

## **Request for Proposal (RFP) for Public Website Re-design and Re-Platform Project**

### **QUESTIONS AND ANSWERS**

**AS OF DECEMBER 19, 2025 – Version 5 (FINAL)**

- 1. To ensure our proposal is timely and relevant, could you please clarify whether you are actively seeking new partners through this RFP process, or if this is solely to fulfill a formal internal procurement requirement?**

We are actively looking for the best partner in scope and budget for updating our website and bringing it into ADA compliance. We did not issue the RFP to merely fulfill procurement requirements.

- 2. Could you please advise on your preferred format for the submission (e.g., a standard document or a slide deck)?**

We do not have a preferred format; either standard document or slide deck is acceptable.

- 3. Can companies from outside USA can apply for this? (i.e. India or Canada) // Can we perform the tasks (related to RFP) outside USA? (i.e. India or Canada) // Is the selected vendor permitted to engage personnel located outside the United States (e.g., in India) to fulfill the project requirements of Website Development Services ?**

Respondents must be based in the United States.

- 4. Are in-person meetings required? // Do we need to come over there for meetings? // Are there any requirements for in-person meetings either before or after the contract is awarded? If so, how frequently are these meetings expected to occur, and would it be acceptable to conduct some or all of these meetings virtually?**

At this time, it has not been determined whether in-person meetings will be required. Some meetings may be able to be held successfully in a virtual format, however, the CDA reserves the right to require in-person meetings as needed – particularly during the early stages of development.

- 5. Can we submit the proposals via email?**

Yes, per item 7 of the proposal: After reviewing this RFP, the responder / contractor must submit one (1) electronic copy of the proposal by 4 p.m. on January 5, 2026, via email to Kaili Braa, Assistant Director of Administration and Communications at [kbraa@dakotacda.org](mailto:kbraa@dakotacda.org).

- 6. Is a specific business license or business registration required to perform work under this RFP ? If so, may the selected vendor obtain and provide the required license and business registration after contract award, or must it be submitted as part of the proposal?**

The CDA will require the selected vendor to provide a W9 form to be registered as a vendor for payment.

**7. Could you please clarify whether the required ongoing technical support, maintenance, and updates can be provided remotely, or if onsite support is mandatory under this contract?**

Ongoing technical support, maintenance, and updates should be able to be provided remotely, however, the CDA reserves the right to require on-site services should it be determined as necessary.

**8. Are there any preferred CMS platforms or hosting providers for Website Development?**

No, we do not have a preferred CMS platform.

**9. Are we permitted to provide references from the commercial or private sector?**

You may provide any references deemed most relevant.

**10. Is there an estimated or anticipated budget for this RFP?**

An internal budget has been established for this project; however, it will not be disclosed as part of the RFP process. Respondents are encouraged to propose solutions that are fiscally responsible and aligned with the scope of work.

**11. What evaluation criteria and scoring methodology will be used to assess the proposals?**

Please see item 5 of the RFP Document: Evaluation and Selection.

**12. Website Content. How relevant is the current content on your website, and which portions are you planning to migrate to the new site? Will you be migrating all content, only selected content, or would you like guidance from the selected vendor?**

Our current website content is relevant, and the majority will be migrated to the new site, however, guidance from the selected vendor is appreciated.

**13. PDF Attachments. Similarly, for the PDF attachments: do you plan to retire some of the older documents, or should all existing PDFs be migrated to the new site?**

There are some documents that can be retired, but there are some existing PDFs that will be migrated to the new site as well. PDF documents are frequently used and posted to the website (for RFPs, policies, etc.), and require occasional updating. These will need to be converted appropriately to comply with ADA.

\*Further clarification requested: CDA staff anticipates converting necessary documents (and ensuring long-term compliance of new documents) in-house, however, this may require initial vendor guidance

**14. Chatbot Integration. For the chatbot integration, will your team be able to provide a list of frequently asked questions? Additionally, will your team be available for monthly meetings to review questions received through the chatbot and assist with training the chatbot?**

Yes; we presently have several FAQ documents posted that we could integrate to a chatbot. We would be able to meet monthly (or as needed) to review questions receive and assist with training.

**15. Search & Filters. Do you plan to include filters and search functionality to help users find housing resources more easily?**

Yes; we would like to include filters and search functionality.

**16. Can we set a meeting to discuss prior to the response being due?**

To ensure fairness across responses, we will not be holding meetings prior to the deadline. If you have questions or need any clarification, please submit via email. All questions received (with responses) will be made available [on our current website here](#) no later than 4 p.m. on Friday, December 19.

**17. Who is on the selection committee?**

Please see item 5 of the RFP Document: Evaluation and Selection.

**18. Has funding for this project been secured and approved yet? Is it a grant, general budget line item or special allocation? Will funding for marketing continue in future years and if so, at what level?**

Funding has been approved with our current fiscal year budget. Our budget is generally approved in June for a fiscal year start date of July 1; the marketing/website budget is anticipated to continue.

**19. Do you have an existing vendor? // Will the existing vendor be bidding on this project?**

We do have an existing vendor and leave it to their discretion if they will be submitting a response.

**20. Are you unhappy with them and looking for a new vendor, or is this just a procurement requirement to renew their contract?**

Please see question 1, above.

**21. Is there a preference for a local vendor?**

While we don't have a preference or requirement, we do recognize that there are advantages regarding the possibility to meet in-person – particularly during the early stages of development.

\*See related questions 4 and 7 regarding in-person meetings and ongoing support.

**22. The Housing Portal currently exists on a separate subdomain: [www.myhousing.dakotacda.org](http://www.myhousing.dakotacda.org) What are your plans for this subdomain? Do you intend to keep it as is, or will it need to be redesigned or integrated with the new website development?**

The Housing Portal subdomain is not included in the scope of this RFP and will not be modified as part of this project. It will continue to function separately, though the new website may link to it as needed.

**23. Do you want to have an Events Calendar to post Annual and Regular Meetings?**

We do not anticipate needing or wanting an events calendar or management system for our Annual and Regular Meetings.

**24. Could you please confirm whether your website traffic is approximately 10,000 visitors per day or 10,000 visitors per month?**

It varies, but we are closer to 10k per month, rather than per day.

- 25. Referring to question 3: If our company is legally registered and based in the United States, but our personnel and delivery teams are located in India, are we still eligible to participate in Request for Proposal (RFP) opportunities? One designated team member will be available on-site for project requirements, while the remaining team will support the engagement remotely from India.**

Our preference is for operations and support to take place within the United States, but it is not a requirement; any activity taking place outside of the country should be disclosed within the RFP. Per legal counsel, all contractors not located in Minnesota must have a registered agent (registered with the Minnesota Secretary of State Office).

- 26. The RFP timeline indicates a project start in mid-January 2026 and a desired launch on July 1, 2026. For a project of this scope, this is an ambitious schedule. Could you share if there are external factors driving this specific deadline, and if there is any flexibility?**

It is an ambitious schedule as we are eager to proactively bring our website into WCAG 2.1 Level AA standard requirement compliance. As a small government entity / special district, our deadline is April 26, 2027. There is some room for flexibility, which can be discussed with the selected vendor.

- 27. Could you elaborate on your vision for the "chatbot functionality"? Are you envisioning a tool to answer frequently asked questions, or a more advanced bot that might guide users to specific programs or integrate with internal systems?**

Using a chatbot would be something new to us, and we're open to professional expertise and guidance on how best to integrate it as a helpful tool for users. At first, this may be for simple frequently asked questions, but we'd be interested in using more robust capabilities in the future.

- 28. The RFP mentions "data management." Can you describe any key systems (e.g., housing management software, CRM, program databases) the new website might need to integrate with for displaying information or exchanging data?**

Largely this is referring to CRM. (Email collection and management for information distribution and newsletters, and user-friendly, functional web forms.)

- 29. With over 30 distinct programs, content migration and organization will be a significant effort. Does the CDA have a dedicated internal team to handle content review, writing, and population, or is that a service you expect the selected partner to provide or assist with?**

All content will be written and reviewed by our staff, and should require minimal assistance from the selected vendor.

- 30. The current site is on WordPress, and the RFP is open to "either open source or proprietary" platforms. Does the CDA have an internal preference, or are there specific reasons you are considering moving away from WordPress?**

Staff is most familiar with WordPress, but we are open to exploring all options that might best serve form and function of the website.

- 31. The request for 24/7/365 incident technical support is noted. Could you please help define what constitutes a critical "incident" requiring immediate after-hours support (e.g., website down, critical form failure) versus a standard support request handled during business hours?**

We believe that most support requests can and will be handled during business hours, but we do desire critical incident support on demand such as when the website is down, critical form failures, or security issues.

**32. Will CDA provide full access to the current WordPress environment and assets (plugins, SSL certificates, graphics), or should vendors assume a limited audit scope?**

Please assume a limited audit scope.

**33. For ADA/WCAG compliance, are there specific audit tools or certifications CDA requires, or will internal validation suffice?**

While internal validation suffices legally, we may procure another vendor for third-party audits to provide stronger proof of accessibility.

**34. Will CDA recruit participants for user testing, or should vendors budget for recruitment and facilitation?**

We will use internal staff for user testing.

**35. Does CDA expect vendors to provide ongoing hosting and maintenance services beyond the redesign, or will hosting be procured separately?**

Yes, ongoing hosting and maintenance should be part of the proposal.

**36. Do you require a hosting recommendation?**

As hosting and maintenance is part of the proposal, we welcome vendor recommendation.

**37. Are there any current integrations that we should be aware of? // Does the website need to integrate with any third-party platforms?**

No, we do not have any current integrations, and do not need to integrate with any third-party platforms. The only possible caveats: We need to link to our external housing portal (see question 22), we desire to explore and integrate Chatbot functionality (see question 13), and we frequently use PDF documents, which also need to be accessible (see question 14).

**38. Is there an existing brand guide that will be used as a basis for the visuals for the UI/UX components?**

The CDA does have an existing brand guide that will inform the final look of the site.

**39. The RFP document mentions accessibility implementations, does that include functionality for language translation toggling on the website?**

Ultimately, yes, we would like to see an option for language translation.

**40. Who would the selected partner be interfacing with on a consistent basis, is there a plan to assemble a project committee/team of sorts if one doesn't already exist?**

The Director and Assistant Director of Administration and Communications would be the two primary points of contact on a consistent basis. We would pull in additional staff as needed.

**41. With regard to accessibility: how high of a priority that is in the website build (i.e., looking to be fully and legally ADA-compliant and WCAG-certified or looking to achieve baseline accessibility standards through a platform like accessiBe)?**

Accessibility (legal compliance) is a key priority.

**42. Concerning data management and data collection, are there specific internal systems or APIs that the new website must integrate with to manage program data or user engagement information?**

No.

**43. Regarding the development of "user-friendly and fully functional web forms", approximately how many forms are anticipated, and what level of complexity or backend integration will these forms require (e.g., integrating with existing program databases or payment gateways)? // How many unique online forms are needed, and should they support uploads, conditional logic, or workflows?**

We anticipate at least four with the ability to add more as desired. These should not need to integrate with any current software or existing program databases, and do not need any payment functionality.

**44. Does the proposal need to follow the order presented in the RFP, or is there flexibility in the presentation?**

Proposals do not need to follow the order presented in the RFP, but should address all criteria.

**45. How will you measure the success of the new website? What are some KPI's?**

At a minimum, the website must meet the accessibility standards outlined, and be user-friendly. This is a complex question that we look forward to discussing more in depth with our selected vendor.

**46. Are there any aspects of the current CMS that you are not satisfied with? // What CMS options have you considered (if any)?**

We are not dissatisfied, but have a need to update to meet accessibility standards and improve over-all functionality and usability. We have not considered any at this point, and are open to vendor recommendation.

**47. If you had to rank in the order of importance, what order would you rank the following?**

Options, ranked: \*

- Ease of use for content editors.
- Licensing cost.
- Ability to create your own layouts.
- Performance.
- SEO capabilities.

\*Caveat: While we ranked the options provided (as requested), these are neither all-encompassing nor reflective of what is most / least important to a successful project / product.

**48. Are there any new features that you are looking to incorporate into the site?**

The biggest new feature is exploring chatbot functionality. (\*See question 27.)

**49. How many users or content providers will the CMS have? // How many staff members are maintaining the website? Will training be needed? // How many internal developers & resources do you have to support this project, and what is their anticipated role in the initial development of the solution, ongoing maintenance, and feature enhancements to the website?**

The CDA Administration (Communications) Department is a small team, with one dedicated staff person and one supervisor. We do not have dedicated developers or technical expertise, but will ensure ongoing

coordination with the selected vendor for support and maintenance, and will be the responsible point of contact for regular/ongoing content updates. (\*See also: question 40.)

**50. What are your Single Sign On (SSO) needs? (Which AMS?) // Should the waitlist portal be integrated into the new site? // Do you need an applicant dashboard for status and next steps? // Should residents have secure accounts to save resources and track/update applications?**

We do not have SSO needs; users (particularly applicants or residents) will not have accounts on this website. The waitlist portal is not part of this website, and we do not need an applicant dashboard or the ability to have accounts. (\*See also: question 22.)

**51. Are you satisfied with your search functionality? Are there any other additional features that you are looking for?**

Yes, we are satisfied; see questions 48 and 27 for new features.

**52. What are the SEO requirements for this project (if any)? // Should the site be optimized for local search and program-specific keywords?**

While no SEO requirements have been identified (due to limited technical expertise), we do desire the site to be optimized for local search and program-specific keywords.

**53. User experience questions: What are you most satisfied about on the current website? What are you least satisfied about on the current website? Can you share the URL of websites that you feel are successful?**

We are not dissatisfied, but have a need to update to meet accessibility standards and improve over-all functionality and usability. While we have not identified any that we want to model, we desire a compliant, clean, and user-friendly aesthetic and navigation.

**54. User experience questions: Is there any existing user research or user feedback available? Are you interested in having user research and usability testing to ensure a user-friendly website? Are you able to provide the participant recruitment if user research is desired?**

We do not have current user feedback. (See question 34 regarding testing.)

**55. Can you elaborate on who the primary and secondary target audiences are for the website?**

Primary audience: Potential and current residents/clients.

Secondary audience: Community partners and general public.

**56. Is there a scoring matrix / grid for RFP evaluation? If so, what is it?**

We have not developed a scoring matrix for evaluation at this time. Evaluation will follow “Evaluation and Selection” as outlined in item 5 of the RFP.

**57. When do you anticipate the selection of a vendor to be made?**

We will be evaluating all proposals after receipt on January 5, 2026, Per the RFP document, we are hoping to start the project by mid-January, so we will be deciding as quickly as possible.

**58. Can you provide some traffic statistics for the current website and a general count of pages and size of assets / documents? // How many pages (active & inactive) on the current website will need to be migrated to the new website?**

See question 24 with regard to traffic. For pages and size of assets and documents, and pages that will need to be migrated, unfortunately, we do not have a technical scope readily available. Our present website can be reviewed, as most content is current and will need to be migrated or included.

**59. Should support be rule-based or AI-powered, and should it include multilingual options?**

If the question is referring to chatbot functionality, we don't have enough technical expertise to knowledgeably answer this question and would refer to the selected vendor for recommendation.

**60. Maintain current branding or modernize?**

We will maintain our current logo and branding, but welcome a new modernized look and navigation for the website itself.

**61. Should the site meet WCAG AA or higher?**

We must meet WCAG 2.1 Level AA standard requirement compliance, and want to ensure that we can meet compliance requirements into the future as standards may change.

**62. Any existing analytics to share? // Can you provide the following statistics for hosting?**

- A. Average Monthly Sessions**
- B. Average Monthly Pageviews**
- C. Average Monthly Bandwidth Usage**
- D. Total Storage Size for Website (all files including all pages, databases, and uploaded media)**

Unfortunately, we do not have robust analytics to share at this time. (Ongoing analytics are something we are seeking as a result of this project.)

**63. Do you need custom engagement dashboards?**

No. (\*See also: question 50.)

**64. Should the CMS include role-based permissions?**

No, not necessarily. We are a small team. (\*See also: question 49.)

**65. Which languages, if any, should the site support?**

Our primary languages other than English are Somali and Spanish.

**66. Does user data require encryption, audit logs, or retention rules?**

While our team does not have the technical expertise to knowledgeably answer this question in depth, and we would hope to discuss with the selected vendor for recommendation, we do have records retention standards that must be met as well.



**67. Contract questions:**

- A. Indemnification Scope:** Will the CDA accept revising the indemnification clause so that it applies only to losses caused by the contractor's negligence and does not impose an independent duty to defend?
- B. Applicability of the Minnesota Government Data Practices Act:** Can CDA confirm whether full MGDPA compliance is intended to apply to a website design and hosting contractor, and if not, will the CDA approve limiting this requirement to applicable privacy laws and industry-standard safeguards?
- C. Insurance Requirements:** Will CDA approve waiving automobile liability insurance for contractors performing work remotely and limit additional insured status to claims arising from on-site activities?
- D. Warranty Structure:** Will CDA accept a warranty structure tailored to digital services rather than the twelve-month warranty designed for physical goods and materials?
- E. Audit Rights:** Will CDA approve limiting audit access to financial records directly related to this contract and excluding proprietary tools, code, methodologies, and unrelated client information?
- F. Termination for Cause:** Will CDA accept a thirty-day cure period for technology-related work in place of the seven-day timeframe?
- G. Termination for Convenience:** Will CDA approve reimbursement of documented non-cancelable commitments and reasonable project wind-down costs if termination for convenience occurs?
- H. Subcontractor Insurance Requirements:** Will CDA permit subcontractors to carry insurance levels aligned with the scope and risk of their specific work rather than mirroring prime contractor requirements?

The terms of the sample contract and draft terms and conditions posted on the CDA website will be discussed with the selected contractor or contractors during the contract negotiation stage. Any contractor proposed revisions will be discussed internally by the CDA and with legal counsel at that time.

**68. Can you explain your expectations for "maintenance and support"? Is this expectation more about the selected vendor fixing bugs and issues and updating plugins or will the selected vendor need to budget hours each month to make content changes and create pages on the new website? // Who will be responsible for making content changes to the new website – CDA staff or the selected vendor?**

Yes; "maintenance and support" beyond the initial development and launch phases refers more to the selected vendor fixing bugs and issues, and updating plugins and/or technical enhancements. CDA staff will be responsible to make regular content changes / create pages and posts, etc. (\*See related: question 29.)

**69. Would it be acceptable to include similar web development projects that fall slightly outside the last 3-year window, since those examples better reflect the scale and quality of our experience?**

Yes.

**70. What is the preferred cloud service provider (e.g., AWS, Azure, Google Cloud) for website hosting?**

No preference; open to vendor recommendation.

**71. What are the top questions received by phone, email, or in-person that could be addressed through the website or chatbot?**

Please reference our existing FAQ documents/pages on our website as a starting point.

[Senior Housing FAQ](#)

[Housing Choice Voucher FAQ](#)

[Workforce Housing FAQ](#)

[Housing Choice Voucher "Save My Spot" FAQ](#)

[Public Housing FAQ](#)

[Landlord FAQ](#)

**72. What are the top questions received by phone, email, or in-person that could be addressed through the website or chatbot?**

No preference; open to vendor recommendation.

**73. Regarding Scope:**

<b>Which email or newsletter platform do you currently use (Mailchimp, Constant Contact, GovDelivery, etc.)?</b>	None.
<b>What analytics tools are currently in use?</b>	None.
<b>Do you require multi-factor authentication (MFA) for admin users?</b>	Not necessarily.
<b>Would you like to add custom search options, such as filters for category, tag, etc.?</b>	Not necessarily.
<b>Do you want automated email notifications for subscribers?</b>	Undecided.
<b>Are there any pages not publicly visible that must also be migrated?</b>	We do not believe so.

**74. Regarding Chatbot Functionality:**

<b>Since chatbot functionality is new for your team, would you be open to a phased approach where we initially deploy an FAQ-focused chatbot, with the option to expand it to guide users to specific programs, forms, and housing resources as we learn from real usage?</b>	Using chatbot functionality is something completely new to us, and we are open to vendor recommendation regarding design, rollout, and ongoing support/updating. Many of your questions are beyond our technical scope at this time, but we welcome a robust discussion with our selected vendor, including a phased approach, user experience, and use of AI or human responses.
<b>As part of planning for future “more robust” chatbot capabilities, would you be open to our recommendations on which internal systems (such as CRM or housing-related databases) the chatbot could eventually read from or write to, along with appropriate security and governance constraints?</b>	
<b>To design these recommendations effectively, would you be willing to share which CRM and email/marketing tools you currently use, and to collaborate with us on defining the desired data flows between the website, chatbot, web forms, and those systems?</b>	
<b>To ensure any AI/ML features align with your obligations as a public agency, would you be open to sharing any existing data classification, retention, or privacy rules that could affect how we store and analyze user behavior and chatbot conversation logs for analytics or model training?</b>	
<b>As we design the new site’s search experience, would you be open to considering AI/ML-based semantic search so users can more easily discover housing programs and resources beyond simple keyword matching, if it fits within your priorities?</b>	
<b>Do you prefer AI/ML components (e.g., GenAI chatbot backends) to run within your chosen hosting environment or are you comfortable with managed cloud AI services, subject to security review?</b>	
<b>For admin and content editor training, do you also expect training on managing AI/ML features (chatbot tuning, analytics, interpretation, accessibility tools)?</b>	
<b>As CDA staff will own content, are you open to AI-assisted authoring tools (e.g., suggestion of summaries, plain-language rewrites) subject to review by staff?</b>	
<b>Should the chatbot support multiple languages (Spanish, etc.)? or only English?</b>	
<b>Do you want the chatbot to escalate to a live human chat in the future?</b>	
<b>Should the chatbot store conversation logs, and where should they be stored?</b>	

**75. Could you please share the existing brand guide?**

We are not posting the brand guide at this time, but will share with the selected vendor.

**76. Will CDA supply the images and videos to be used on the website during the redesign? // Design Assets: Will you be providing visual assets (photography, icons, graphics) for the new website or will you need us to source or create them?**

We do have some existing photos and videos that can be used, and can procure more if necessary.

**77. Are there specific load time or speed performance benchmarks the site should achieve?**

From a technical standpoint, we are unsure on speeds; we simply want to ensure that users are able to find the information they are seeking quickly, efficiently, and reliably.

**78. What security measures are currently in place? Are there any specific compliance requirements for the new portal that need to be met? // Security Standards: Are there specific security frameworks (e.g., NIST, FedRAMP, StateRAMP) or compliance standards (beyond standard data privacy) that the hosting environment must meet?**

Without speaking directly to current security measures, we do want to ensure that the site is secure, and unaware of any compliance standards to this effect.

**79. What is the required frequency for data backups (e.g., real-time, daily, weekly or monthly)? // What is the expected data retention policy (e.g., how long should backups be stored)?**

Web data should be backed up weekly; we are open to vendor recommendation on data retention.

**80. Hosting platform: Are you hoping for an inexpensive (budget) web hosting solution, or are you open to a more robust, high-performance, cloud-based solution? Where is the site currently hosted?**

The solution should be budget friendly yet perform well for users. We are open to a cloud-based solution.

**80. Existing platform: Can you provide the total cost of design and development for the current WordPress platform in 2017? How much do you spend annually for hosting and support?**

I do not have a hard number compiled for the previous project (2017-2018) at this time, however, present annual budget for hosting and support is approximately \$8,000.

**81. PDF remediation: Are you wanting our team to budget time for updating existing PDFs for accessibility or is that a task your team will do? If the former, how shall we estimate a fixed price for the unknown amount of work? At a minimum, do you have a total number of PDFs that need remediation and estimate of their overall complexity?**

We may need some initial assistance, but CDA staff will ensure all future PDFs are accessible.

**82. Content strategy and Audience analysis: Should our proposal include a budget for developing a new content strategy or conducting any type of target audience analysis? If so, to what extent?**

Our main priority is ensuring accessibility compliance; the proposal does not require content strategy or audience analysis, but you may include it if desired.

**83. Migration: Can you provide us with the number of unique content types that will be required for migration (e.g. Bios, Jobs, News, Pages, Reports, Public notices, etc.)?**

We do want to keep the listed content types including Board and Commissioner information, Jobs, News, Pages, Reports, and Public Notices.

**84. Email newsletter: Do you currently have a database of email addresses used for email newsletters or is this new functionality? Do you know what provider will be used?**

We do not have a current database and would be new functionality; we do not have a current provider.

**85. CRM: The initial Q&A responses indicate the use of a CRM – which CRM is currently in use?**

No CRM is currently in use.

**86. Support and maintenance: Are you interested primarily in CMS/software maintenance, or would you prefer additional hours for future site improvements as well?**

Mostly we want to ensure software maintenance, but we would be interested in future improvements as well.

**87. Browser/Device Support Requirements - What browsers/versions and devices must you support? (Mobile-first approach?)**

The website should support traditional web browsers first; we are not seeking a mobile-first approach, but want to ensure that the site is still user-friendly on a mobile device.

**88. Form Submission Handling - The Q&A says forms don't need database integration, but where do submissions go? Email? A specific tool? Should you build a submissions database?**

Our current web forms presently go to a dedicated email address checked regularly by staff. We are open to a submissions database, but would need to discuss further with our selected vendor.

**89. Post-Launch Support Model - What are expected response times for different severity levels? Hours of operation for support requests?**

Our office hours are 9 a.m.-4 p.m. Monday through Friday. We anticipate most support requests would come within those hours, but should we require critical incident support on off hours, we would like to ensure the selected vendor would be available and able to respond. (\*See also: question 31.)

**90. Logo/Brand Assets - Will you provide existing logos, fonts, brand colors in digital format, or should [Vendor] source/recreate?**

The CDA will provide logos (etc.); the vendor does not need to do any redesign or recreation of those elements.

**91. Accessibility Testing Approach - Q#33 mentions CDA might hire a third party for audits. Should you coordinate? What tools/standards should you use during development?**

Third party testing will be arranged by the CDA as a separate service in the future, not as part of the RFP process or initial project.

**92. Search Functionality Priorities - Besides housing resources, what else should be searchable/filterable?**

In addition to housing resources, we want to ensure that other programs (like those for homeownership programs or homebuyer education) can be found easily as well. The Board of Commissioners information (including Board meeting dates and packets), as well as public notices and contracting opportunities are also important.

**93. Change Management/Approval Workflow - For post-launch content updates and feature changes, what's the approval process? // Permissions: What user roles are needed within the CMS? What are the roles in the current CMS?**

Again, we are a small team, and don't have a formal "approval process" for changes. Staff generally send Administration any requested changes, and they are made by Admin staff (or discussed as needed).

**94. Cost Model Preferences: The RFP mentions billing for "cloud service fees" and "contractor fees." Does the CDA prefer a Firm Fixed Price (FFP) model for the implementation phase, or is a Time & Materials (T&M) or hybrid approach preferred? // For the 3–5 year contract period, does CDA prefer a fixed monthly support model or a time-and-materials approach?**

We presently have a firm fixed price, but we are open to other arrangements (to be discussed with the selected vendor).

**95. Stakeholders: To effectively plan the discovery phase, could you estimate the number of key stakeholders and departments that will participate in interviews and other reviews?**

Administration will coordinate internally with other departments. As of now, the selected vendor should only anticipate to work with one department (Administration).

**96. Custom Features: Does the current site include any custom or non-standard code that must be migrated?**

We are not aware of any, however, our technical expertise is limited.

**97. Custom Features: Does the current site include any custom or non-standard code that must be migrated? // Templates: How many unique page templates or page types exist for the current design?**

We are not aware of any, however, our technical expertise is limited. // Similar for templates: we presently have “pages” or “posts” to create content, and a number of options under each.

**98. Technical Questions:**

- A. Data Refresh: Are integrations expected to be real-time or periodic (particularly for housing waitlist status, available units)?**
- B. Traffic Peaks: Are there seasonal peaks in website traffic?**
- C. Environment Setup: What type of non-production environments do you plan to have? (Development, QA, Staging, UAT)**
- D. SLA: Do you have specific uptime SLA requirements (99.95%, 99.99%, etc.)?**

While we appreciate the thorough questions, we do not have the technical expertise to answer these knowledgeably. We look forward to discussing options to optimize the site while meeting goals with our selected vendor.

**99. SDVOSB Consideration - Does the CDA offer any evaluation preference or set-aside points for Service-Disabled Veteran-Owned Small Businesses (SDVOSB)**

No, we did not note that as part of the RFP evaluation process.

**100. Accessibility Scope: Should WCAG 2.1 AA compliance apply to all legacy content migrated to the new site, or only to newly developed pages and components?**

It should apply to legacy content migrated and all newly developed pages and components.