



# NEVADA STATE CONTRACTORS BOARD

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[www.nscb.nv.gov](http://www.nscb.nv.gov)

**THE NEVADA STATE CONTRACTORS BOARD IS SOLICITING PROPOSALS FOR  
UPDATING THE DESIGN OF THE BOARD'S WEBSITE AND MOBILE APPLICATION**

## **REQUEST FOR PROPOSAL**

**DEADLINE FOR SUBMITTING QUESTIONS:  
JANUARY 6, 2023**

**DEADLINE FOR SUBMISSION AND OPENING DATE & TIME:  
JANUARY 25, 2023, 4:00 P.M. PT**

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### ***Introduction***

The Nevada Board Contractors Board (NSCB or Board) is committed to ensuring the integrity and professionalism of the construction industry in Nevada. The Board has the responsibility to promote quality construction by Nevada licensed contractors through a regulatory licensing system designed to protect the health, safety and welfare of the public.

Established in 1941 by the State Legislature, the Board consists of six contractor members and one representative of the public. NSCB is responsible for enforcing the statutory and regulatory requirements under NRS and NAC 624, assisting property owners in construction-related matters and educating contractors and license applicants. NSCB is solely funded through contractor licensing fees.

### ***Project Purpose and Goals***

The purpose of this project is to update the design of our Board's website [www.nscb.nv.gov](http://www.nscb.nv.gov) and mobile application to make it more visually appealing, easier to use, and better organized.

To be effective, our website and mobile application must be:

- Easy to use and intuitive
- Visually appealing
- Informative
- Secure
- Quick to load and operate
- Responsive on mobile devices, tablets, and desktop computers
- Translatable to other languages (Spanish a must)
- Be search engine optimized

### ***Scope of Work***

The target audiences of the Nevada State Contractors Board website and mobile application consists primarily of citizens, contractors, future contractors, government entities, and media.

## **Content**

The current website's main content consists of a main page, information about the agency, a contractor license search section, as well as informational pages for both contractors and homeowners. The contractor license search is part of the Board's enterprise software and will not need to be developed and will only require a link to that page. The remainder of the website is comprised of informational web pages and PDF documents.

The current presence is implemented on 2 sites.

1. <http://www.nvcontractorsboard.com> or <http://www.nscb.nv.gov> site contains our home page and information about licensure and investigations. This web site is currently unsecured. This web site is in scope of this RFP.
2. Another site contains our license verification and disciplinary action search pages. This site was developed and hosted by a third party. We are limited in our ability to update the style of this site beyond the header and footer. Landing pages include:
  - a. <https://app.nvcontractorsboard.com/Clients/NVSCB/Public/ContractorLicenseSearch/ContractorLicenseSearch.aspx> - License Search
  - b. <https://app.nvcontractorsboard.com/Clients/nvscb/Public/ContractorListing/ListingSearch.aspx> - Contractor Listing Search
  - c. <https://app.nvcontractorsboard.com/Clients/NVSCB/Public/DisciplineSearch/DisciplineSearchPage.aspx> - Public Disciplinary Actions Search
  - d. <https://app.nvcontractorsboard.com/Clients/NVSCB/Private/Shared/Login.aspx> - Dashboard Login

The current mobile application is available on the Apple App Store and Google Play.

1. <https://apps.apple.com/us/app/nscb-mobile/id789876077>
2. <https://play.google.com/store/apps/details?id=com.kmj.nscb>

The mobile application currently supports license search, disciplinary action search, and reporting unlicensed contracting. The searches were developed by web scraping the site <https://app.nvcontractorsboard.com>. The mobile app is in scope of this RFP.

The Board currently uses Adobe Dreamweaver to manage web content. The vendor may recommend a different content management tool.

Additionally, the Board currently uses Google Analytics to collect web analytics. The vendor may recommend a different analytics package.

The majority of the project is a re-organization of the existing content, consolidation of duplicative information, removal of outdated material, and a refresh of the look and feel of the website and mobile application. The website and mobile application are mostly informational.

The Board wishes the site design to follow a vertical content block design with simple and easy navigation format, but with a distinguished and sophisticated look. A menu should be easily accessible throughout the site. Vital services and information should be easy to find – specifically key forms utilized by consumers of the webpage on a frequent basis.

## **Deliverables**

The Vendor shall provide server requirements necessary for the Board to host the website on a production environment. No content shall be compiled or encrypted or made non-editable from the Board. All intellectual property, copyrights, source code and other ownership interests will be maintained by the Board. The Vendor name will not be displayed anywhere on the site.

The final deliverables of the program must meet the following criteria:

- Be developed with tools that will allow the Board to easily maintain the site independent of the designer
- All source code, working files, etc. will become the property of the Board
- A minimum six-month warranty on any errors found after delivery.
- Will not contain any compiled code, flash or animated graphics
- All PDF files will be clearly marked as PDF's and will launch a new browser (or tab) upon opening.
- All external links will be clearly defined and launch a new browser (or tab) upon opening. Some existing PDF files will need to be converted to HTML.
- The scope of changes to the mobile application can include a reimplementing of the existing subset, new links to the redesigned website, and an update to the style.

The work described here will be accomplished by the Vendor:

- Site Map Redesign -Work with Board to understand their target audience and their specific needs and determine the best way to organize the site contents.
  - Outline a new sitemap and gain the Board's approval in moving forward.
- New mobile application for deployment to Apple and Google Application Stores.
- Old mobile app needs to be replaced with one that incorporates design elements or style from the new web site.
- New features of mobile application must include links to major sections or landing pages of the web site.
- Improved capabilities on app to report unlicensed contracting.
- A reasonable timeline and update/meeting schedule will be agreed upon by Vendor and Board and will be as frequent as necessary to reach all the project goals.
- Vendor's representative will travel to the Board's office when necessary and will be available to participate in status or review meetings.
- Create a fresh, intuitive, cohesive, distinguished and sophisticated custom website design incorporating the redesigned sitemap and site functionality into an informational website using only HTML/CSS, JavaScript, images, PDFs and SEO friendly URLs.
- Add Captcha for website comments and questions
- An organized solution for forms, as example one location for "License Application Forms"
- Website design mockups will be provided initially until Board's approval and will then be implemented.
- Incorporation of the existing website contractor search section within the new site design as seamlessly as possible.
- Conversion of specified content from PDF format to HTML/CSS format to match the new site theme and logical organization as needed.
- Add the reorganized content from the existing website into pages on the new website, and the new HTML pages created from converting existing PDF pages.
- The pages for the meeting minutes and agendas, as well as Regulation Workshops and Hearings, will be customized to offer an intuitive look and feel cohesive with the overall site allowing Board the ability to easily update these pages and add additional meeting dates and times/minutes/notices/agendas.
- Custom graphics and images will be provided as necessary on specified pages to keep with the intuitive interface and overall site theme and branding; and can be easily updated/refreshed
- Incorporation of a site search box that will allow users to access Board specified content quickly (on each page, but prevalent on home page).
- Smart search (Provide suggestions in search box)

- Incorporation of a site calendar to easily display and link to details of important dates, and will have an admin backend for easy updating.
- Continue use of existing Google Analytics tags for monitoring website traffic and statistics.
- Vendor will provide training for the Board on making changes, updating content, and uploading files as necessary.
- Project includes design guidance, project management and Q&A hours as well as a allocation of time for NSCB's feedback and change requests.
- Ensure process to contact a licensing analyst or to other staff is apparent and easily accessible on online app
- Site must be compatible with current and one (1) previous version of Internet Explorer, Firefox, Chrome and Safari browsers.
- The site must be developed to meet all current federally-mandated ADA access requirements.
- The site must be built in accordance with the latest Web Content Accessibility Guidelines and should also be easily accessible to the novice as well as the experienced Internet user.
- The website must be designed with a mix of text and graphics such that each page loads in a way that is acceptable to the typical user having an average home Internet connection speed.
- Work will be located on the Vendor development server and will be web accessible to Board at all times to view current progress.
- This website will be delivered and installed onto the Board's servers. No compiled pages will be included unless otherwise agreed upon by Vendor and Board. All intellectual property, copyrights, source code and other ownership interests will be maintained by the Board. The Vendor name will not be displayed anywhere on the site.

The Board will provide Vendor:

- Any content, photographs, videos, or designs the Board would like included (ability to easily modify/update)
- Design guidance as necessary
- Timely responses to requests from Vendor
- Existing website hosting information as necessary

### ***Hosting***

- Secure website with SSL Certificate
- Production and Test/Development Sites hosted on external cloud service administered by the Board.

### ***Working Relationship***

The general working relationship will be:

- The Board and the Vendor will each designate a single point of contact for communications between the Board and the Vendor.
- It is understood that the Vendor will provide incremental updates that the Board can view to confirm the project is progressing in alignment with the design specification.
- Vendor may need to travel to the Board for reviews or meetings – Any travel costs will not be reimbursed separately and cannot exceed allowed state per diem.
- Vendors will submit an overall project plan and schedule with project milestones.
- Vendors will submit status reports and participate in status meetings.
- Project completion is expected within 120 days.

### ***Potential Evaluation Criteria***

- Final payment will be due upon completion and acceptance (down payments and other payment agreements may be discussed).
- Your proposal must include a cost proposal.
- Proposals meeting mandatory requirements will be evaluated with the following criteria:
  - The proposed solution meets the needs and criteria set forth in the RFP.
  - Expertise in recommending and communicating appropriate technical and aesthetic solutions as evidenced by the proposal and references.
  - Prior work that demonstrates artistic, innovative and user-friendly interfaces that engage viewers.
  - Candidate has successfully completed similar projects and has the qualifications necessary to undertake and be successful with this project.
  - The price is appropriate for the value being offered.
  - The candidate firm has appropriate number of staff and necessary expertise to develop the site in a timely manner.
  - The proposal is presented in a clear, logical manner, is well organized and has the appropriate information the RFP calls for.
  - The proposal reflects general proposed designs of web sites and apps for a regulatory agency

## **Vendors**

### ***Primary Vendor Information***

Vendors must provide a company profile. Information provided shall include:

1. Company ownership.
  1. If incorporated, state in which the company is incorporated and the date of incorporation. *An out-of-state Vendor must become duly qualified to do business in the Board of Nevada as a foreign corporation before a contract can be executed.*
2. Disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigation pending which involves the Vendor or in which the Vendor has been judged guilty or liable.
3. Location(s) of the company offices and location of the office servicing any Nevada account(s).
4. Number of employees both locally and nationally.
5. Location(s) from which employees will be assigned.
6. Name, address, email, and telephone number of the Vendor's point of contact for a contract resulting from this RFP.
7. Company background/history and why Vendor is qualified to provide the services described in this RFP.
8. Length of time Vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.
9. Has the contractor ever been engaged under contract by the Board?  
 Yes  No If "Yes," specify when, and for what duties.
10. Is the contractor or any of the contractor's employees employed by the Board?  
 Yes  No If "Yes," is that employee planning to render services while on annual leave, compensatory time, sick leave, or on his own time?
11. Vendor's Dun and Bradstreet number.
12. Resumes for key staff to be responsible for performance of any contract resulting from this RFP.

### ***Vendor Questions and Qualifications***

- List five websites your firm has produced that reflects your work and relevancy to this project. List the role your firm played in each project. Please submit the URLs for these sites, and only currently "live" sites should be included.

- Describe your experience producing sites, particularly any government sites.
- Provide current reference information for five former or current clients.
- Briefly outline your firm's organizational capacity to produce the Board website (such as staff, equipment, software, physical space, office location, etc.).
- Provide company profile, length of time in business and core competencies.
- Briefly describe the percentage of your web staff that would be working on this project relative to your entire staff. (For example, if you would use three staff on the project and you have ten web designers and developers, the percentage would be 30%.)
- Describe what type of team will be assigned to this project? What will each person's role be? Please include a resume for each key staff member assigned to this project (as noted above).
- Briefly describe your project management process.
- Please detail any hardware/software Vendor partnerships you have.
- Provide a detailed timeframe for completion. This will be evaluated and will be part of the contractual agreement, so a realistic time frame for completion is essential.
- Please describe to the Board how you intend to communicate with the project lead at Board during the period of design/development, and at what intervals.
- Describe the support you offer during and after the project.

### ***Vendor References***

Vendors should provide a minimum of three (3) references, including URLs or mobile applications, from similar projects performed for private, nonprofit, or government clients within the last three years.

- It is the Vendor's responsibility to ensure references are received on or before the proposal submission deadline for inclusion in the evaluation process.
- Business references that are not received or are not complete may adversely affect the Vendor's score in the evaluation process.
- The Board may contact any or all business references for validation of information submitted.

For each reference, please include:

1. Client name and contact information;
2. Project description;
3. Project dates (starting and ending);
4. Client number of employees;
5. Client line of business;
6. Staff assigned to reference engagement that will be designated for work per this RFP;
7. Client project manager name, telephone number and e-mail address.

### **Proposal Evaluation and Award Process**

1. Proposals shall be consistently evaluated based upon the following criteria:
  - a. Demonstrated competence and financial stability;
  - b. Experience in performance of comparable engagements;
  - c. Reasonableness of cost;
  - d. Expertise and availability of key personnel;
  - e. Conformance with the terms of this RFP.

**Proposals shall be kept confidential until a contract is awarded.**

2. The Board may also contact the references provided in response to the Section identified as Vendor References; contact any Vendor to clarify any response; contact any current users of a Vendor's services; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process. The evaluation

committee shall not be obligated to accept the lowest priced proposal, but shall make an award in the best interests of the Board.

3. Each Vendor must include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigations pending which involves the Vendor or in which the Vendor has been judged guilty or liable. Failure to comply with the terms of this provision may disqualify any proposal. The Board reserves the right to reject any proposal based upon the Vendor's prior history with the Board or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures.
4. Clarification discussions may, at the Board's sole option, be conducted with Vendors who submit proposals determined to be acceptable and competitive. Vendors shall be accorded fair and equal treatment with respect to any opportunity for discussion and/or written revisions of proposals. Such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing Vendors.
5. A Notification of Intent to Award shall be issued. Any award is contingent upon the successful negotiation of final contract terms and upon approval of the Board of Examiners. Negotiations shall be confidential and not subject to disclosure to competing Vendors unless and until an agreement is reached. If contract negotiations cannot be concluded successfully, the Board upon written notice to all Vendors may negotiate a contract with another Vendor or withdraw the RFP.
6. Any contract resulting from this RFP shall not be effective unless and until approved by the Nevada State Board of Examiners.
7. Successful vendor will be required to sign the standard State of Nevada contract form and provide proof of any required licensure and insurance (sample attached)

### **RFP & Project Timeline**

December 19, 2022 – RFP issued

January 6, 2023 – RFP Q&A deadline

January 25, 2023 RFP deadline

### **Contract Terms**

This contract extends to updating the website and mobile application of the Nevada State Contractors Board. Any ongoing maintenance or other options will be agreed to upon separate terms.

### **Contact**

Any potential questions may be directed via email to:

Michael Phillips  
Public Information Officer  
Nevada Board Contractors Board  
[mphillips@nscb.state.nv.us](mailto:mphillips@nscb.state.nv.us)

### **RFP Submission**

Completed RPPs should be submitted via email by 4:00 p.m. PT on January 25, 2023 to:

Michael Phillips  
Public Information Officer

Nevada Board Contractors Board  
[mphillips@nscb.state.nv.us](mailto:mphillips@nscb.state.nv.us)

As an alternative, electronic/digital copies of RFPs may be submitted in person by 4:00 p.m. PT on January 25, 2023 to the Nevada State Contractors Board's Southern Nevada Office care of:

Michael Phillips  
Public Information Officer  
Nevada Board Contractors Board  
8400 West Sunset Road, Suite 150  
Las Vegas, NV 89113

*Please note: Late submissions may not be accepted.*