

PORT OF CENTRALIA REQUEST FOR PROPOSALS

Website Redesign and Ongoing Support

1. Project Overview

The Port of Centralia is seeking a qualified website design company to update its existing website or develop a new one.

The goal is to provide a professional, user-friendly, accessible website that serves the public, local businesses, Port tenants, and other stakeholders.

The selected company will be responsible for the entire project, including website design, content management, meeting recordings, accessible documents and forms, and staff training. The company will also provide ongoing maintenance and technical support to keep the website current, functional, and accessible to the public.

2. Scope of Work

Website Design and Development

- Review the existing website and recommend improvements or a complete replacement.
- Design and build a professional, mobile-friendly website that is easy to navigate.
- Organize and transfer existing website content.
- Make the website easy for Port staff to use and update.
- Ensure the Port retains ownership and control of its website, content, domain name, and accounts.

ADA Accessibility

- Design, build, and maintain the website to meet applicable U.S. Department of Justice Title II ADA accessibility requirements, including WCAG 2.1 Level AA.
- Test the website and correct identified accessibility problems before launch.
- Make meeting minutes, agendas, reports, fillable forms, and other documents accessible to people with disabilities.
- Provide accessible online forms or fillable PDFs, as appropriate.
- Ensure meeting recordings have appropriate accessibility features.
- Help maintain accessibility as new content is added.

Meeting Videos and Audio

The vendor shall handle the entire process of preparing and publishing the Port's meeting recordings, including:

- Receiving, editing, and preparing video and audio recordings.
- Providing accurate captions for meeting videos.
- Ensuring audio-only recordings have an accessible text alternative when required.
- Uploading, organizing, and publishing recordings on the website.
- Linking recordings to the appropriate agendas and minutes.
- Managing video hosting and storage or providing an appropriate hosting solution.
- Ensuring recordings are easy for the public to find and access.

Separate transcripts of captioned videos are not required unless needed to meet applicable accessibility requirements. Meeting minutes do not replace captions for recorded video.

The vendor shall explain its process, turnaround times, and any additional charges for publishing recordings.

Ongoing Website and Content Management

The vendor shall provide ongoing assistance with:

- Uploading and publishing meeting minutes, agendas, public notices, reports, and other documents, as well as creating and updating accessible forms when Port staff lack the expertise or capacity to ensure accessibility compliance.
- Editing and publishing meeting recordings.
- Correcting accessibility problems with website content, documents, and media.
- Website maintenance, security updates, backups, and technical support.
- Routine website updates and troubleshooting.

The Port expects the vendor to handle these responsibilities rather than rely on Port staff to perform the work.

Staff Training

The vendor shall train designated Port staff to make routine website updates and provide written instructions for future reference. The vendor will remain responsible for the ongoing services described in this RFP.

3. Vendor Qualifications

Proposals should include:

- Company background and relevant experience.
- Examples of similar websites.
- Experience with ADA website accessibility and accessible documents.
- Experience editing and publishing public meeting recordings.
- At least three client references.
- A proposed project schedule and description of ongoing support services, with the April 26, 2028, ADA compliance deadline in mind.

4. Pricing

Vendors shall provide a clear breakdown of:

- Initial website design and development.
- Content transfer and accessibility remediation.
- Initial staff training.
- Meeting video and audio editing, captioning, required text alternatives, hosting, and publishing.
- Accessible forms and document preparation.
- Annual website hosting, maintenance, and support.
- Ongoing content management and accessibility services.
- Any additional fees or hourly rates.

Vendors shall provide an estimated three-year total cost, including initial development and all anticipated ongoing services.

The Port prefers predictable annual costs and a clearly defined scope of services.

5. Proposal Evaluation

Port may request interviews, demonstrations, or additional information before making a selection.

6. Proposal Deadline

Interested parties shall submit their qualifications and requested information to the Port of Centralia Administrative Office located at 3508 Galvin Road, Centralia, WA 98531 or electronically to emaloney@portofcentralia.com by November 13, 2026, at 12:00 p.m.

Please contact Erin Maloney at (360) 736-3527 for additional information.