<u>WEBSITE RFP QUESTIONS- 2021</u>

STATUS:

Q. Has a Q & A Addenda been released yet?

A. No. This will be released no later than 4/26/21. It will be posted on the richmodvt.gov website and emailed to all companies which have responded so far.

Q. Is the due date still the same?

A. Yes. Sealed bids are due by 3pm on May 10, 2021.

Q. We are a Michigan based company. Does the town have any preference with respect to local companies?

A. No.

Q. How many proposals are you expecting to receive?

A. Unsure.

Q. What is your selection criteria & timeline

A. This has been covered in the RFP.

BUDGET:

Q. What is the expected budget for this project? An order of magnitude will help devise the right scale of solution in our proposal.

A. $10,000 is included in the FY22 budget. FY22 runs from 7/1/21 – 6/30/21

Q. Does the budget include tech support and hosting?

A. The $10,000 is for initial design and launch of the website. Annual fees such as tech support and hosting are separate from this budget.

Q. What was the investment in the previous website?

A. I am unsure. The current website was build many years ago and is on an outdated WordPress platform.

Q. Is this a fixed price quote, or a time and expenses quote based on hourly billing rates?

A. This is a fixed price quote.

CURRENT WEBSITE:

Q. Please let us know where the current web site is hosted?

A. GoDaddy

Q. Who are your primary and secondary users?

A. Primary users are residents of the Town of Richmond. Visitors and researchers are secondary users.

Q. How many visitors does the current website receive monthly?

A. Unknown

Q. Could you let us know any payment solution currently used by the Town of Richmond?

- Currently Richmond handles most payments by cash or check.
- Some residents pay directly through their bank account by having their bank send us an electronic check or utilization of direct debit for tax and water bill payments.
- We partner with MCC (Metropolitan Communications, LLC) to receive payments via credit card from some residents. There is a fee to the user to use MCC. The Town does not pay any credit card or transaction fees. All fees are paid by the party making the payment.

Q. Provide information on the interfaces with existing systems and databases such as Smartgov, Land Records Portal. What is the expectation here?

A. Currently the last five years of land records are posted on a third party website. A link to that website is provided from richmondvt.gov.

Q. What are your existing pain points with the existing website?

- The CMS is not intuitive for administrators. Pages must be searched for rather than presented in an organized structure which mirrors the customer facing navigation.
- There is a limit to the number of pages that the system will allow between top navigation and pages in the dropdown navigation. There does not appear to be a limit to sub pages that are just links off of other pages.
- The site is not secure.

- The layout could be more user friendly with more intuitive navigation
- There is a size limit to a pdf that can be uploaded
- Goal is to create a more inviting, up to date, informative website.

Q. What are the current technical challenges with the existing website?

A. See previous question

Q. Is the site being maintained by an in-house development staff team?

A. The site is updated by in house staff, none of whom are web-developers. Maintenance is minimal and includes making timely updates as necessary and re-organizing top navigation and subpages as necessary.

Q. Is there a firm currently providing website support and/or consultation? If so, would the hired vendor work directly with them? If not, is the current vendor allowed to bid?

A. GoDaddy is the company that hosts the site so any need for support

PROPOSED WEBSITE:

Q. Is the town looking for redesign of the website or looking to change the technology as well?

A. The Town is looking for a redesign of the website and would like to move off of the current version of WordPress. A new CMS proposal would be considered. The most up to date version of WordPress would also be considered.

Q. Do you have a style guide or a brand guide?

A. No.

Q. Does the town want the hosting to be done on premises or on the cloud?

A. On the cloud and backed up as long as it is secure.

Q. Is the town expecting post launch support? If so, what is the duration required?

A. Post launch support was not included in the RFP. Please outline post launch support options and costs in your proposal.

Q. Can you please let us know the planned duration of User Acceptance Testing?

A. Undefined at this point. It will depend on how many questions and edits Town staff have on the new website.

Q. What is the desired launch date?

A. Not specifically defined at this point but Fall of 2021 is the general goal.

Q. Is there a specific event driving the Launch Date?

A. No.

Q. Is the town expecting Knowledge transfer of the site before launch?

A. Training of key town staff on the operation of the website before launch is expected.

Q. With respect to the phased approach: *Is there a priority list you would want for launch, if so please provide.*

A. We do not have a priority list for launch.

Q. Do you intent to continue to serve the Library's website from richmondfreelibraryvt.org and the rest of the Town's site at www.richmonvt.gov?

A. No. The Library website should be moved to richmondvt.gov.

Q. Are there any technology preferences from the town for building the content management system?

- CMS should present the pages in an easy to find framework similar to the layout of the website.
- The Town uses a lot of PDF's for meeting materials. Uploading and displaying PDF's should be quick and easy. Linked text should default to the file name of the PDF.

Q. Does the Town have a preferred CMS? Are you okay with WordPress? Open source? Drupal? another CMS?

A. The Town does not have a preferred CMS.

Q. How many pages of content do you anticipate transferring to the new website?

A. We anticipate transferring all the current pages and PDF's to the new website. I do not know how many pages that is.

Q. What is the number of Web Pages in scope for the website design and development?

A. All pages currently on www.richmondvt.gov will need to be transferred to the new site. All pages currently on www.richmondfreelibraryvt.org/ will also need to be transferred to the new site.

Q. How many Online Forms will there be?

A. Currently we use fillable PDFs. We would like to transfer these to online forms. There will be about 20 to start with.

Q. For the multilingual support, what are the languages to be included?

A. Spanish and French.

Q. Can you share more information on the Survey/Polling capabilities requirement?

A. Looking for a way to quickly survey residents on issues. Would like ability to ask questions and export data to excel file for easy analysis.

Q. With respect to "Integrated Content Management System (CMS) Components and Tools > Front page solution for emergency notification updates with a registration widget and the ability to share via social media": *Are you looking for a way to post an alert on the front page of the site? And allow site visitors to register to receive those alerts via email or SMS?*

A. Yes. We use VTAlerts for emergency updates. We would like to provide a very visible way to sign up for those alerts. We also want the ability to post alerts on the home page that are attention grabbing.

Q. Provide more information on all CMS features wanted, include which are most important?

- Easy navigation to update pages.
- Content editor that is easy to use with an interface similar to a Word Document
- Easily create new webpages and place them in the desired location in the website navigation.
- Easily post PDF's without a size limit per pdf.

Q. With respect to "share via social media": *Are you looking to allow visitors to share the alerts via their social media accounts? or the Town to share them?*

A. Ability for the Town to include Town controlled social media feeds on the website.

Q. With respect to Document and File Repository - upload/download capability, back-end ability to search within: *Please confirm if this is a frontside, site visitor feature or Content Management System interface only?*

A. Both, with upload capabilities limited to only the administrative side.

Q. With respect to Public Warned Meeting Document Management - Create, manage, and host agendas, minutes, and other documents: *Do you envision this being something that is created, managed in the CMS and displayed on the frontside? No visitor view of editing.*

- These will be pages similar to this page that has been created for Selectboard meetings where the agenda and supporting information can be posted for the public: http://www.richmondvt.gov/documents/selectboard-meeting-documents/
- There is also a need to keep information from previous meetings on a page similar to this one which archives all previous Selectboard agendas an packets: http://www.richmondvt.gov/documents/selectboard-meeting-documents/archived-selectboard-agendas-packets/

Q. With respect to Search/Archive Center - Searchable solution for live or archived content, documents, and news updates (internal site search engine): *Can you please confirm if this is a frontside, site visitor feature or Content Management System interface only?*

A. Correct. This will be frontside.

Q. With respect to Interface to existing systems and databases - Integration or links to Interactive GIS, maps and overlay districts, Smartgov, Land Records Portal, Google Suite, etc.: *Can you outline what systems will be links and if any need to be iframed into the website or bring in content via API? Will any systems need a wrapper of the new website design?*

A. Of the above the only link we currently have is with Land Records. This is a link to a third party site. If we develop a need to work with the other sites mentioned above most likely this would be by providing links to third party sites that will not be branded as the richmondvt.gov site.

Q. With respect to Community Services Programming/Event Registration & Facility Management - Web-based registration software for Community Services programming and facility rentals: *Would this be a form that submits to someone to schedule or would an admin enter available times that can be booked through the site?*

A. This would be a new feature for richmondvt.gov and may take a couple of years to fully develop. Both options mentioned above may be necessary in the future with the former feature (user requesting a time) likely to be implemented first.

Q. With respect to Online Payment Solution - Secure online transaction by department with 3rd party vendor integration: *- What types of items will be sold?*
- Is there a current or desired 3rd party solution to be used?
- What types of payments do you need to accept through your site?

Could you provide examples?

- This would be for tax payments, water and sewer payments, fees related to business with the Town Clerk, planning and zoning fees.
- Currently all fees related to business with the Town Clerk and planning and zoning fees are paid by check or cash.
- See answer to earlier question relating to payments for types of payments received for taxes and water and sewer bills.

Q. With respect to Accessibility & WCAG/Sect 508 Conformity: _As a municipality for which your website is required to comply with Sect 508 of the Rehabilitation Act, is it a requirement to meet WCAG 2.1 A, AA? And how must providers demonstrate conformity? IE- Are providers expected to follow best practice auditing methods that include testing using automated + manual + assistive technology testing - understanding that automated tools are limited to detecting ~30% of WCAG issues?_

A. We expect the new website to adhere to all current accessibility laws.

MISC.:

Q. Please provide any seasonal constraints when your subject matter experts may not be available to participate in project activities due to business reasons.

A. There are no seasonal constraints.

Q. What is your preferred mode of engagement? Onsite / Remote / Hybrid

A. Virtual or in person meetings are equally acceptable.

Q. Would you like detailed research in terms of your audience in the form of an audience needs assessment?

A. This is not necessary.

Q. Can we propose train the trainer model? If end user training is required how many users, do we need to train?

A. 4-5 key personnel will need to be trained.

Q. How would you like us to quantify "2D- Demonstrated company financial stability?"

A. Provide length of time in business or letter from bank supporting solvency.

Q. Are your business users comfortable working in an Agile development model?

A. The site that the Town is seeking should be fairly simple and straightforward but Town staff can engage in discovering requirements and developing solutions through the collaborative effort when necessary in the development process.

Q. Can you share an example of a town website you love (in or out of Vermont)?
- https://www.winooskivt.gov/
- https://www.peterboroughnh.gov/