

ADDENDUM #1  
2025-RFP-001 (WEBSITE REDESIGN)

1. For the reduction and reorganization of existing content, will the vendor be responsible for content migration and clean-up, or will the City provide revised content for upload?

Yes, Vendor will be responsible for content migration and clean-up.

2. Will the new website require multilingual support, and if so, which languages should be supported?

If the website should require multilingual support, the second language supported would be Spanish.

3. Does the City anticipate needing custom integrations (e.g., payment processing, facility reservations, class registrations) with any existing third-party systems?

Yes, payment processing.

4. Will the photo and document archives include legacy data migration, or will this begin fresh with new uploads?

Yes, it includes legacy data migration.

5. Is there a preferred CMS platform (e.g., WordPress, CivicPlus, proprietary SaaS), or should vendors propose what they feel best meets requirements?

Vendors should propose what they feel best meets the requirements.

6. The RFP specifies 99.9% uptime and U.S.-based hosting — does the City prefer a specific cloud provider (e.g., AWS, Azure, GovCloud) or will vendor-managed hosting suffice?

No, the City does not prefer a specific cloud provider, the vendor-managed hosting will suffice.

7. For online payments, will the City provide its preferred payment gateway, or should the vendor recommend PCI-compliant options?

Yes, the City online payment gateway is hosted by fastgovpay.

8. For ongoing support, is there a preferred model — e.g., ticketing system, or dedicated account manager?

For ongoing support, the City prefers a dedicated account manager but a ticketing system could also work.

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9. The RFP indicates a September 9 award date. What is the target go-live date for the new website?

The target go-live date is 10-12 weeks from the September 9, 2025 .

10. In the evaluation criteria, how will cost be weighted relative to technical approach, experience, and design quality?

Design Quality                      50%

Technical Approach                25%

Experience                            25%

11. Are optional enhancements e.g., chatbot, mobile app integration, advanced analytics) encouraged, or should proposals strictly focus on required features?

Yes, optional enhancements are encouraged.

12. Does the City have established brand guidelines (logo usage, typography, color palette, tone of voice) that vendors should follow?

No

13. Has the City allocated a specific budget range for this project, and if so, can you share it to help vendors tailor realistic proposals?

No