

Website RFP Fact Sheet

Scope & Functionality

How many departmental microsites exist, and will all be included in the redesign?	Approximately 1,400
Will your team handle content review/cleanup, or is that the vendor's role?	The vendor will.
Are there existing brand guidelines (fonts, colors, etc.) we must follow?	No, we will be looking to new brand guidelines from this process.
Should the design support department-specific branding or stay uniform?	The site should maintain a uniform look that allows departments to insert images of their logo.
Can you share websites you like in terms of design or functionality?	N/A
Should the design be modern and civic or more traditional?	N/A
Are there platform or technology preferences or restrictions?	Meet or exceed industry standards. No startup or home grown platforms.
Do you have a preferred CMS or are you open to suggestions?	
Which third-party tools (e.g., NEOGOV, Esri, Microsoft Forms) need to be integrated?	ESRI, GIS, YouTube, DocuSign, and Adobe PDF.
Will API documentation and access credentials be provided?	Yes
Are you fully moving away from CivicPlus?	N/A
What search features are required (e.g., filtering, external indexing)?	Meet minimum standards
Should newsletter subscriptions be managed on-site or via a third party?	To start out we would like the newsletter subscriptions managed on site
Are there legacy systems that need to be integrated or decommissioned?	No

Accessibility & Compliance

Do you require a VPAT or formal accessibility audit?	No
Are there existing ADA audit results or benchmarks we should follow?	The website needs to meet federal and state requirements for ADA.
Should multilingual support be browser-based or user-toggled?	Not required
Are there data privacy or storage restrictions (e.g., U.S.-based hosting)?	U.S. based hosting is preferred

Support & Maintenance

What does "24/7/365 support" mean to you—emergency monitoring or full-time support?	Example: If the website were to get hacked or go down we would expect a minimum responses within one business day.
Do you prefer a dedicated account manager or ticket-based support?	Either
What's included in the "annual design refresh"—minor tweaks or broader updates?	Minor updates to improve appearance, usability, or function.
How many staff will need backend access, and what roles will they have?	At least 10 staff will need access with 5 having admin controls

What training is expected (live, docs, videos)?	Live is preferred with documents and videos being optional
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Budget & Evaluation

What is the budget range for redesign, development, and first-year support?	Initial cost under \$18,000 and if it is that high, with the option to extend the payments over two years. That amount should include everything as presented in our RFP.
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What are the expected ongoing costs (maintenance, licensing, support)?	\$4,000 - \$6,000 annually
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How are evaluation points typically weighted—especially cost vs. quality?	The point structure remains as outlined in the RFP.
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Timeline & Risk

Are there internal factors that could impact the schedule (e.g., staffing, budget)?	We do not anticipate any changes effecting the project timeline.
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Is the December 29, 2025 launch a hard deadline or flexible?	Yes, we must be migrated to a new website prior to 2026
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