



Des Plaines Public Library, Des Plaines, Illinois is seeking proposals for the design and development of the library's website from vendors with extensive, demonstrated experience in managing website projects for public libraries.

RFP INTENT

We aim to create an engaging, and accessible online environment that will enhance the services and resources we offer the community including a well-designed homepage with clear navigation that streamlines the number of clicks needed to find information.

SPECIFIC REQUIREMENTS

- The website must comply with ADA standards and best practices for accessible design and comply with WCAG 2.1 level AA or higher.
- The website must comply with all relevant federal and Illinois laws.
- The website must align with the library's branding guidelines.
- The website must integrate seamlessly with 3rd party products including, but not limited to:
 - Communico
 - LibCal
 - Constant Contact
 - The Library Catalog (Bibliocore)
 - Social Media Platforms such as Facebook, Instagram and TikTok
- The website must be fully responsive, providing an optimized experience on various devices, including desktops, tablets, and mobile devices.
- The website must feature analytics to capture statistics and include search engine optimization.

Upon completion:

1501 Ellinwood Street • Des Plaines IL 60016 • DPPL.org



- Staff will be trained and able to create, manage, and update content, including the ability to post notices on the homepage.
- The vendor must offer ongoing account 24/7 support.
- The vendor must offer secure website hosting that:
 - Is hosted in a secure cloud environment
 - Provides data protection
 - Provides disaster recovery and anti-spam features
 - Includes automated updates and backups
 - Is encrypted with SSL certificate

GENERAL LIBRARY INFORMATION

<http://www.dppl.org>

The Des Plaines Public Library serves a population of 60,675 in a growing, diverse community known for its safe, welcoming neighborhoods, award-winning schools and parks, and a vibrant downtown core anchored by the library.

The current website was created in 2014 using Expression Engine and is hosted by Fortrabbit. The website is owned and managed by DPPL.

The Library's website, calendar and mobile app average 456,000 visits per month. The target audience includes local residents of all ages who use the website to find general library information, conduct research, register for programs, search the catalog, reserve study rooms, access library databases and resources, and much more using their desktop, tablet, or mobile device.

Most visited clicks from the homepage are: Library Catalog, Services, Jobs, Resources, eBooks and More, The Canvas, and Get a Library Card.

1501 Ellinwood Street • Des Plaines IL 60016 • DPPL.org



The website also hosts information about library governance including Library Board meeting agendas and minutes, financial reports, and library policies.

PROPOSAL REQUIREMENTS

Title of Proposal: Des Plaines Website Project Proposal.

Name of Vendor and Contact Information: Name of company and contact information of the person to contact concerning your company's proposal.

Vendor Overview: Describe company and experience developing library websites.

Examples: List examples of three (3) sites you have built that demonstrate ability to meet stated website requirements.

Project Narrative: Describe the process you would use to design and develop the library's website, including project phases and testing and evaluation procedures.

References: Three (3) references from public libraries.

Timeline: Estimated time of project from acceptance to completion.

Training: Provide an outline for how you would train library staff to maintain and update content on the website.

Support: Provide information on ongoing account support, support availability, and typical response time.

Hosting: Provide information on hosting and security maintenance.

Compliance: Provide a statement confirming conformity with WCAG 2.1 AA.



Cost of Project: Using the template below, provide a breakdown of all implementation, hosting, support, and optional add-on costs. Services included in support costs should be outlined in the notes field.

Vendor Name:	Cost	Notes
Implementation		
Hosting		
Support		
Optional Annual Services		

PROPOSAL SUBMISSION

Proposals should be submitted on or before April 29th, 5:00pm CST to Joanie Sebastian, Assistant Director at jsebastian@dppl.org or at the Des Plaines Public Library, Second Floor Administrative Offices, 1501 Ellinwood Street, Des Plaines, Illinois 60016, to the attention of Joanie Sebastian, Assistant Director.

SELECTION CRITERIA

The selected vendor will have a proven track record of working collaboratively with public libraries, an ability to provide a high level of customer service and project management and considerable expertise in website security and accessibility requirements. Adherence to criteria will be determined by a designated group of future users.



Proposals will be evaluated based on the following criteria:

- Proposed features and services including ADA compliance, staff training, and website hosting.
- Cost of implementation and support costs.
- Project Timeline
- Vendor experience, examples of past work and references from public libraries.

The Des Plaines Public Library reserves the right to reject any and all proposals and to waive any technical errors, omissions, or informalities in proposals.

All questions regarding this request for proposal should be addressed to:

Joanie Sebastian, Assistant Director

Des Plaines Public Library

1501 Ellinwood Street

Des Plaines, IL 60016

847-376-2825

jsebastian@dppl.org