

## Website Redesign RFP Questions and Answers

1. Is your expectation to use all of the existing content or are you also looking for us to re-write parts of it? **No, we are not expecting to use all of the existing content. In fact we anticipate a significant reduction in pages of content. The city will provide all written content.**
2. Will there be any additional content that is not currently on the website provided? **Yes, we are exploring new ideas.**
3. Do you have brand guidelines that you would like us to follow or are you open to a new interpretation based on the logo as a starting point? **Yes, we have brand guidelines and they are located [here](#): At this time, we are comfortable with our branding guide.**
4. Is the \$45,000 stipulated budget meant to cover hosting costs as well, or are hosting costs a separate budget? **The \$45,000 includes hosting costs during the development stages. Once the page goes live, the hosting cost will be separate.**
5. There is mention of the need for ongoing technical support. Is that ongoing technical support also included in the \$45,000 budget or will a separate budget cover this? **Any technical support after the website goes live would be a separate budget.**
6. There is no mention in the RFP of data migration. Your website seems to be currently running on the ASP platform. Is it your intention that the City of Greenbelt stakeholders will be migrating your current data (images, content, forms, etc.), or is it expected that the firm that wins the contract will be required to do this work. If it is the latter, is this work included in the \$45,000 budget? **Migration of the old site into the new site is included in the base budget.**
7. What is the budget for ongoing technical support (monthly or quarterly) after the website launch? **We anticipate an annual contract billed at an hourly rate monthly based on the services needed per month.**
8. Are there specific third-party systems or software that need to be integrated beyond those mentioned in the RFP? **Yes, the city clerk and human resources department are exploring software platforms that they utilize on a daily basis.**
9. Would the mobile app be included in the current budget, or would it be an additional project with a separate scope and budget? **It would be a separate scope and budget.**
10. What is the expected volume of content migration from the existing website? **Between 60-65% of the website will be migrated. We will have a better idea of the actual number as we go through the process with the selected bidder.**
11. Are there any specific accessibility standards or certifications required beyond WCAG/ADA compliance? **By 2026, we must comply with the new WCAG/ADA legislation for local government websites.**
12. Do you have a preference for the hosting environment (e.g., cloud-based, specific provider)? **We are open for a hosting environment. The city is not interested in providing the hosting infrastructure.**
13. What level of training will be required for city staff to manage the new CMS? **Minimal training for the primary web staff and introductory level training for the departments.**

14. Are there any specific security requirements or certifications needed for handling citizen data? **Yes**
15. Do you have a preferred CMS for the new website? **No**
16. Is there much flexibility in the budget? **No**
17. Are you taking informational calls with potential partners (time-permitting)? **No, all inquiries must be submitted in writing and all responses will be included in the Q&A document on our website and on eMMA.**
18. Can we ask how many bidders have expressed interest in this project, please? **To date, seven bidders have expressed interest.**
19. Is the RFP response due by 4 PM October 14, 2024, or is the October 18 date on the RFP cover applicable? **October 18 by 4 pm.**
20. Does the \$45,000 budget exclude the cost of website plugins? **We will explore this with the selected bidder.**
21. Are remote meetings acceptable, or is in-person attendance preferred? **Remote meetings are acceptable. However, key milestone meetings/presentations must be in person.**
22. Is content writing, content strategy, or copywriting included in the project scope? **These items will all be handled in-house by the Public Information Team.**
23. Will WordPress training be required? **Yes, for departmental staff.**

#### **Questions & Answers after 10/10/2024**

24. Are offshore vendors permitted to submit? **Offshore vendors are permitted to submit with the understanding that remote meetings are acceptable. However, key milestone meetings/presentations must be in person.**
25. Regarding the online bill pay feature, is it simply a link to the edmundsassoc.com site, or is there a more integrated solution envisioned? **At this time, it is envisioned to be a link.**
26. Could you provide a more detailed description of the content and functionality expected in the site's restricted areas? Additionally, how is access to these areas granted—through Active Directory, other Single Sign-On (SSO) providers, or another method? Are there multiple levels of access required? **The Public Information Office staff will have access to the entire site, and departments will have restricted access to their respective areas on the website.**
27. Are there any additional details available regarding the emergency alerts and call-a-bus request features? **The city is currently using Everbridge for emergency alerts. The call-a-bus is an online web form for residents to request rides around the City of Greenbelt.**
28. Could you provide more information on the requirement for compatibility with Applicant Tracking Systems and the functionality of fillable online job applications? **We are migrating to a new HRIS system, and the selected consultant will assist with any website integrations.**
29. On page 5, at the bottom of the list of requirements, should the second to last bullet read “Search function with predictive text Document Library”? Or should the “...Document Library” have been a separate bullet? **Yes, the document library should be a separate bullet.**

30. Is the document library expected to be download-only, or can citizens upload documents to the public document library? **Download-only.**
31. Is your organization open to only receiving electronic proposals? **We would like to receive a hard copy as well as an electronic copy.**
32. Is there any flexibility on the delivery deadline (particularly for the hard copy)? **As long as the electronic copy is on-time, the hard copy can follow 1-2 days later.**
33. We understand that the City currently uses Granicus for the website services. What is the City's experience with the current CMS? What pain points on the CMS would you like to address? **The RFP details the issues that we are experiencing and the desired features we would like to have.**
34. What accessibility level does the City intend to achieve, A, AA, or AAA? **We would like to be compliant with the new legislation for local government websites by the 2026 deadline.**
35. Has the City reviewed any CMS for the new website? **No**
36. Does the City prefer an open-source CMS over a proprietary CMS? **The City doesn't have a preference.**
37. Is the City open to using an open-source CMS such as WordPress or Drupal? **The City desires a user-friendly CMS.**
38. How is the City currently managing the website? Are there in-house staff who manage the website on a day-to-day basis? If yes, what is their technical expertise with other CMS? **The City has in-house staff that manages and updates our website.**
39. Has the City defined any budget for this project? **The proposed budget is in the RFP.**
40. How much is the City currently spending on the current CMS and annual maintenance? **The City has budgeted amounts for these expenses and we are looking to reduce costs.**
41. Has the City conducted user research to understand the user experience and their expectations on the current website? **This will be a part of the project.**
42. Has the City conducted an audit of the existing website? **This will be a part of the project.**
43. Can we use our India offshore team for development and support? **See question 24.**
44. Does the City have a preference for local vendors? **See question 24.**
45. The City has mentioned an optional need for a mobile application under the prioritized goals for this project. Can the City provide more information on the purpose of the application? **The mobile app will provide another means to access the website and will be utilized as another tool for civic engagement.**
46. Is the previous vendor being considered (Granicus) for the bidding process or are you looking to move away from Granicus? **All vendors are welcome to submit.**

#### **Questions & Answers after 10/15/2024**

47. Do you allow subcontractors? **Yes.**
48. What was the last person awarded for this? **Granicus.**
49. How many days a month - would my team need to come into the office? **See question 21.**

50. Do we have to email and mail? Or is email sufficient? If not, I can have someone bring it to the location. [See question 32.](#)