CITY OF EAST PROVIDENCE
POLICE DEPARTMENT
REQUEST FOR PROPOSALS
EP24/25-022
WEB DESIGN, HOSTING, AND SUPPORT
BID OPENING THURSDAY, AUGUST 28, 2025, AT 11:00AM

SPECIFICATIONS

Overview:
The East Providence Police Department (EPPD) is soliciting proposals to design, host, and maintain a new department website. The current EPPD website does not meet the department's evolving operational, community engagement, and technical needs. The new site must provide a secure, user-friendly experience for both the public and city personnel, with modern functionality that promotes transparency, access to services, and streamlined internal operations.

General Information:

a. The new website will serve as the primary public interface for the East Providence Police Department.

b. The website must be mobile-responsive and ADA/WCAG 2.1 compliant.

c. Public access should include, but not be limited to:
   - Online forms (e.g., police reports, complaint submissions, event permits)
   - Citation and ticket payment portal
   - Department roster with contact info for key personnel
   - News and press releases
   - Calendar of community events and outreach programs
   - Recruitment section with job openings and application instructions
   - Anonymous crime tip submission

d. The site must allow authorized department personnel to update content (e.g., text, images, PDFs).

e. Integration with city-wide systems and branding is required.

Scope of Project:
The following is an initial list of tasks to be performed under this RFP for a lump sum not-to-exceed price. Bidders must also provide itemized quotes for recurring costs related to hosting and maintenance or WaaS (Website as a Service). EPPD reserves the right to adjust the scope during the project.

Web Design – The proposer must include in their proposal:

1. Proposed design framework and system architecture.
2. Security features and protocols.

3. Estimated timeline for design and implementation.
4. Certifications/accreditations of design personnel.
5. Comprehensive list of technologies to be used.
6. Training for department personnel on content contribution and approval processes.
7. Accessibility compliance details.

An initial kickoff meeting will be held to finalize the design matrix, content needs, and user roles. Functionality should match or exceed that of comparable law enforcement websites.

Web Hosting or WaaS:
The proposer must identify with their proposal:

1. Hosting provider or service platform to be used.
2. Hosting platform's security features and certifications.
3. Proof of liability insurance and coverage levels.
4. Backup and recovery plan, including:
   - Frequency of backups
   - Types of data backed up (content, structure, databases)
   - Recovery timeframe and procedures
   - Uptime reliability target of at least 99.999% with pre-approval required for downtime

Full-Scale Implementation:
The proposer must include efforts necessary to fully install and configure the website, along with all proposed integrations. This includes user permissions, testing, and go-live support.

Support Services
Site Maintenance and Support – The proposer must specify support commitments and timelines, including:

1. Operating system updates and security patches
2. Web code updates and vulnerability fixes
3. Turnaround time for content changes (max 5 business days from acknowledgment)
4. List of ad-hoc service categories with associated service level agreements (SLAs)

Vendor must outline future software maintenance and support costs for five (5) years post-implementation, billed annually.

Vendor Qualifications
Vendors must meet the following minimum requirements:

1. Demonstrated experience developing secure, user-centric government or public safety websites.
2. Submission of at least three references with similar project scope, including:
   - Tools and platforms used
   - Contact names, phone numbers, and email addresses
3. Registered and authorized to do business in the State of Rhode Island in accordance with applicable RI General Laws.
4. Ability to begin work within 30 days of award.

Requirements of Proposal

Proposals must include:

- Project team resumes and qualifications
- Relevant work samples
- Detailed price proposal for:
    - Website development
    - Hosting
    - Ongoing maintenance
    - Ad-hoc support
    - Future updates or redesigns
- A post-launch responsibility matrix identifying the duties of the vendor and EPPD

Special Notes

All deliverables, code, and intellectual property developed under this contract are the sole property of the East Providence Police Department. No data, material, or system access may be shared without prior written approval. The City reserves the right to award portions of the project to multiple vendors if deemed in the best interest of the department.