



Madison County Government

Procurement Office

Bianca Jackson, MPA • Procurement Director

Madison County Administration Building

157 N. Main Street, Suite # 57 • Edwardsville, IL 62025-1963

Phone (618) 296-4219

Chris Slusser

County Board Chairman

Notice to Bidders

Notice is hereby given that sealed qualifications will be received by the Central Services and Finance & Government Operations Committees of the Madison County Board for **Accessible & Modern Website Design & Development**

Specifications, instruction to bidders, and all data necessary to submit a proposal may be obtained from the Procurement Office, Madison County Administration Building, 157 N. Main St., Suite 57, Edwardsville, IL or by visiting: <https://www.bidnetdirect.com/illinois/madisoncounty>

SEALED qualifications will be accepted at the Madison County Administration Building, Procurement Office, 157 North Main Street, Suite 57, Edwardsville, Illinois, or electronically at

<https://www.bidnetdirect.com/illinois/madisoncounty> no later than **2:00 P.M., Friday, October 23rd, 2026.**

Sealed submissions will then be publicly opened and read aloud at **2:30 P.M.** in the Procurement, Suite 57, on the ground floor of the Administration Building.

Submittals shall be marked on the envelope: **"SEALED BID – ACCESSIBLE & MODERN WEBSITE DESIGN & DEVELOPMENT"**

The right is reserved to reject any or all bids.

Madison County is an "Equal Opportunity Employer".

Sincerely,

A handwritten signature in blue ink, appearing to read "BJackson", is written over a horizontal line.

Bianca Jackson, Procurement Director

Phone: (618) 296-4219

“INSTRUCTIONS TO BIDDER”

1. All items contained in the “Instructions to Bidder” are applicable to the call for proposals.
2. No proposal may be withdrawn after the scheduled closing time for receipt of bids at least forty-five (45) days.
3. Envelope containing proposal shall be marked plainly, **“SEALED BID – ACCESSIBLE & MODERN WEBSITE DESIGN & DEVELOPMENT”** date and time of closing written thereon. All proposals must be signed with the firm name in ink and by an authorized officer or employee of the company. Electronic bids may be placed at : <https://www.bidnetdirect.com/illinois/madisoncounty>
4. Unless otherwise stated in this call for bids, each bidder must submit with his bid either a certified check on any bank, a cashier’s check on a bank doing business in the County, or a combination bid and supply bond acceptable to the County in the amount of 5% of the total base bid, payable to the County, as guarantee that the successful bidder will supply material or services as specified. **NOT REQUIRED**
5. The Contractor, before commencing Work, shall furnish Performance Bond and Labor/Material Payment Bond with a surety licensed to conduct business in Illinois equal to the amount of the Contract, guaranteeing the completion of the Work and performance of the Contract and the payment for all labor and materials incorporated in the Work. Said Bonds shall be presented to the Procurement Office, Madison County Administration Building, 157 N. Main St., Ste. #57, Edwardsville, IL 62025, within seven (7) working days after notification of bid award. Failure to supply said Performance Bond, Labor/Material Payment Bond or acceptable surety shall result in retraction of proposal award. **NOT REQUIRED**
6. All proposals must include all taxes that are applicable to the County. The City and State of Illinois sales tax and Federal Taxes are not applicable to sales made to the County and must be excluded. The County Auditor, upon request, will execute the exemption certificates in connection with all orders when Federal Excise Tax would otherwise be due.
7. Proposal price to be F.O.B. Edwardsville, with delivery to Madison County using point within the area unless otherwise stated in this call for proposals. Prices shall be stated in units and quotations made on each item separately. In case of conflict, unit price shall govern.
8. 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.
9. Bidder must state brand name and/or manufacturer of each item proposed in his bid. Guarantee and/or warranty must also be stated.
10. Parts and materials must be of current day (latest model) and meet Specifications. This provision excludes surplus, remanufactured and used products except as alternate bid unless otherwise stated in this call for proposals.
11. Proposals will be considered on equipment or material complying substantially with Specifications provided each deviation is stated and substitution is described, including technical data when applicable, in a letter attached to proposal.

The County reserves the right to determine as to whether such substitutions or deviations are within the intent of the Specifications and will reasonably meet the service requirements of the using department. In addition to price and applicability, consideration for award may be given to engineering design which adds safety, convenience or adaptability for

October 2, 2026

the use intended. Brand name which may be mentioned in Specifications does not indicate a preference and is used only as a reference to the type and quality of materials or equipment desired.

12. Time of delivery is part of the consideration and must be stated in definite terms as this may be a factor in making the award. If time varies on different items, the bidder shall so state.
13. Unless otherwise specified, materials and equipment will be inspected by the using department as to meeting the quality requirement of the call for proposals. When deemed necessary, samples of supplies or material will be taken at random, from stock received, for submission to a commercial laboratory, or other appropriate inspection agency, for analysis and test as to whether the material conforms, in all respects, to the specifications. In cases where the commercial laboratory report indicates that the material does not meet the Specifications the expense of analysis is to be borne by the successful vendor and the order, or balance thereof may be cancelled by the County.
14. Bidders must be sure to specify any terms they wish to offer. Cash discounts will be deducted from the base proposal in determining the low bidder, except, cash discounts based on payment in less than ten (10) days will not be considered.
15. In case of default by the vendor(s), the County may procure the articles or services from other sources and may deduct from unpaid balance due the vendor, or may collect against the bond or surety for excess costs so paid, and the prices paid by the County shall be considered the prevailing market price at the time such purchase is made.
16. The bidder, shall hold the County, 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 proposal call.
17. Successful bidder is specifically denied the right of using in any form or medium the name of Madison County for public advertising unless express permission is granted by the County.
18. The authorized committee(s) for the County reserves the right to reject any or all proposals, or any part thereof, or to accept any proposal or part thereof, or to waive any informalities in any proposal, deemed to be in the best interest of the County.
19. Madison County shall not award contracts to businesses owing delinquent taxes to Madison County at the time proposals are awarded.
20. Bidder is expected to be an "Equal Opportunity Employer" as required by Article III, Rules III, Fair Employment Practices Commission.
21. All Specifications and Instructions to Bidders must be clearly answered and stated in definite terms.
22. Sealed proposals will be received until **Tuesday, October 23rd, 2026 AT 2:00 P.M.**, then publicly opened and read aloud at **2:30 P.M.** in the Procurement Office which is located on the ground level of the Administration Building in Suite 57.

BIDDERS ARE WELCOME TO ATTEND THIS MEETING

23. If any additional information is needed contact:

Madison County Procurement Office

supportservices@madisoncountytill.gov or

[Madison County - Bid Opportunities and RFPs | BidNet Direct](#)

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24. Successful bidder cannot make delivery of successful material and/or services as specified until contract has been properly signed by the Madison County Board Chairman and the successful vendor.
 25. Sealed proposals received after designated time will be considered **"NO BID"** and as **"VOID"**.
 26. By not complying with all phases of the Specifications and Instructions to Bidders, may cause the proposal to be automatically rejected.
 27. Bidder must comply with the "Preference to Citizens" (Illinois) on "Public Works Project Act", and the wages of employees or public works (Prevailing Wage Act), and bidder agrees to execute a Project Agreement and to submit an acknowledgement with proposal documents (copy attached). SHALL BE RESPONSIBILITY OF BIDDER TO VERIFY PREVAILING WAGE SCHEDULE. NOT REQUIRED
 28. Bidder should state where applicable that the firm is licensed to do business in the State of Illinois. (Out-of-state firms should satisfy all licensing requirements as 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).
 29. Successful bidder shall hold the County, its Officers, Agents, and Employees, harmless from liability of any nature or kind, and shall sign and file with the County the attached "Hold Harmless and Indemnity Clause".
 30. Successful bidder, should the job be done, will be required to provide certificates of insurance naming Madison County Government as additional insured and indicating the following coverage in the amount of one million dollars (\$1,000,000) for each category of coverage except as noted herein:
 1. Liability Insurance
 - Commercial General Liability
 - Products Completed Operations Liability
 - Contractual Liability
 - Comprehensive Automobile Liability
 2. Worker's Compensation & Employers Liability \$500,000.
 3. Cyber Liability Insurance – Coverage against the Vendor's legal obligation to pay damage related to a cyber security event. Coverage would include Third-party Liability coverage as well as coverage for Privacy Response expenses and Regulatory proceedings and penalties expenses. The minimum accepted for liability shall be \$1,000,000 for each occurrence.
- If the contractor should use any subcontractor, the contractor shall include all subcontractors as insured under its policies, or shall furnish to Madison County separate certificates and endorsements for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements of the contractor.
- Bidder shall submit, along with his proposal, a copy of their current "Certificate of Insurance".
31. Madison County does not discriminate against the disabled in either their employment practices or the services they provide.
 32. With request for payment, in triplicate, the bidder shall furnish a Contractor's Affidavit/Waiver of Lien from all parties concerned. Failure to supply Waiver of Lien or evidence of payment of all current accounts will be considered grounds for withholding partial payment and failure to supply Waiver of Liens for the entire job on completion will be grounds for withholding final payment. **NOT REQUIRED**
 33. Example of Madison County Project Labor Agreement for Development and Construction is attached for review. Successful bidder will be required to execute same. **NOT REQUIRED**

October 2, 2026

34. Bidder agrees to submit herewith a Letter of Assent acknowledgment with proposal documents ("Attachment A", page 11 of the Project Labor Agreement dated August 01, 1999). **NOT REQUIRED**
35. Bids MUST be submitted on attached proposal forms.



MADISON COUNTY

Procurement Office

100 North Main Street, Room 200

Madison, TN 37002

October 2, 2026

ADDENDA RECEIPT

A. The receipt of Addenda No. _____ through _____ is hereby acknowledged.

Date this _____ day of _____ 2026.

NAME OF FIRM

ADDRESS

SIGNATURE

PRINTED NAME

TITLE

TELEPHONE

EMAIL

Indicate whether Corporation, Partnership or Sole Owner

- *If Corporation, in what State Incorporated*
- *If Partnership, give names of Partners*
- *If Sole Owner, give name of Firm*

October 2, 2026

Madison County Government
Accessible & Modern Website Design and
Development

Request for Qualifications

Table of Contents

Notice of Request for Qualifications

Instructions For RFQ

RFQ Specifications

Attachment A: Letters of Reference

August 26, 2026

NOTICE OF REQUEST FOR QUALITICATIONS

Notice is hereby given Madison County Information Technology is requesting responses from qualified candidates for **ACCESSIBLE & MODERN WEBSITE DESIGNS AND DEVELOPMENT** at the Madison County Administration Building located at 157 North Main Street, Edwardsville, Illinois.

Specifications and all data necessary to submit a sealed proposal may be obtained from Procurement Department, Madison County Administration Building, 157 N Main St., Suite 59, Edwardsville, IL or by emailing at supportservices@co.madison.il.us.

Responses will be accepted at the Madison County Administration Services Department, 157 n Main St., Suite 59, Edwardsville, IL no later than **9:30 a.m., Thursday, September 10th, 2026.** Sealed proposals will then be publicly opened and read aloud at **10:00 a.m.** in the County Board Committee Meeting Room which is located on the first level of the Administration Building in Suite 145.

Submittals shall be marked on the envelope: **“ACCESSIBLE & MODERN WEBSITE DESIGNS AND DEVELOPMENT”**

The right is reserved to reject any or all proposals.

Sincerely,

Bianca Jackson

Procurement Director

1. Introduction

1.1 Overview

Madison County is issuing this RFQ to engage a qualified vendor to design, develop, implement, and maintain a robust, accessible, and modern website platform. The solution must support the county's diverse population, align with its mission to deliver high-quality services, and adhere to digital accessibility and transparency standards. Managing this project on time and within budget, while meeting the needs of a large group of stakeholders, will be key to successful delivery.

Please note this RFQ is for initial qualification purposes and will not delve into the specifics of the upcoming project. **Any questions or clarification requests regarding specifics of the project will be discussed with the identified vendor during the negotiation process. Madison County will not accept or respond to these questions during the RFQ process.**

Please note this RFQ is for initial qualification purposes and will not delve into the specifics of the upcoming project. Any questions or clarification requests regarding specifics of the project will be discussed with the identified vendor during the negotiation process. Madison County will not accept or respond to these questions during the RFQ process.

1.2 Key Information and Tentative Timeline

RFQ Release Date	October 2, 2026
SOQ Due	October 23, 2026
Vendor Interviews	Week of November 2nd, 2026
Vendor Selection	November 9 th , 2026
Project Kickoff	December 1, 2026

1.3 Key County Background and Project Goals

Madison County is in southwestern Illinois and is part of the Metro East region of the greater St. Louis metropolitan area. With an estimated population of approximately 263,000 as of 2024–2025, Madison County is the eighth-most populous county in the state. The County encompasses a diverse range of communities, balancing urban, suburban, and rural landscapes. It serves as a regional hub for transportation, commerce, and industry while maintaining its commitment to public well-being. Madison County employs approximately 800–1,000 individuals (including roughly 780 full-time staff), along with appointed and elected officials. The selected vendor will play a critical role in helping Madison County deliver on its mission to provide high-quality services, foster a safe and inclusive community, and enhance the quality of life for all residents.

The County Board Chairman is elected at large and serves as the chief executive officer, responsible for overseeing daily operations of County departments (not under the control of other elected officials), recommending appointments, and coordinating management. The 26-member Madison County Board, elected from individual districts of equal population, serves as the legislative branch of the County. In addition, there are multiple Constitutional Officers, including the County Clerk, Treasurer, and Sheriff, as well as a judicial branch. Together, these entities provide residents a comprehensive array of services, including public safety, infrastructure management, health and human services, and recreational programs.

The Madison County Information Technology Department, which is governed by the County Board's Central Services Committee, has initiated a project to modernize the County's digital presence in collaboration with other key stakeholders. The County is now seeking a qualified vendor to undertake the Madison County website's reconstruction, redesign, transition implementation, hosting, and ongoing support. The goal is to create a centralized, intuitive platform that adheres to industry best practices, supports diverse user needs, and ensures seamless delivery of digital services. The new website will serve as a cornerstone of the County's efforts to enhance transparency, promote public engagement, and ensure equitable access to information and services. The selected vendor is expected to develop a phased approach for the implementation that aligns with the project objectives and scope of services.

1.4 Project Objectives

This project aims to create a centralized website platform that:

1. Supports Madison County's Mission and Values: Deliver services to the highest standards, enhance transparency, and ensure equity in digital access.
2. Enhances User Experience: Provide intuitive navigation, responsive design, and accessible content across devices and connection speeds.
3. Improves Digital Equity: Ensure compliance with WCAG 2.2 AA standards and offer multilingual support to meet the needs of all residents, including those with disabilities and limited connectivity.
4. Promotes Scalability and Security: Leverage sustainable, secure technologies to adapt to future requirements.

1.5 Scope of Service

The objective of this RFQ is to select and retain a qualified company with extensive experience in website development, redesign, and implementation, particularly within the government sector. The chosen vendor will lead Madison County in developing a modern, scalable, and accessible website platform that reflects the County's commitment to transparency and superior service delivery. Management of diverse stakeholder needs will be critical for on-time and within-budget delivery of the new website.

1.6 Selected Vendor Expectations

A successful consultant should be prepared to implement the following tasks upon selection:

1. Review of Discovery Materials and Current Conditions Assessment
 - a. Review of existing transition materials, including gathered stakeholder insights.
 - b. Technical Environment Review
 - i. Verify the compatibility of the proposed CMS with the County's existing IT infrastructure and third-party integrations.
 - ii. Ensure the technical requirements align with the County's needs for scalability, security, and ongoing support.
2. Project Management Plan – The consultant will develop a Project Management Plan (PMP) for review at the project kick-off meeting. The PMP serves as a single convenient reference document for matters governing the administration and conduct of the plan from start to finish. It is intended as a useful resource for both the County and the consultant staff. The plan is subject to revision as the plan proceeds. The plan is to include the following:

- a. Communication protocols, including:
 - i. Regular progress web meetings / conference calls
 - ii. In-person or virtual meetings that will include the kick-off meeting, stakeholder meetings, and others as requested by the County
 - iii. E-mail communication protocols
 - b. Key project contact information for the project manager and key project team members
 - c. A quality management plan that outlines a quality assurance and quality control plan
 - d. Work plan and deliverables
 - e. Project schedule
 - f. Invoicing protocols
 - g. Implementation plan and ongoing hosting and maintenance strategy
 - i. The County understands this project can take anywhere from six months to a year. The vendor should recommend an implementation timeline based on experience with similar projects for government entities.
- 3. Information Architecture and User Experience Design
 - a. Development of a logical and user-friendly website structure that aligns with project objectives and stakeholder needs.
 - b. Development of UX prototypes that define the user journey for key tasks and features.
 - i. Conduct usability testing to refine navigation and workflows.
- 4. Development of a Consistent and Accessible Visual Design
 - a. Design modern, visually engaging, and practical templates that align with Madison County's branding guidelines.
 - b. Ensure responsive designs for desktop, mobile, and tablet use.
 - c. Adhere to WCAG 2.2 AA guidelines, with attention to color contrast, font sizes, and alternative text for visual elements.
- 5. CMS Implementation
 - a. Develop a customized CMS that:
 - i. Supports multilingual content, advanced search capabilities, and flexible content management workflows.
 - ii. Integrates with existing systems, including GIS tools, document repositories, and payment gateways. A qualified vendor is expected to detail a general approach to integrations with their proposed CMS.
- 6. Transition and Implementation Strategies
 - a. Development and implementation of a content migration strategy, with outlined steps for the project management team, vendor, and stakeholders.
 - i. Migration of necessary content to the new platform with proper formatting and tagging.
 - ii. Implement SEO best practices, including metadata, alt text, and schema tagging.
 - iii. Convert PDF files into accessible web content where applicable.
 - b. Implement development and testing strategies before a scheduled launch date.
 - i. Develop interactive forms, GIS integrations, event calendars, and search functionalities.

- ii. Implement “click-to-call” features for mobile users and self-healing redirects for outdated links.
 - iii. Perform rigorous testing across devices, operating systems, and browsers.
 - iv. Validate compliance with accessibility standards and functionality requirements.
 - c. Work with the project management team to define and implement user roles, permissions, and workflows within the CMS.
 - d. Develop and implement strategies for staff training, training documentation, and ongoing technical support.
7. Ongoing Hosting, Maintenance, and Support - To ensure the long-term success, security, and performance of the new Madison County website, the consultant will propose a strategy for hosting, maintenance, and support services.
- a. Hosting – Provide a secure hosting environment, performance optimization, and a disaster recovery and back-up plan.
 - b. Ongoing Maintenance – Provide ongoing system monitoring, security updates, and performance enhancements.
 - c. Technical Support – Provide helpdesk support for County staff and a strategy for content and user support.

1.7 Content of Statement of Qualification

1. Executive Summary Consultant should include a description of the highlights, features and distinguishing points of the response. Within this summary, a list of individuals and contact information for the response should be included.

2. Firm Experience and Qualifications

- Business Organization – the type of business the consultant is registered as (i.e., sole proprietorship, partnership, corporation, and Limited Liability Company).
- Length of time in business – include the date the business started and any name changes, mergers and acquisitions that have taken place since inception.
- Locations – list headquarter and location information, including numbers of employees at each location.
- Customer base – the total number of governmental or local government customers to date and number currently active on open projects broken down by state and jurisdictions.
- Experience – include 3-5 case studies for similar projects for government entities.
- Subject matter expertise – a description of the consultant’s subject matter expertise in:
 - Website Redesign
 - Website Development
 - CMS Implementation
 - Integration
 - Content Migration
 - Training
- Qualifications - a detailed description of how the consultant meets the qualification expectations outlined in Section 1.6.

- Capacity and Stability of Firm - a description of the Consulting Firm's capacity to meet the requirements, including but not limited to the financial capacity of the firm, size of relevant technical staff and the ability to meet the timelines outlined in this document.
- Additional insurance requirements can be provided on request

3. Personnel and Dedicated Staffing

- Include profiles, bios and resumes for personnel that will be working on the project should the consultant be awarded
- Statement on how the Firm staff plan to communicate and engage throughout the project (i.e., web conferencing hosted by consultant, conference calls, recording, and AI usage, etc.).

4. References

- Consultant shall include at least three (3) different references/sites
- The references provided should all be from engagements that took place in their entirety within the last five (5) calendar years.
- For each project/engagement used to provide proof of experience, the following should be included:
 - Jurisdiction or Agency
 - Size of project and jurisdiction
 - Contact Information
 - Description of each project, including the project objective
 - Role(s) of the Firm during the project
 - Subcontractors used (if any) and their role in the project
 - Number of staff assigned to the project full and part-time
 - Timeline that includes the start and finish of project at a minimum
 - Total project cost
 - Any training or post-implementation that was provided as part of the project
- Brief statement as to the firm's adherence to the schedule and budget of the project.

Attachment A Letters of Reference

Please list references below and attach supporting letters to this document.

Entity Name	Contact Name	Phone Number	Email Address	Dates Service Provided