



## **Website Design and Support Services**

**RFP #2023-04**

**ADDENDUM #4A**

**September 2, 2022**

1. What are your expectations for the 24x7 support for website emergencies?
  - a. We would like to see the 24/7 support but will be based on pricing.
2. Is there an incumbent? Will they be bidding?
  - a. Yes there is an incumbent who has attended the RFP pre-bid meeting.
3. What is the budget for this project?
  - a. The budget will be determined.
4. What is your current annual spend on CMS, hosting, and related support.
  - a. It varies annual, however this will be discussed and approved with the awarded company
5. How are you defining success from a technical perspective for this project? (please use numbers where possible)
  - a. Success is a new website that meets 2022 standards that provides information to our traveling public and our community partners
6. How many websites are in-scope for this project?
  - a. We anticipate creating one website
7. Is there a plan (or desire, if it's easy to do so) to create more sites in the future?
  - a. We currently have a plan for one website
8. Are there any sites (or web apps) that are not directly referenced in this RFP that the county would benefit from consolidating into this new platform? If so, approximately how many?
  - a. No. We only anticipate one website
9. What are some things you DO like about your current CMS?
  - a. We anticipate upgrading our ability to have a better CMS for all authorized level of users.
10. What shortcomings of the current CMS do you hope to remedy with this effort? What are some things you DO NOT like about your current CMS?
  - a. We are looking for any 2022 updates to the CMS.
11. How many user accounts need to be migrated?
  - a. 2-5 employees will need to be trained on the new website
12. How many files (PDF/Word /Etc.) need to be migrated?
  - a. The public notice page will include PDF documents. Number unknown.
13. Please describe media entities (videos, etc) that need to be migrated.
  - a. Everything on the current website will need to be migrated.
14. Are paragraphs in use on-site? If so, please advise on migration needs related to paragraphs.
  - a. Everything on the current website will need to be migrated.
15. How many nodes exist on the current site?

- a. Everything on the current website will need to be migrated.
16. Please estimate the percentage of the above nodes and files you expect to migrate to the new site.
  - a. Everything on the current website will need to be migrated.
17. Are there multi-lingual requirements? Is Google Translate or similar sufficient?
  - a. We anticipate having an initial audit with the awarded company to determine this type of future amenity.
18. What sets firm/org apart from the alternatives?
  - a. We provide a close, convenient, connect method of air travel for our 10 county community.
19. Who/what are the primary alternatives?
  - a. Unsure as to the term of alternatives however we would consider those being our competitive airports in that case all commercial airports in Virginia.
20. How many levels of users are needed?
  - a. We anticipate having (2) – full-time user (3) – part-time users
21. Can you provide information on your workflow needs?
  - a. Users from CHO marketing department will be assigned to multiple daily tasks one of which being web management.
22. Are survey/voting tools required?
  - a. We do not anticipate needing this at this time.
23. Are you requiring photo/video galleries?
  - a. Yes
24. Is there a need for a document library?
  - a. Yes
25. Do you want email newsletter distribution capabilities?
  - a. Yes
26. Are Ecommerce or personalization features desired?
  - a. Yes
27. Does search need to index the contents of pdf/Doc files?
  - a. Yes
28. Does the site search need to index content from other domains?
  - a. Yes
29. Please describe all integrations with other sites or data sources more complex than an iFrame or embed code.
  - a. We anticipate having an initial audit with the awarded company to determine this type of future amenity.
30. Will single-sign-on be used to control administrative access to the site? If yes, please elaborate.
  - a. Unsure as to the term of “single-sing-on”, however, we will discuss further with awarded company.
31. Is accessibility a desired or mandated requirement?
  - a. The website will need to have accessible at all times.
32. Is the accessibility target WCAG 2.1 A or AA?
  - a. This would be recommended by the awarded company.
33. Can you provide usage data, or estimate expected traffic to the site?
  - a. No
34. Do you need a contractual SLA for hosting (more expensive) or a best-effort SLA based on a 99.9% historical uptime (less costly)?
  - a. This question will be determined by the awarded company and recommended to the Authority during site development.
35. Are there special security requirements or audits involved?
  - a. We anticipate having an initial audit with the awarded company to determine website security level.

36. Are there granular levels of permissions needed where certain people should only have access to certain sites? Or, even certain areas of sites?
  - a. We anticipate the marketing department handling website development
37. Are you open to a cloud-hosted CMS?
  - a. Yes
38. If yes, do you have an existing relationship with a cloud provider like AWS, Azure, etc?
  - a. No
39. What is it about your current hosting setup that is making you seek a PaaS offering?
  - a. Updates are required
40. Are there any security standards required for your CMS platform? i.e. HIPAA, PCI, SOCII, Fedramp, etc?
  - a. We anticipate having an initial audit with the awarded company to determine website security level.
41. Please provide the average monthly numbers for page views of the websites combined (to the nearest 100K is fine)
  - a. Average page views are not collected monthly, however, do anticipate receiving these from the awarded company.
42. Do you experience frequent surges of traffic that impact performance at critical times?
  - a. Complaints have been made of pages not uploading, unsure if it's due to surges of traffic.
43. Have you dealt with any security issues or malicious traffic on your sites like DDoS attacks, SQL injections, etc? If so, what was the impact?
  - a. No
44. Are you using anything for CDN or WAF currently?
  - a. Unsure at this time, anticipate discussing this with the awarded company.
45. Do you require 24/7 support access in the case of critical (site availability) issues?
  - a. We would like to see the 24/7 support but will be based on pricing.
46. Do you require specific response time SLAs for critical issues? If so, please specify expectations
  - a. We would like to see the 24/7 support, not within a specific amount of time, this will be based on pricing.
47. Would you describe the existing content as structured, with consistent separation of content and code?
  - a. Yes
48. Are tables used for layout in the existing content?
  - a. There are several tables in various locations.
49. What percentage of the current content is obsolete and won't be migrated to the new site?
  - a. Everything on the current website will need to be migrated.
50. What is your plan for editing/creating content during the redesign?
  - a. Content will be added/edited on an as needed basis.
51. Do you expect copywriting or editing services as part of engagement?
  - a. This will be discussed with the awarded company.
52. Do you need us to conduct an extensive discovery process that includes extensive research into user persona development - or a more streamlined discovery based on the web team's input and best practices?
  - a. We anticipate an audit and discussion on the plans and designs for the new website with the awarded company.
53. Can you provide examples of sites that are good models for what you want?
  - a. This will be discussed with the awarded company.
54. How detailed are the existing branding guidelines?
  - a. All branding guidelines are currently under review and will be given to the awarded company.
55. Do you have high-quality photography/media assets available for the new site?
  - a. No – this will be determined with the awarded company for this RFP 2023-04 and RFP 2023-03.