ability to translate all components of the site with either a translation tool or to have fully translated site within site.
- ❖ Must allow for all media files to have alt tags, aria tags, and title tags (graphic design, photo, video, downloadable documents).
- ❖ Accessibility Monitoring - Must have a solution for identifying/correcting Broken Links and ADA compliance issues and notify the district and/or webmasters of potential issues on a regular recurring basis.

## **TRAINING**

- ❖ Licensing and training must be quoted separately from hosting.

- ❖ The solution provider will provide training and certification of district and school personnel on the application.

## **FEATURES**

### **Images/Video**

- ❖ Must support the use of slideshows for district and school websites.
- ❖ Must have a video player for on-demand video and YouTube Videos.
- ❖ Must have a Live Video Player.
- ❖ Must support video backgrounds for district and school websites.
- ❖ The solution will provide the ability for the district to do live streaming of events through the website. The district currently live broadcasts graduation ceremonies each year through the website.
- ❖ Must be able to accommodate/support high-resolution photographs, videos (no less than 720p) and social media feeds (Twitter, Instagram, Facebook, YouTube).

### **Notifications**

- ❖ Must support Alert/Notice pages for district-wide site and individual pages.
- ❖ The solution will provide an integrated message center accessible to all users.
- ❖ The solution will allow electronic dissemination of important news releases to desired target audiences.

### **Content/Pages**

- ❖ District website should have unlimited department pages.
- ❖ The solution should provide unlimited teacher websites and sections (clubs, sports, organizations, activities).
- ❖ Ability to upload documents for district and school websites and provide the document list.
- ❖ The solution will have a server-based spell checker and profanity filter.
- ❖ The solution will provide an easy to use, attractive, and flexible interface for the users. WYSIWYG Editor with typical editing features.

- ❖ The solution should not require plug-ins to edit webpages.
- ❖ The solution must have drag and drop page elements
- ❖ The solution must have the ability to have individualized themes for the district and school sites.

### **Data Collection**

- ❖ The solution will provide integrated forms for collection of data/information.

### **Calendaring**

- ❖ The solution will provide an integrated and comprehensive calendaring solution that allows for public/private/district/department/schools. The ability for users to search for specific events and staff will need the ability to add/edit/delete events. More than one calendar may be required. Ability to combine multiple calendar feeds into a single calendar will be beneficial. The calendar needs to integrate with Google, and other web-based calendars.

### **File Management**

- ❖ The solution will be capable of multi-file uploads to include documents, videos, audio, and graphics. Users should be able to upload files as large as 10MB or greater.
- ❖ The solution will allow the image library to have unlimited organization, maintenance of district/school graphics and photos.

### **Search**

- ❖ The solution will be capable of searchable news database for management and display of district/school news.
- ❖ Must comply to search engine optimization best practices.

### **Accessibility**

- ❖ Websites must be fully functional on and off the district's network.
- ❖ Must work with all major web/mobile browsers (Edge, Firefox, Chrome, Safari).
- ❖ Mobile Responsive - implement a mobile-responsive, optimized website that is effective, easy-to navigate and attractive. With an ever-increasing

proportion of website visitors accessing via a phone or other non-traditional device, the site's appearance and functionality on these platforms is very important. The design of the site needs to be device agnostic so that visitors can interact with the site from desktops, laptops, mobile devices, and phones. Site visitors need to quickly find the information they are looking for on-the-go from a well-designed mobile site, rather than a reduced version of the desktop site.

### **Other**

- ❖ Must comply with US compliance, legal and privacy laws.
- ❖ The solution will provide a private network for the purpose of sharing and exchanging information based on district/school permissions.
- ❖ The solution will provide statistical information (dashboard) for page views for various increments of time.
- ❖ The solution should provide the ability to share links.
- ❖ The solution should integrate with our SIS, PowerSchool, and/or Active Directory for Staff Directory and keep Staff Directory Updated (staff email addresses hidden, but can be emailed from site using form)
- ❖ The solution should provide for migration services of current website pages (text and images), if the winning vendor is not the current vendor. If current vendor is awarded migration to new platform is necessary.
- ❖ Provide additional pricing for items/services not specified in response.
- ❖ Provide pricing for any annual or monthly fees including charges for updating software, hosting, or any edits that staff may not have the technical expertise to accomplish. Also provide information on any costs involved with the CMS that are not included in the price quoted (annual fees, subscriptions, etc.).
- ❖ Provide separate pricing for a mobile app if it is not included in the base price. The app must be integrated with the website and include push notification functionality. Analytics for the app must be accessible/provided to the district related to the app.
- ❖ Complimentary Design Refresh

## SUPPORT

- ❖ Free and Unlimited support for ALL users.
- ❖ Customer service should be responsive and effective, to include at least regular and on-call maintenance of the website, immediate tech troubleshooting, responsiveness to requests for enhancements, and periodic review of content for timeliness, accuracy, and reliability of linked content. A Service Level Agreement (SLA) should be established stating specific response times for support.

## REFERENCES

- ❖ The solution provider will provide three recent business references (school systems similar in size to the Hamblen County Department of Education or larger preferred). Please see the references form.

The following are the list of schools/sites:

School Name	Address	City	State	ZIP	Phone
Hamblen County Department Of Education	210 E. Morris Blvd.	Morristown	TN	37813	423-586-7700
Alpha Elementary	5620 Old US Highway 11E	Morristown	TN	37814	423-586-3332
East Ridge Middle	6595 St. Clair Road	Whitesburg	TN	37891	423-581-3041
Fairview-Marguerite Elementary	2125 Fairview Road	Morristown	TN	37814	423-586-4098
Hillcrest Elementary	407 South Liberty Hill Rd	Morristown	TN	37813	423-586-7472
John Hay Elementary	501 Brittain Court	Morristown	TN	37814	423-586-1080
Lincoln Heights Elementary	1523 Martin Luther King Blvd.	Morristown	TN	37813	423-586-2062
Lincoln Heights Middle	219 Lincoln Ave	Morristown	TN	37813	423-581-3200
Manley Elementary	555 West Economy Rd.	Morristown	TN	37814	423-585-3874
Meadowview Middle	1623 Meadowview Lane	Morristown	TN	37814	423-581-6360
Miller-Boyd Alternative School	376 Snyder Rd	Morristown	TN	37813	423-585-3785
Russellville Elementary	5273 E Andrew Johnson Hwy	Russellville	TN	37860	423-585-3861
MHHS East	One Hurricane Lane	Morristown	TN	37813	423-586-2543
MHHS West	1025 Sulphur Springs Rd	Morristown	TN	37813	423-581-1600
Union Heights Elementary	3366 Enka Highway	Morristown	TN	37813	423-586-1502
West Elementary	235 West Converse St.	Morristown	TN	37813	423-586-1263
West View Middle	1 Indian Path	Morristown	TN	37813	423-581-2407
Whitesburg Elementary	7859 E Andrew Johnson Hwy	Whitesburg	TN	37891	423-235-2547
Witt Elementary	4650 S Davy Crockett Pkwy	Morristown	TN	37813	423-586-2862

Specifications are not intended to eliminate any reputable manufacturer, brand, or bidder. Reference to manufacturers, brand names, suppliers' itemization numbers, etc. is intended to set quality and feature standards and does not exclude bids from others as long as quality and feature standards are met.

Pricing for these services and products must be provided in the Bid Response Form provided with this RFP. The vendor's bid may include additional quote pages in the vendor's preferred format. However, all pricing must be entered in the Bid Response Form, as a minimum, to enable the district to compare pricing from all vendors using the Bid Response Forms. Reference statements, such as "See Page XX", "Refer to Page XX", etc. should not be entered in the Bid Response Form. Failure to provide the information requested in this RFP in the requested format is reason for rejection, without consideration.

Bid pricing is to be all-inclusive (including taxes, fees, etc.) with no allowable additional cost to the Hamblen County Department of Education.

If a bid differs in any way from the bid specifications, the bidder must list the differences on the Bid Response Form telling exactly where and how the bid deviated from the said specifications. If no exceptions are listed on the bid, it will be presumed the bidder proposes to meet all specifications in every respect; and if awarded the contract, performance on this basis will be required.

The vendor receiving the award must guarantee all pricing for all services, including optional services, for the term of the contract, including all option years. The cost of services that are added during the contract term and any extensions will be charged according to the contract rate.

The vendor must have been in continuous business for a minimum of five(5) years and must be the provider, not a reseller of services requested.

The Hamblen County Department of Education reserves the right to cancel the contract with the vendor for nonperformance at any time during the contract period. Nonperformance includes, but is not limited to failure to supply good quality service, failure to provide services for the full term of the contract, installation performance, poor billing and customer service services, and failure to maintain status as an authorized representative of services.

In the event vendor equipment, software, materials, etc. are necessary to provide services, they must be compatible with existing equipment, software, material, etc. The school system is not required to make any purchase of equipment, software, material, etc. to accept the vendors' services. If additional equipment is necessary, this information and pricing must be clearly stated and included in the Bid Response Form.

Billing: (1) Billing issues should have every attempt made to have those resolved and either credit/adjustments made within two(2) monthly billing cycles. If the issue cannot be resolved with two(2) billing cycles a timeline for resolution needs to be agreed upon and resolved within that timeframe. (2) Request that items/services that are not e-rate eligible be separated and included on billing

summary if possible. (3) A designated contact person to handle the account with a direct phone number and email address. The district would also like the ability to request a different designated contact person if desired.

**Omissions:**

- 5.2 Omissions in the proposal of any provision herein described shall not be construed as to relieve the vendor of any responsibility or obligation to the complete and satisfactory delivery, operation, and support of any and all equipment or services.

**Vendor Registration**

**Price Quotations:**

- 5.4 Price quotations are to include the furnishing of all materials, equipment, maintenance and training manual, tools, and the provision of all labor and services necessary or proper for the completion of the work.

**References:**

- 5.5 The district requests three references of similar school systems that are using the requested service. The vendor must supply the district a list of references as part of the bid.

**System Requirement:**

- 5.6 The solution offered and quoted, shall incorporate all features and facilities by the vendor. The bid submitted shall be for Website Content Management System & Web Hosting services as described in the specification only.

**Schedule of Events**

- 5.7 The following is the required schedule of events for this project. The schedule may change the results of the responses and a final schedule will be established prior to contracting with

Event	Date
1 . Release of RFP to Bidders	February 13, 2025
2. Mandatory Bidder’s Conference at D.O.E.	N/A
3. Deadline for Proposal Submission	March 10, 2025
4. Evaluation of Responses	Beginning March 10, 2025 until completed
5. Contract Award	April 8, 2025
6. Installation Starts	To be determined after receipt of order
7. Installation Completed	July 1, 2025



### **Training**

- 5.8 If any training on any installed equipment is required, Vendor shall provide a minimum of one day's training at no cost to The district. Vendor must provide a per day quote for additional days of training.

## **SECTION VI RESPONSE TO BID**

### **Warranty:**

- 6.1 Vendor must provide confirmation of the Support Warranty. Vendor may state any additional vendor-supplied warranty.

## **SECTION VII ADDITIONAL TERMS, CONDITIONS AND AWARD CRITERIA**

### **Quantities:**

- 7.1 The Hamblen County Department of Education does not guarantee any quantities during the term of this agreement. Much of the funding used for product procurement is sought through building projects and E-Rate funding. Consequently, the utilization of the contract may vary significantly from fiscal year to fiscal year. The successful vendor is not guaranteed a specific amount of sales during the contract period.

### **Multiple Vendors:**

- 7.2 The Hamblen County Department of Education reserves the right to select multiple vendors for this term bid to insure that appropriate resources will be available in the event of multiple, simultaneous large projects or the cessation of business by one or more of the vendors.



**SECTION VIII VENDOR INFORMATION AND PRICING**

**Vendor Name** \_\_\_\_\_

**SPIN Number (FCC Vendor Number/Identifier)** \_\_\_\_\_

**Vendor Address** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Telephone #** (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**FAX #** (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**Toll Free #** (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**E-mail** \_\_\_\_\_

**Contact Person** \_\_\_\_\_

**Authorizing Signature** \_\_\_\_\_

**HCDOE Business License Number (If Applicable)** \_\_\_\_\_

*(Contractors: PLEASE ENCLOSE A COPY OF LICENSE WITH BID)*

**State of TN Sales Tax Number (If Applicable)** \_\_\_\_\_

**I acknowledge the receipt of:**

**Addenda 1**  Yes  No

**Addenda 2**  Yes  No

**Addenda 3**  Yes  No

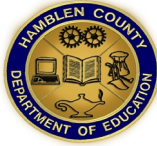
**Please list all warranty information concerning length and coverage below:**

**Guaranteed days till delivery after receipt of order** \_\_\_\_\_ **Days**

**Percentage of Mark-Up or Discount** *(Vendors shall bid one or the other)* \_\_\_\_\_ **% Mark-Up**

\_\_\_\_\_ **% Discount**

**Manufacturer Pricing List** *(Items not specifically mentioned in bid)* \_\_\_\_\_ **% Discount**



**Bid Response Form**  
**Page 1 of 10**

Pricing for these services and products must be provided in the Bid Response Form provided with this RFP. The vendor's bid may include additional quote pages in the vendor's preferred format. However, all pricing must be entered in the Bid Response Form, as a minimum, to enable the district to compare pricing from all vendors using the Bid Response Forms. Reference statements, such as "See Page XX," "Refer to Page XX," etc. should not be entered in the Bid Response Form. Failure to provide the information requested in this RFP in the requested format is reason for rejection, without consideration.

TO: The Hamblen County Department of Education, Morristown, Tennessee,

VENDOR:

\_\_\_\_\_  
*Name of Firm*

\_\_\_\_\_  
*Mailing Address*

\_\_\_\_\_  
*City, State, Zip Code*

Representative's Name (Type or Print): \_\_\_\_\_

\*Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Telephone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email: \_\_\_\_\_

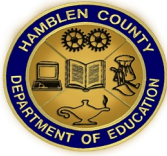
SPIN Number: \_\_\_\_\_

Operating as an individual corporation organization and existing under the laws of Tennessee, or a Partnership, or a joint venture consisting of,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

\*Signature certifies the proposed solution and services meet all requirements outlined in this document and the vendor will comply with all specified requirements unless exceptions are noted below.





## Bid Response Form – Website Content Management System & Web Hosting Services

Page 3 of 10

Pricing for these services and products **MUST be provided in the Bid Response Form provided with this RFP**. The vendor’s bid may include additional quote pages in the vendor’s preferred format. However, **all pricing must be entered in the Bid Response Form**, as a minimum, to enable the district to compare pricing from all vendors using the Bid Response Forms. Reference statements, such as “See Page XX,” “Refer to Page XX,” etc. should not be entered in the Bid Response Form. Failure to provide the information requested in this RFP in the requested format is reason for rejection, without consideration.

Website Content Management System & Web Hosting Services		
District Website Content Management System & Web Hosting Fee  <div style="text-align: center;">Per month(12 month year)</div>	\$_____ per month	
School Website Content Management System & Web Hosting Fee  <div style="text-align: center;">Per month (12 month year)</div>	\$_____ per site a month	
Initial One-Time Non-Recurring Costs per site  Specify What This Charge Covers:	\$_____ per site (one-time)	
Any Additional Costs? If yes, specify what this charge covers:  _____ _____ _____ _____	\$_____ one-time	

RFP IT25.03.10.2

Website Content Management System & Web Hosting Services

	\$_____ recurring	
<b>Total Monthly Fees:</b>		
	\$_____ one-time	
	\$_____ recurring	

<b>Additional Costs :</b>		
Training Fees <i>Including Travel and Labor Expenses if applicable</i>	\$_____ per day	
Setup/Design Fees	\$_____	
Content Migration/Conversion Fees	\$_____	
Total Additional Costs	\$_____ one-time	
	\$_____ recurring	
<b>Total Cost</b>	\$_____	

\_\_\_\_\_ Anticipated number of days to complete data migration (if necessary) to Go Live Date (7/1/25)

Staffing available to complete project to meet Go Live Date (7/1/25): \_\_\_\_\_

Number of Templates/Themes Available: \_\_\_\_\_

Number of times for Complimentary Design Refresh \_\_\_\_\_ Per \_\_\_\_\_



**Website Content Management System & Web Hosting Major Feature Checklist**  
*Please refer to Section V Specification of Services for complete list*

**HOSTING**

	YES	NO	ITEM
1			Hosting must be in a Tier 3 or above datacenter (multi-location/multi-server redundancy for maximum up-time with redundant Internet access).
2			Hosting must be on sites that are within the continental US to adhere to district firewall management requirements.
3			Hosting must be on secure servers (SSL certificate) to provide secure hosting for district and all school websites both public and private.
4			Unlimited Storage for district and school websites including video, audio, documents, images, and text content.
5			Unlimited Bandwidth.
6			Unlimited File Size.
7			Unlimited Users.
8			Redundant servers to ensure sufficient backup of all websites and web content.
9			The solution will provide secure hosting for district and all school websites.
10			The solution should provide SSO(Single-Sign On) integrated with our Active Directory
11			The solution will provide dedicated database servers.
12			The solution will provide verifiable integrated backup systems.

13			The solution will provide open database architecture for ease of integration with other district applications.
14			The solution should integrate with our SIS (PowerSchool)
15			The solution will have an automatic archival system.
16			URL's should be created from the root URL of the district for each school. The district owned domain name should be used for the district site. Custom URL's should be allowed to point to a specific area.
17			The solution should allow the creation and update of the site(s) from any location that has an Internet connection and current browser for both Macintosh and Windows users.
18			The solution should provide a secure DMZ zone where web application servers are accessible to the outside, but the databases and infrastructure is behind a firewall.
19			The solution should provide 24/7 system monitoring and support.
1			Each school/web user will have personal CMS access to manage their own web content. Master CMS access for designated "super users" to manage and post content on any/all sites. The solution will provide unlimited users and multi-level groups with permission-based logins that integrate with Active Directory.
2			Must have the ability centrally to add/edit/remove user accounts, both for website users and notification system users; Ability to set user permission categories and turn off certain CMS features, such as html editing.

**SECURITY**



**ADA  
COMPLIANCE**

3			Must integrate into districts Active Directory for easy user management.
4			District personnel will be able to post information from school websites to the district website.
5			The solution will provide unlimited users and multi-level groups with permission-based logins that integrate with Active Directory.
6			Safety features should be included. Websites must protect sensitive data including any student data. Website and vendor must protect the rights of information including but not limited to the sale, trade or lease of district data including emails, phone numbers, or any other contact information.
1			Must meet Usability.gov and/or W3C/WCAG/504 Best Practices for general usability or navigation.
2			Adheres to W3C/WCAG/504 standards that addresses all federally required accessibility needs and 504 compliance requirements; AND must include a solution for identifying/correcting accessibility issues (for auditory, cognitive, neurological, physical, speech, and visual disabilities).
3			Ability to display website content in multiple languages as designated by the district; Ability to translate all components of the site with either a translation tool or to have fully translated site within site.
4			Must allow for all media files to have alt tags, aria tags and title tags (graphic design, photo, video, downloadable documents).
5			Accessibility Monitoring - Must have a solution for identifying/correcting Broken

**FEATURES**

			Links and ADA compliance issues and notify the district and/or webmasters of potential issues on a regular recurring basis.
	<b>Images/Video</b>		
1			Must support the use of slideshows for district and school websites.
2			Must have a video player for on-demand video and YouTube Videos.
3			Must have a Live Video Player.
4			Must support video backgrounds for district and school websites.
5			The solution will provide the ability for the district to do live streaming of events through the website. The district currently live broadcasts graduation ceremonies each year through the website.
6			Must be able to accommodate/support high-resolution photographs, videos (no less than 720p) and social media feeds(Twitter, Instagram, Facebook, YouTube).
	<b>Notifications</b>		
1			Must support Alert/Notice pages for district-wide site and individual pages.
2			The solution will provide an integrated message center accessible to all users.
3			The solution will allow electronic dissemination of important news releases to desired target audiences.
	<b>Content/Pages</b>		
1			District website should have unlimited department pages.
2			The solution should provide unlimited teacher websites and sections (clubs, sports, organizations, activities).
3			Ability to upload documents for district and school websites and provide the document list.

4			The solution will have a server-based spell checker and profanity filter.
5			The solution will provide an easy to use, attractive, and flexible interface for the users. WYSIWYG Editor with typical editing features.
6			The solution should not require plug-ins to edit webpages.
7			The solution must have drag and drop page elements
8			The solution must have the ability to have individualized themes for the district and school sites.
9			Complimentary Design Refresh
<b>Data Collection</b>			
1			The solution will provide integrated forms for collection of data/information.
<b>Calendaring</b>			
1			The solution will provide and integrated and comprehensive calendaring solution that allows for public/private/district/department/schools. The ability for users to search for specific events and staff will need the ability to add/edit/delete events. More than one calendar may be required. Ability to combine multiple calendar feeds into a single calendar will be beneficial. The calendar needs to integrate with Google, and other web-based calendars.
<b>File Management</b>			
1			The solution will be capable of multi-file uploads to include documents, videos, audio, and graphics. Users should be able to upload files as large as 10MB or greater.
2			The solution will allow the image library have unlimited organization and maintenance of district/school graphics and photos.
<b>Search</b>			

1			The solution will be capable of searchable news database for management and display of district/school news.
2			Must comply to search engine optimization best practices.
<b>Accessibility</b>			
1			Websites must be fully functional on and off the district's network.
2			Must work with all major web/mobile browsers (Edge, Firefox, Chrome, Safari).
3			Must be accessible and fully functional on all devices, including desktop, laptop, smartphone, tablet –android, windows and apple.
4			Mobile Responsive - implement a mobile-responsive, optimized website that is effective, easy-to navigate and attractive. With an ever-increasing proportion of website visitors accessing via a phone or other non-traditional device, the site's appearance and functionality on these platforms is very important. The design of the site needs to be device agnostic so that visitors can interact with the site from desktops, laptops, mobile devices, and phones. Site visitors need to quickly find the information they are looking for on-the-go from a well-designed mobile site, rather than a reduced version of the desktop site.
<b>Other</b>			
1			Must comply with US compliance, legal and privacy laws.
2			The solution will provide a two-way connection between the district, schools, and the community via common Internet communications.
3			The solution will provide a private network for the purpose of sharing and exchanging information based on district/school permissions.

			The solution will provide statistical information (dashboard) for page views for various increments of time.
			The solution should provide the ability to share links.
			The solution should integrate with our SIS, PowerSchool, and/or Active Directory for Staff Directory and keep Staff Directory Updated (staff email addresses hidden, but can be emailed from site using form)
			The solution should provide for migration services of current website pages (text and images), if the winning vendor is not the current vendor. If current vendor is awarded migration to new platform is necessary.
			Separate pricing for other items are included as specified in RFP
			Free and Unlimited support for ALL users.
			Customer service should be responsive and effective, to include at least regular and on-call maintenance of the website, immediate tech troubleshooting, responsiveness to requests for enhancements, and periodic review of content for timeliness, accuracy, and reliability of linked content. A Service Level Agreement (SLA) should be established stating specific response times for support.
			The solution provider will provide training and certification of district and school personnel on the application.

**SUPPORT**

**TRAINING**



### Notarized Bid Compliance Form

Having carefully examined the invitation to bid documents prepared by the Hamblen County Department of Education entitled **IT25.03.10.2 Website Content Management System & Web Hosting Service**, and together with such addenda, if any, as listed hereafter, the undersigned hereby proposes and agrees to provide all components as specified in the attached Proposal Schedule, these sheets being a part of the Proposal, for the total contract price shown and under the terms of the attached contract. **It is agreed that the undersigned has complied with all requirements concerning vendor qualifications, licensing, and with all other local, state, federal laws, and that no legal requirement has been violated in making or accepting this proposal in awarding a contract to him or in the delivery of products.** In submitting this proposal, it is understood that the right is reserved by the district to reject any or all proposals and waive all technicalities/informalities in connection therewith. It is also agreed that this proposal may not be withdrawn for a period of Ninety (90) days from the opening thereof.

The undersigned declares that the person or persons signing the proposal is/are fully authorized to sign on behalf of the firm listed and to fully bind the firm listed to all of the conditions and provisions thereof. In view of the terms of this invitation to bid, the undersigned proposes to furnish all items for a total sum of:

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**THIS BID MUST BE NOTARIZED** Sworn and subscribed before me this

\_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

\_\_\_\_\_  
Notary Public

My commission expires: \_\_\_\_\_



**NON –COLLUSION INDEPENDENT PRICE DETERMINATION  
NON-DISCRIMINATION 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 bidding is a violation of State and Federal law and can result in fines, prison sentences, and civil damage awards.

Vendors, during the performance of this contract, will not discriminate against any employee or applicant for employment because of race, religion, sex, or national origin.

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

COMPANY NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

AUTHORIZED SIGNATURE \_\_\_\_\_

\_\_\_\_\_  
PRINT NAME HERE

DATE \_\_\_\_\_

Please indicate which of the following apply to your company:

- \_\_\_\_\_ African Owned
- \_\_\_\_\_ Asian Owned
- \_\_\_\_\_ Caucasian Owned
- \_\_\_\_\_ Hispanic Owned
- \_\_\_\_\_ Native American Owned
- \_\_\_\_\_ Other Owned
- \_\_\_\_\_ Woman Owned



## NOTICE TO PROPOSERS

There may be one or more amendments to this proposal solicitation. If your company desires to receive copies or notices of any such amendments, you **must** provide the information requested below to the Hamblen County Department of Education's Department of Instructional Technology. Please send this information to Betina Forte via e-mail at *ForteB@hcboe.net*. **The Hamblen County Department of Education will send amendments only to those firms which timely complete and return this form via fax or provide the requested information by timely e-mail.**

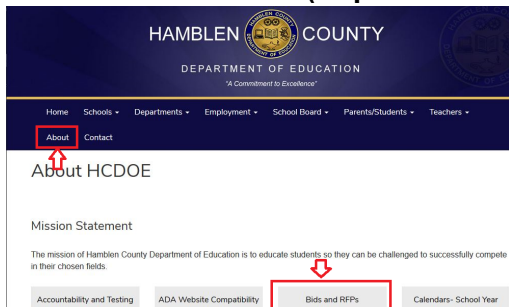
RFP number	<b>IT25.03.10.2 Website Content Management System &amp; Web Hosting Service</b>
Company name	_____
Mailing address	_____
	_____
	_____
Phone number	_____
Fax number	_____
Contact person	_____
E-mail address	_____

**Send amendments by (check one):**

e-mail

E-mailed amendments will be sent in a PDF format. Any alterations to the document made by the proposer may be grounds for rejection of proposal, cancellation of any subsequent award, or any other legal remedies available to the Hamblen County Department of Education.

**Amendments also will be posted on the Hamblen County Department of Education's web site (<http://www.hcboe.net>) in a PDF format.**







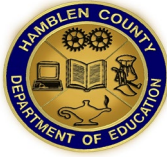
## Hamblen County Department of Education Vendor Registration Form

Please send this information to Betina Forte via e-mail at [ForteB@hcboe.net](mailto:ForteB@hcboe.net).

**This form MUST BE RECEIVED by The Hamblen County Department of Education PRIOR TO BID OPENING. Do not send this form with the bid.**

RFP number	<b>IT25.03.10.2 Website Content Management System &amp; Web Hosting Service</b>
Company name	_____
Mailing address	_____ _____ _____
Phone number	_____
Fax number	_____
Contact person	_____
E-mail address	_____

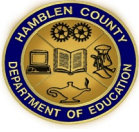
Prior to the opening of this bid, **ALL BIDDERS** must be registered with the Hamblen County Department of Education, Department of Instructional Technology. Please e-mail at [ForteB@hcboe.net](mailto:ForteB@hcboe.net) at least **5 days prior** to the bid opening. **Do not send this form with the bid.**



## Reference Form

Three recent references (school systems similar in size to the Hamblen County Department of Education (10,000 students, 18 schools, 23 sites including district site or larger preferred.)

<b>District Reference #1</b>	
<b>Contact</b>	
<b>Phone</b>	
<b>Address</b>	
<b>Scope of Services</b>	
<b>Email address of Contact</b>	
<b>District Reference #2</b>	
<b>Contact</b>	
<b>Phone</b>	
<b>Address</b>	
<b>Scope of Services</b>	
<b>Email address of Contact</b>	
<b>District Reference #3</b>	
<b>Contact</b>	
<b>Phone</b>	
<b>Address</b>	
<b>Scope of Services</b>	
<b>Email address of Contact</b>	



# Hamblen County Department of Education

## Response Cover Sheet

<b>Name of Respondent</b>			
<b>Mailing Address</b>	<b>City</b>	<b>State</b>	<b>Zip Code</b>
<b>Telephone</b>	<b>Fax</b>	<b>Web Address</b>	
<b>Primary Contact for Clarification</b>		<b>Primary Contact Email Address</b>	
<b>Authorized Signatory</b>		<b>Authorized Signatory Email Address</b>	
<b>Respondents DUNS No.</b>			



## Hamblen County Department of Education

### Bid Response Label

#### **DELIVER BIDS TO:**

**Hamblen County Dept. of Education  
Technology Department  
210 East Morris Blvd.  
Morristown, TN 37813**

IT25.03.10.2 **Website Content Management System & Web  
Hosting Service**

**Opening Date: March 10, 2025**

**CONTRACTORS LICENSE NUMBER AND EXPIRATION DATE OF LICENSE  
& EXPIRATION DATE (If applicable):**



## Iran Divestment Act Certification Form – Website Content Management System & Web Hosting Service

This certification must be completed by each bidder in order to be considered.

I understand that under the Iran Divestment Act, T.C.A. 12-12-101-12-12-113, political subdivisions in Tennessee are prohibited from entering into any procurement or contract over \$1,000 with a person who engages in investment activities in Iran. The state's chief procurement officer, as required by T.C.A. 12-12-106, has created a list of persons who engage in investment activities in Iran. Any person who is on the list is ineligible to contract with any political subdivision of the State of Tennessee, and any such contract will be considered void *ad initio* under T.C.A. 12-12-110. The list is published on the Tennessee Department of General Services website at:

[https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List of persons pursuant to Tenn. Code Ann. 12-12-106 Iran Divestment Act updated 7.7.17.pdf](https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List%20of%20persons%20pursuant%20to%20Tenn.%20Code%20Ann.%2012-12-106%20Iran%20Divestment%20Act%20updated%207.7.17.pdf)

### CERTIFICATION

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 T.C.A. 12-12-106.

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Bidder Name

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Bidder Signature

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Date of Certification