



North Country Community Mental Health

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NORTH COUNTRY COMMUNITY MENTAL HEALTH

REQUEST FOR PROPOSAL

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NORTH COUNTRY COMMUNITY MENTAL HEALTH

REQUEST FOR PROPOSALS

Overview

North Country Community Mental Health (hereinafter “NCCMH”) operates as a Mental Health Board under the provisions of Act 258 of the Michigan Public Acts of 1974, as amended. Our mission is to provide behavioral health services that inspire hope and promote recovery, resilience, and wellness to eligible residents. NCCMH intends to enter into a contract with a web design vendor to create a new website for our www.norcccmh.org domain.

The proposal to provide these services must be in compliance with all applicable State and Federal laws, standards and guidelines. This Request for Proposal (RFP) establishes criteria that have been designed to cover important aspects of the services we require. Submit your proposal using [this form](#) by **no later than 4:00 p.m. Friday, May 20th, 2022.**

I. PURPOSE OF RFP

NCCMH is seeking sealed bid proposals from website design vendors.

II. SERVICES TO BE PROVIDED

NCCMH requires a modern secure website design that includes, but is not limited to, the following:

1. A brand new website, including a new domain, that is based off of information on our current site, with updated content and copy. We are looking to update site-wide navigation that functions smoothly on both desktop and mobile and is accessible for our clients and their families.
2. We currently use WordPress, but open to changing to new CMS.
3. A **Homepage** that is easy to navigate for our clients and other stakeholders that has the most valuable information within two clicks from the top of the Homepage.
4. An updated **“About Us”** page that includes:
 - a. The subpages from our current website with updated content and copy, and adds:
 - i. A **“History”** tab that will include a timeline of North Country CMH’s 50 years of service.
 - ii. A **“Our Team”** tab that will include headshots and bios of our Executive and Leadership teams and organizational chart.
 - iii. A **“Community Partners”** tab that will include information on our community partners and links to their respective website and other contact information.
5. An updated **“Clients”** page that includes:
 - a. A **“Who We Serve”** tab that includes client stories.
 - b. The **“Recipient Rights”** subpage from our current website with updated content and copy.
 - c. A **“Client Portal”** tab that links to our Community Electronic Health Records portal.

6. An updated **“Services”** page that includes:
 - a. Updated content and copy that is targeted towards our current and potential clients.
7. An updated **“Providers”** page that includes:
 - a. The subpages from our current website with updated content and copy.
 - b. A **“Provider Portal”** that includes training registrations and important forms that can be submitted through the website.
8. An updated **“Careers”** page that includes:
 - a. Integration with current payroll system, Paycor.
 - b. Provides a comprehensive overview of our benefit package.
9. An updated **“News”** page that includes:
 - a. All external communication, including press releases, social media feeds, and event calendars.
10. Include a Search Function on each page.
11. Must Incorporate Accessibility widget by UserWay.
12. Embed Google Translation capability in Header.
13. Must be editable and updatable by NCCMH staff.
14. Other updates to be determined after initial consultation.

Please address each requirement above with enough information to ensure that the design package will incorporate these requirements. Please address in detail how customer support is provided.

III. BID SPECIFICATIONS

Proposals must be clear, concise, typewritten, and must be signed by the official authorized to bind the submitted proposal to its provisions. The contents of this RFP will become incorporated within any service contract signed by NCCMH and the provider of service. Do not retype this RFP. Respond on a separate page and cite the section number for each response. All areas of the bid proposal must be addressed in the same sequence cited in the RFP instructions in order that proper consideration is given to the proposal

All proposals must be developed in compliance with this RFP. The bidder is responsible for identifying any deviations from the required bid proposal content. Proposals that are incomplete will not be considered. NCCMH reserves the right to accept, reject or negotiate and amend any proposal received if in the best interests of NCCMH and to waive any irregularities and/or information in the proposal process.

DEADLINE FOR SUBMISSION: received no later than 4:00 p.m. Friday, May 20th, 2022.

Please submit your proposals electronically using [this form](#), and upload all attachments as a PDF.

Hard-copy proposals must be mailed or hand-delivered to North Country CMH, 1420 Plaza Drive, Petoskey, MI 49770 Attn: Trenton Lee, Media & Communications Specialist. Proposals received after the deadline will not be considered.

Once submitted, no changes to the RFP will be accepted. All proposals submitted to the RFP must be valid for 90 days. Bids may be withdrawn in-person or by written request.

The proposal shall cover services as set forth herein and to be agreed upon contractually by the Bidder and NCCMH.

NCCMH reserves the right to accept or reject any/all bid proposals received pursuant to this RFP, in whole or in part; to waive any/all irregularities therein; to delete/reduce the units of service; and/or to negotiate proposal terms in any way whatsoever to obtain a proposal as deemed in its best interest. NCCMH reserves the right to re-solicit/re-advertise the RFP as deemed necessary.

Information submitted in response to this proposal is subject to the Michigan Freedom of Information Act.

Cost Liability

NCCMH assumes no responsibility or liability for costs by the organization or any bidder prior to the execution of a contract between the organization and NCCMH.

Bidder Responsibilities

All inquiries regarding the content of the RFP shall be addressed in writing to the Media & Communications Specialist (Trenton Lee) at tlee@norcocmh.org . A written response will be returned after review by the NCCMH RFP Committee.

The bidder is responsible for understanding all details of the RFP. The bidder, by submitting a proposal, indicates a full understanding of all details and specifications of the RFP. Bidders are expected to present narrative statement/summary in a clear, concise and organized manner for review.

Award of Contract

Award recommendations are contingent upon the successful evaluation of the vendor's qualifications. All qualified vendors will then be evaluated to determine successful bidder/bidders. Finalists will be asked to provide website design examples to the RFP Committee.

The evaluation process will determine if a bidder meets quality standards, based on bid specifications and provider requirements. Award of bids will be determined on service, delivery, quality and cost.

Specific requests for additional information to assist the evaluators might be requested of the prospective bidder to weigh the proposal. This could include access to, and potential interviews with, bidder's customers, employees, organizations and/or other stakeholders.

IV. ADDITIONAL REQUIREMENTS

Please provide three references – preferably other community mental health agencies, county, or governmental agencies. Please also include a copy of your standard service contract.