



REQUEST FOR PROPOSALS: **WEBSITE REDESIGN AND HOSTING SERVICES**

Addendum # 1 **Response to Vendor Questions**

The Village of Hoffman Estates appreciates the interest from all vendors in response to this Request For Proposals. Below you will find a comprehensive list of all questions received by the Village prior to the due date of August 2, 2024. The Village has responded to select questions to the best of its ability, including summarizing duplicative questions. Questions that have not been responded to are those that the Village is unwilling to answer at this time in this format and can be revisited with the selected vendor.

1. The need for posting emergency notifications on the home page is listed, which our solution has the ability to do. Our Mass Notification System will have a direct integration with the website and will automatically post emergency notifications to the main website once an alert is sent out through this system. Are you interested in seeing pricing / considering a potential change from your existing notification system Everbridge?
 - a. No.
2. Our CMS has the capabilities for creating forms with check boxes, drop down lists, document submissions etc. Would it be beneficial to also evaluate a solution that accomplishes this, and has the capabilities of scheduling, handling PII information, approval workflows, integrations into Power Automate apps and eSignatures?
 - a. No.
3. What is the budget?
 - a. \$35,000 is included in the Village's 2024 Budget for this project, however we are committed to fully funding the proposal that best fits the Village's needs.
4. What is the ideal project timeline?
 - a. October 2024 award; November 2024 kickoff; August 2025 launch.
5. Is there a (CMS) platform preference? Is the Village amenable to an open source solution such as WordPress?
 - a. No to open-source solutions.
6. "Having the availability of an iOS and Andriod app with the ability to perform administrative updates to the site is preferred." (p. 3): Is the Village looking for a responsive experience or a separate mobile application for administration?
 - a. Responsive experience.

7. It is mentioned that vendor should have history of Working with Government Organisations. Is it a mandatory or optional requirement?
 - a. Optional.
8. Can site visitors enroll in events, or will they only be able to view events created by admin users?
 - a. View only.
9. Image and document management tools will be integrated into the CMS with the ability for end users to create links to documents, to alt-text and descriptions to photos and to dynamically resize photos: Does this mean site visitor will have these capabilities?
 - a. No.
10. Are you planning to migrate your existing system to the new system? If so, is there specific data you want to migrate, or do you intend to migrate all the data?
 - a. Selected vendor will assist with the reorganization of data, which may include excluding some data from the existing site.
11. Payment processing- For the payment, we want more clarification on this, like how it works. are you talking to integrate payment gateway with the system and what is the purpose of having payment integration in CMS system? currently we seeing Village of Hoffman Estates Other Payments - FirstChoice™ (firstbilling.com) this payment tool is integrated with your website.
 - a. Integrating current payment systems.
12. Who are the primary user audiences for the site?
 - a. Residents and business located in Hoffman Estates, Illinois
13. You say the design must accommodate the addition of departmental subsites. How many subsites do you anticipate needing? Will they each have their own template design and brand look? Or will they all use the Village's site layout system?
 - a. A minimum of one subsite is required, and it will have its own design and brand look.
14. Does the Village have an existing database of visual assets (e.g., photos, videos, graphics) that we can utilize for the new website, or will the vendor need to handle photography and create new visual content? If the latter, are there any specific guidelines or themes we should follow?
 - a. The Village has existing assets.
15. What different roles do you need for administrators (like editor, reviewer, publisher), and what rights do each role have? How many people will be in each role?
 - a. Having at least three roles (editor, reviewer, publisher) is desired.
16. Do you currently have a brand/style guide created?
 - a. Yes.
17. Are you open to migrating to a new event calendar?
 - a. An event calendar should be integrated into the proposed design.
18. Are you looking for a new information architecture or for your content to be ported over exactly as it is laid out in its current hierarchy and page structure?
 - a. A new information architecture is desired.

19. The short-list interview will include a review of the applicant's design solutions. Do you see that being a presentation the three versions of the home page and interior page template?
 - a. Yes.
20. What type of search functionality is intended for documents (PDF searchable content vs archive searching perhaps)
 - a. PDF searchable content is desired.
21. Are you open to other content management systems (CMS)?
22. Is it the end of your contract with the incumbent?
 - a. No.
23. We noticed that the current website is built on Vision CMS. Do you plan to stay on it or do you want to move to a different CMS as part of the site redesign?
 - a. A different CMS is desired.
24. How many staff members are anticipated to require training, and what is their current level of proficiency with website management tools?
 - a. At least 30 users with varying levels of proficiency.
25. Are multilingual services required for the redesign project?
 - a. No.
26. Are there any additional compliance requirements related to data security, such as GDPR, HIPAA, or others?
 - a. No.
27. Is there an existing issue tracking system in place, such as JIRA or Bugherd?
28. Regarding ADA compliance, would a level AA suffice, or is there a requirement for AAA compliance?
 - a. AA.
29. And which points in the project would you anticipate there to be in-person meetings that we should consider and prepare for in our approach?
 - a. We anticipate having the capability to hold all meetings remotely.

ALL QUESTIONS RECEIVED (in no particular order):

1. The need for posting emergency notifications on the home page is listed, which our solution has the ability to do. Our Mass Notification System will have a direct integration with the website and will automatically post emergency notifications to the main website once an alert is sent out through this system. Are you interested in seeing pricing / considering a potential change from your existing notification system Everbridge?
2. Our CMS has the capabilities for creating forms with check boxes, drop down lists, document submissions etc. Would it be beneficial to also evaluate a solution that accomplishes this, and has the capabilities of scheduling, handling PII information, approval workflows, integrations into Power Automate apps and eSignatures?
3. What is the budget?
4. What is the ideal project timeline?
5. Is there a (CMS) platform preference? Is the Village amenable to an open source solution such as WordPress?
6. Do we need to quote hosting?
If so, in order to properly quote hosting:
Can you provide the number of page views per month, currently, for the site?
What is the average bandwidth usage per month?
Can you provide current storage requirements for both database and files?
7. What 3rd-party integrations are included in the website currently? "A list of current third-party integrations shall be provided in the proposal, with preference given to those with integrations with the Village's systems, including, but not limited to Criterion and CivicClerk. " (p. 4): Is the Village asking for the full range of possible integrations? Looking for guidance since most CMS platforms provide the facility for hundreds of integrations.
8. "Having the availability of an iOS and Andriod app with the ability to perform administrative updates to the site is preferred. " (p. 3): Is the Village looking for a responsive experience or a separate mobile application for administration?
9. How many people will be administering content?
10. Who supports the current site?
11. It is mentioned that vendor should have history of Working with Government Organisations. Is it a mandatory or optional requirement?
12. Can site visitors enroll in events, or will they only be able to view events created by admin users?
13. Could you clarify what is meant by e-alerts and e-news? Will users receive these via email?
14. Image and document management tools will be integrated into the CMS with the ability for end users to create links to documents, to alt-text and descriptions to photos and to dynamically resize photos: Does this mean site visitor will have these capabilities?
15. Are you planning to migrate your existing system to the new system? If so, is there specific data you want to migrate, or do you intend to migrate all the data?

16. The Village requires the ability to create automated forms and surveys, including check boxes, drop down lists, document submissions and buttons. Electronic submissions should be forwarded to the emails of authorized persons to whom the forms are set to go to” what do you mean by this do you want a functionality such as dynamic forms?
17. What kind of service will be shown on the new website?
18. Payment processing- For the payment, we want more clarification on this, like how it works. are you talking to integrate payment gateway with the system and what is the purpose of having payment integration in CMS system? currently we seeing Village of Hoffman Estates Other Payments - FirstChoice™ (firstbilling.com) this payment tool is integrated with your website.
19. Which ERP tool do you want to integrate in the system?
20. What integration you want in the system apart from Criterion and Civic Clerk?
21. Currently in the old website [Attention Required! | Cloudflare \(civicplushrms.com\)](#) the career site is not working , Do you want any career page in the new website?
22. How does the municipal code functionality work here? Is there any integration?
23. On existing website, there is an option to Log-in, what are features and options are available for the users/visitors?
24. Having the availability of an iOS and Android app with the ability to perform administrative updates to the site is preferred. Do you mean native iOS and Android applications require OR can be updated by iOS and Android mobile browsers? Please clarify.
25. Do you have any references of the websites that served as the inspiration you find compelling for this project? What specifically do you like about those sites?
26. Could you provide an approximate budget allocation/estimation - for (i) Design & development, (ii) Annual Hosting & (iii) &m Annual support/maintenance?
27. Will local or in-state agencies be given preference ?
28. Could you please clarify whether the vendor for this RFP should be offshore or onshore?
29. Do you need an independent App for Android and IOS or a responsive Website?
30. Are you open to considering WordPress as one of the potential CMS solutions for this project?
31. Are you releasing any addendum for this RFP? If not, can you please share the responses provided by you to the questions asked by other potential bidders? This will help us to provide a more complete response.
32. What is prompting a redesign at this time? What are the weakness points you face on your current website?
33. Who are the primary user audiences for the site?
34. You say the design must accommodate the addition of departmental subsites. How many subsites do you anticipate needing? Will they each have their own template design and brand look? Or will they all use the Village's site layout system?
35. You mention needing separate iOS and Android apps. Is that in addition to a mobile-friendly website?

36. The short-list interview will include a review of the applicant's design solutions. Do you see that being a presentation the three versions of the home page and interior page template?
37. Does the Village have an existing database of visual assets (e.g., photos, videos, graphics) that we can utilize for the new website, or will the vendor need to handle photography and create new visual content? If the latter, are there any specific guidelines or themes we should follow?
38. Are there any existing websites that you admire or would like to use as inspiration for this project?
39. What aspects of your current website do you like and want to retain or improve upon in the new design?
40. How many pages, documents, forms need to be migrated from the current website to the new CMS?
41. What are the specific training needs for Village staff? How many staff members will require training, and what is their technical proficiency level?
42. Are there any specific milestones or deadlines within the project timeline that we should be aware of, aside from the provided key dates?
43. Please provide a list of plugins currently being used on the site.
44. B. Administration > Point 3 : The RFP mentions a preference for an iOS and Android app with the ability to perform administrative updates to the site. Could you please clarify how critical this requirement is for the overall project? Is the mobile app considered a core component of the website redesign, or is it a nice-to-have feature that can be developed at a later stage?
45. B. Administration > Point 4: What different roles do you need for administrators (like editor, reviewer, publisher), and what rights do each role have? How many people will be in each role?
46. What is the budget range for this project?
47. Do you have a dedicated group for user testing, if so how many individuals are within your group?
48. Do you currently have a brand/style guide created?
49. Are you open to migrating to a new event calendar?
50. Are you looking for a new information architecture or for your content to be ported over exactly as it is laid out in its current hierarchy and page structure?
51. What types of features are behind your current user login? Is it a third-party system or something the awardee will need to rebuild?
52. What type of search functionality is intended for documents (PDF searchable content vs archive searching perhaps)
53. Are you open to other content management systems (CMS)?
54. How many pages are on your website?
55. Do you have a budget for this project? If yes, can you provide the amount or range?
56. Is it the end of your contract with the incumbent?

57. Are there specific visual styles and/or themes you prefer or other websites you like the look/feel of?
58. Please offer details regarding why you are seeking a new contractor.
59. Please provide what you like best about your current site.
60. Please provide details regarding challenges with your current site.
61. Would you like all pages migrated over to the new website?
62. What is your timeline for the award?
63. What is your timeline for kickoff?
64. What is your timeline for launch?
65. We noticed that the current website is built on Vision CMS. Do you plan to stay on it or do you want to move to a different CMS as part of the site redesign?
66. Can you provide more details on the type of dynamic and prominent news section you envision for the homepage?
67. How long has the current website been in maintenance mode, and who is
68. responsible for administering it?
69. Do you have any preference for a hosting platform?
70. The RFP mentions providing at least three design options for the home page. Is there a preference for any specific styles or themes in the design options?
71. How much volume of content needs to be migrated from the existing to the new
72. website?
73. How many staff members are anticipated to require training, and what is their current level of proficiency with website management tools?
74. Can you provide the Brand guidelines for the website to be redesigned?
75. For the “consistent design template(s)” requirement, are there any existing templates or styles from the current website that should be retained or avoided?
76. How often do you do plugin upgrades? When was the last time you upgraded them?
77. Are there specific functionalities or features within Criterion, CivicClerk, or other systems that need to be integrated with the new website?
78. For the “tools and opportunities for citizen engagement,” are there any particular features or tools (e.g., forums, live chat) you are interested in implementing?
79. Can you provide a complete list of third-party systems that require integration, beyond those mentioned?
80. Are multilingual services required for the redesign project?
81. Are there specific security standards or certifications that the website must meet
82. (e.g., ISO 27001, NIST)?
83. What specific security features are required to prevent website hacking or defacement? For instance, are you looking for specific firewall configurations, intrusion detection systems, or regular security audits?
84. Are there any additional compliance requirements related to data security, such as
85. GDPR, HIPAA, or others?
86. Is there an existing issue tracking system in place, such as JIRA or Bugherd?
87. Regarding ADA compliance, would a level AA suffice, or is there a requirement for AAA compliance?
88. Do you have a DevOps setup in place, or do you expect the vendor to provide it?

89. What is the current website traffic, including unique visitors, page views, and peak usage times?
90. What is the contract period of the project?
91. When we provide a quote for the maintenance of the site, are you looking for 1-year or 2-years?
92. What is the total budget allocated for this project (Including Hosting and maintenance)?
93. Can you provide more details on the indemnification and liability requirements that vendors must agree to?
94. Are there specific training sessions you expect, such as introductory, intermediate, and advanced levels?
95. Will the training need to include specific sessions on accessibility compliance or managing third-party integrations?
96. Is there a requirement for archiving old content, and if so, what is the preferred method for doing so?
97. Do you know approximately how many pages the final website will be or perhaps how many pages the current website is?
98. Is there a specified budget amount or range for this project that you would be able to provide?
99. And which points in the project would you anticipate there to be in-person meetings that we should consider and prepare for in our approach?
100. What has triggered this RFP request?
101. Can you please share what are considered the top attributes of the current website?
102. If applicable, can you please share any issues/opportunity of improvement associated with the current CMS/infrastructure?
103. Does the Village have a preference for particular CMS?
104. Can you please identify the approximate number of basic website pages envisioned to be on the new website (10 – 25, 26 – 50, 51- 100, 101 – 150, etc.)? This information will help us estimate required labor and cost.
105. If applicable, what is the Village using for its E-News Alerts?
106. On p.1 and p. 5 of the RFP, seamless migration of data from the current website is to be included. To ensure we capture scope, is this referring to basic webpage content on the public facing site or something else?
107. Are there any key dates/milestones we should be aware of throughout the project life-cycle or can we provide recommendations?
108. Does the Village have a preference for local vendors?
109. In terms of the proposal selection process, does the Village take a lowest cost or best value approach?
110. In order to ensure that we are offering an appropriate approach, range of deliverables and services, can you please share the budget max for this project?