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MEMORANDUM

To: Interested Parties in the Request for Proposals for mvrpc.org

From: MVRPC Staff

Date: December 23, 2025

Subject: RFP Questions & Answers Compilation

Per the Request For Proposals package for the MVRPC.org Website Update, the period from December 15, 2025 through December 19, 2025 was an opportunity for potential bidding firms to ask questions of MVRPC staff. This document compiles all questions received with their answers. The questions and answers presented in this document are presented in the order the questions were received. Like questions were combined into a single response.

1 Q: **For CMS selection, does MVRPC have a preference for open-source platforms (Drupal 10, WordPress) versus proprietary solutions, and should hosting be vendor-provided or procured separately by MVRPC?**

A: Generally, MVRPC would prefer an open-source CMS solution over a proprietary closed solution. However, MVRPC does not have a specific preference for this version of the website, migrating from the no longer supported version of Drupal 7 is the requirement.

2 Q: **Regarding content migration, can you provide an approximate number of pages, files, and media assets expected to be migrated, and will MVRPC guide content cleanup/archiving or should vendors propose a content audit strategy?**

A: The MVRPC site map is available at https://www.mvrpc.org/sitemap with 218 pages listed. MVRPC staff will guide content clean up but a content audit strategy can be included.

3 Q: **For accessibility, beyond WCAG 2.1 AA compliance, are there additional requirements such as Section 508 or multilingual support, and should vendors budget for translation services?**

A: The website will need to be translatable into Spanish, other languages are optional if they don't add to the cost of the translation services.

4 Q: **In terms of design, will MVRPC provide updated branding guidelines, or should vendors propose refreshed visual identity elements alongside the redesign?**

A: The MVRPC branding guidelines are available at https://www.mvrpc.org/sites/default/files/standards_guide-hr-nocrops.pdf We will not request a refreshed visual identity but welcome new element suggestions.

5 Q: For integrations, should the new CMS replicate existing tools (Google Translate, calendars, surveys) or can vendors recommend replacements, and are there requirements for integration with external data sources (transportation, air quality, GIS)?

   A: The vendor can recommend replacements. MVRPC uses ESRI Arc GIS products for mapping and many data services. The website would need to support javascript enabled embed codes and/or <iframe> tags.

6 Q: For training and support, how many staff members will require CMS training, and should vendors include pricing for the optional 12-month SLA in the cost proposal now?

   A: There will be 4 MVRPC staff that will be trained initially for the new website. Optional SLA can be included as a separate optional cost. The proposals will be rated and chosen based on the redesign work.

7 Q: Regarding evaluation, will interviews be conducted virtually or in person, and how will cost proposals be weighted relative to technical proposals beyond the rating form provided?

   A: The interviews will be conducted virtually or in-person with selected firms. Attachment C – Technical Proposal Rating Form outlines the scoring and weight. The cost will need to be within the budget of $45,000 or less. The proposals will be scored without cost proposals. Once the winning is chosen, the cost proposal will be opened and negotiations can begin. If the cost proposal doesn't fit in the budget requirements, MVRPC may move to negotiate with the next rated firm at its discretion.

8 Q: Is there an incumbent agency that you currently work with?

   A: There are no additional companies we are working with for the current website.

9 Q: Based on the information provided in the RFP and our recommendations we would highly suggest Wordpress due to its flexibility, integrations, and ease of management. Are potential vendors allowed to make this singular suggestion in our proposal? Or would vendors still need to provide 3 options for a CMS during the project?

   A: Vendors can make fewer than three suggestions for the preferred CMS if that is their preference.

10 Q: For the technical proposal can vendors supply an appendix that includes additional information, which does not count towards the 20 page submission requirement?

   A: We prefer the proposal stay within the page limit.

11 Q: Is there any functionality not stated in the RFP or visible from the front end of the site that we need to address/include? (EX: any password protected pages for partners/staff/board)

   A: The MVRPC staff are the only ones who log in to the website administration portal.

12 Q: Do you have a budget for the project that you can share?

A: The budget for this project is $45,000 or less.

13 Q: CMS Options – The RFP notes three systems must be proposed for consideration. If the bidder feels there are two options best suited to the needs of this website, would you consider a proposal with only two CMS choices?

A: Answered in Question 9

14 Q: Timeline – The RFP notes a June 30th deadline to launch a revamped website. Is there any flexibility with this timeline given the intended project launch date?

A: The launch date is the last day of the fiscal year. It is <u>strongly preferred</u> this date is met for this project.

15 Q: Budget – Are you able to provide a budget (or range) for this project?

A: Answered in Question 12

16 Q: Existing Website Architecture & Content Inventory - Approximately how many total pages exist on the current website?

A: Answered in Question 2

17 Q: How many PDF documents, maps, reports, and datasets are currently published?

A: This answer is hard to give because we expect many of the pages to change and many to be removed so the number of documents etc. will change based on the final design. The website is an active dynamic source of information for our members and the public. We don't envision this new website to have to be an archive of every report ever published in the past.

18 Q: Are there sections that will be eliminated, rewritten, or consolidated?

A: Answered in Question 2

19 Q: Will MVRPC provide a complete content inventory, or must the vendor perform the inventory manually?

A: See Answer 17 and 21. MVRPC will work with the chosen vendor to choose which documents should be migrated.

20 Q: Can we be provided analytics of the current site for the past 6 months to determine web usage. This would include visitors, storage space and bandwidth usage. (send on or before December 25th)?

A: A downloaded copy of the google analytics snapshot from the last month are available as PDF at this link - http://mvrpc.org/sites/default/files/reports_snapshot.pdf

21 Q: Media Library Requirements - How large is the existing media library?

A: The current file library is over 5GB storage, but only a small percentage will be migrated to the new site based on the final design.

22 Q: How many assets (images, videos, logos, etc.) must be migrated?

A: See answers 17 and 21.

23 Q: Do you want Vendor to clean/reorganize the media library during migration?

A: MVRPC staff will work with and direct the chosen vendor on which files will need to be migrated based on the final design of the website.

24 Q: Forms / Surveys - Approximately how many forms currently exist?

A: At any given moment there are approximately 20 webforms, no more than 30 at a time active on the site. It varies based on registration needs for events, surveys or public comment opportunities.

25 Q: Are there any advanced form requirements such as conditional logic, file uploads, multi-step surveys, or integrations with email lists or CRM systems?

A: File uploads for surveys are required. Conditional logo is not currently available but would be an element of interest.

26 Q: Should forms write data to a database for access via the CMS or only send email notifications?

A: An email notification of form completed and a downloadable database of all entries is requested.

27 Q: Integrations & Embedded Tools - What external systems, tools, maps, or APIs need integrating?

A: MVRPC uses ESRI Arc GIS products for mapping and many data services. The website would need to support javascript enabled embed codes and/or <iframe> tags.

28 Q: Are there ArcGIS maps or other GIS tools on the site that need to be rebuilt, or are they simply embedded by your web vendor while the actual maps are built and managed by another party?

A: These tools are embedded into the website template and managed by third party.

29 Q: Should Google Translate remain the translation tool or be improved/replaced? Any additional languages?

A: See answers 3.

30 Q: Navigation & Information Architecture - Does MVRPC want a full information architecture redesign?

A: Yes, the current site map will be assessed and re organized as needed.

31 Q: Will MVRPC staff participate in content restructuring decisions?

A: Yes, MVRPC staff will guide the needs of the website restructuring.

32 Q: Search Requirements - What level of search is required: basic CMS search, advanced filtering by type/date/department, or search across PDFs?

   A: Basic search of all pages is sufficient.

33 Q: Should search support tagging or metadata filtering?

   A: Optional.

34 Q: User Permissions & Workflow - How many staff users will manage content?

   A: We will need 5 log ins for MVRPC staff to manage content. We will need the option to add more.

35 Q: What permission levels are required (editor, admin, department-only, etc.)?

   A: Admins and editors at a minimum.

36 Q: Is an approval workflow required (draft → review → publish)?

   A: No. Review is not necessary.

37 Q: Does the new website require accounts for users outside of the MVRPC staff? Such as, the public, partners, etc? If so, what roles and access would they require?

   A: No.

38 Q: Accessibility - Does MVRPC require a full third-party accessibility audit, ongoing automated monitoring tools, or remediation of existing PDFs?

   A: No.

39 Q: Hosting/Infrastructure/Architecture Details - Is MVRPC open to having the new website hosted on AWS or other large cloud providers?

   A: Yes.

40 Q: Must the hosting environment meet any government-specific compliance (FedRAMP, SOC2, etc.)? Would MVRPC be open to using a modern front-end framework such as React for the new website, instead of a traditional PHP-based platform? This approach can improve site performance, maintainability, and flexibility for future updates.

   A: Yes, as long as the website content remains easy to maintain and update for staff.

41 Q: Content Migration Workflow - What percentage of content migration will MVRPC staff contribute vs. Artistic Inspirations?

   A: All content migration will be the responsibility of the vendor. MVRPC will review for accuracy.

42 Q: Will content need rewriting or simply moved as-is?

   A: Content will be evaluated for updates.

43 Q: Are there legacy URLs that will require redirects for SEO purposes? For example, when moving to a new site architecture, old page URLs may no longer match the new URLs. Redirects ensure visitors using old URLs are sent to the correct new pages. If yes, how many legacy URLs would require redirects?

A: Yes, redirects will be necessary for the transition, based on how the website architecture changes. Not every page will need a redirect, but MVRPC staff will work with the chosen firm on which key pages will need them.

44 Q: Design Requirements - Does MVRPC require custom iconography, custom infographics, data visualizations, or photography/stock imagery?

A: No - MVRPC branding elements and photos for the website will be provided by MVRPC.

45 Q: Should the design follow the existing brand strictly or allow modernization?

A: Suggested updates for designs and branding are welcome but must be approved.

46 Q: Functionality Specific to Government Agencies - How are meeting minutes, agendas, and committee documents currently managed?

A: Minutes, agendas and committee documents are uploaded as PDF's to the calendar event for each meeting.

47 Q: Should the new site include dynamic meeting calendars, board/committee portals, or document versioning?

A: Yes, calendars and committee portals are required. Document versioning is not required.

48 Q: Is a grant program application section required?

A: No. We do not have grant applications to complete on our website.

49 Q: Analytics & Tracking - Should Google Analytics GA4 be reconfigured?

A: Yes.

50 Q: Should event tracking, goal tracking, or heatmaps be implemented?

A: No.

51 Q: Is custom reporting needed?

A: No.

52 Q: Security, Backups & Maintenance - What are the security expectations (e.g., MFA, IP whitelisting, WAF)? Do you require audit reports and if so do you require them monthly, quarterly, etc?

A: Security and backups are required, but no reporting is necessary.

53 Q: What is the required backup frequency?

A: Nightly, with overwrites, and keep monthly backups for 6 months.

54 Q: Should backups be retained for a specific number of days/months?

   A: Nightly backups can be overwritten the next day, but monthly backups should be kept for 6 months.

55 Q: What response time/uptime expectations should be included in the optional SLA?

   A: MVRPC would expect greater than 99% uptime. Response time should be same day or faster at a minimum.

56 Q: Training - How many staff require training?

   A: Answered in question 6.

57 Q: Do they want live training, recorded videos, or a written manual?

   A: Live training to ask questions that will be recorded. A written manual is required. Training videos are optional but helpful.

58 Q: How many training sessions are expected?

   A: One session.

59 Q: Post-Launch Support - After the 90-day hypercare, what level of monthly support do they anticipate?

   A: It is anticipated the MVRPC staff will be able to update and generally maintain the website, and the chosen firm will be called in for problems.

60 Q: Should the SLA include CMS updates, security patches, content changes, and hosting management?

   A: Yes.

61 Q: Search Engine Optimization - Do you require Search Engine Optimization to be performed on the website? If so, will this be a new service or has this been provided for your existing website?

   A: Extensive SEO is not part of this project.

62 Q: Budget Range & Additional - Does MVRPC have an internal budget range or cap for this project, even if approximate? Please provide separate estimates for the total website build and for ongoing monthly services. This information will help determine suitable options for site architecture, server type, and codebase.

   A: Budget is answered in Question 12. There is no specific budget for ongoing maintenance, it will depend on the final website.

63 Q: Would MVRPC be open to including media day(s) in the project scope to allow the Vendor to capture new photographs for the website redesign? This could enhance the visual quality of the site, though it is not required.

   A: Yes, we would be open to this option but it is not included in the scope of this project.

64 Q: What does the management process of the site look like today?

A: Several MVRPC staff from Marketing and Agency Operations have access to update content on pages as needed. A current staff member manages updates and fixes as needed.

65 Q: Who executed maintenance and QC of content?

A: The Director of Marketing and Public Outreach, Director of Operations, Public Outreach Coordinator and Agency Operations Technician manage the content for the website.

66 Q: How will you define success after launch?

A: A functional website that allows users of all abilities to navigate the website with ease and find information. A website that is easy to update and maintain.

67 Q: Any new content, or strictly reimagining existing content?

A: Existing content.

68 Q: What analytics tools are required? GA?

A: Google Analytics is the only analytic metrics that MVRPC uses to evaluate the website.

69 Q: Are there any sites that you strongly like or dislike?

A: A list of example websites from other organizations similar to MVRPC will be provided to the selected vendor to review during Phase 1 of the contract execution.

70 Q: Is there a defined budget range?

A: Answered in Question 12.

71 Q: How much customization are you looking for within the templates?

A: We would like to be able to change elements on templates.

72 Q: Can we get clarification in Section E: Are you wanting detailed information about a project with the client's information and client reference information?

A: The proposal will be considering prior experience when rating the proposals. This would include examples and of similar projects. Customer references may be asked for during the interview phase.

73 Q: Are attached resumes part of the total 20-page count?

A: Resumes will not be included in the proposal page count.

74 Q: What information is essential for key personnel resumes?

A: It is important to showcase your team's skills and backgrounds that will support the completion of this project like their experience with projects like the website redesign and experience with other government agencies or requirements outlined.

75 Q: How would you like us to include costs to account for varying CMS and development that goes along with a more custom CMS system? IE: Wix vs. wordpress vs. drupal.

   A: You final cost proposal will need to include any custom programming that is necessary to move to the new CMS.

76 Q: Will content and photography be provided or we will be responsible for writing and asset creation?

   A: All content and photos used for the website will be provided by MVRPC.

77 Q: How frequently are new pages created? Is new page creation handled internally?

   A: We can estimate about 10 new pages each year. Updates and changes to pages happen weekly. New page creation will be handled internally.

78 Q: Does the Commission have an estimate of the total volume of PDF reports and maps currently hosted on the site?

   A: See answers 17 and 22.

79 Q: Scope of Work, Phase 1: "the vendor will propose three (3) options for content management systems (CMS) and hosting options for the project team to select." Do you want unique pricing for each CMS included in the proposal?

   A: The options of content management systems will be during phase 1 of the project. This is not required for the proposal. The CMS options proposed should be determined by the information provided in Phase 1. The phases outlined in the request for proposals outline the project phases once the vendor is selected.

80 Q: Does your project have a cost ceiling that our bid should not exceed?

   A: Answered in Question 12

81 Q: What is the current average monthly traffic for the MVRPC website?

   A: Average monthly active users are around 4500.

82 Q: Which contributed Drupal modules are currently in use on the D7 site?

   A: Due to the nature of Drupal 7, there are dozens of modules for everything from core to admin, etc. There is only one limited scope custom module from the previous developer named "MVRPC Tweaks".

83 Q: Are there any custom Drupal modules in use? If so, please provide a general summary of their purpose.

   A: See answer 82.

84 Q: Scope of Work, Phase 2 Specifically: "MVRPC Senior staff will meet to help craft the final product." Will the role of senior staff at this stage go beyond review, suggesting revisions, and approval?

A: Yes, the senior staff will provide suggested revisions.

85 Q: Scope of Work, Phase 3 What is the number of current site pages that you anticipate migrating?

A: Answered in question 2.

86 Q: What criteria will MVRPC use to evaluate and select the final CMS and hosting option proposed by the vendor (e.g., total cost of ownership, ease of use for staff, security, scalability, or government adoption)?

A: See Attachment C in the proposal.

87 Q: Can MVRPC provide an approximate count of existing pages, documents, media assets, and content types that are expected to be migrated, and are there plans to archive or retire any existing content?

A: See Answers 17 and 22.

88 Q: Which current website features and components are considered mandatory to retain (e.g., calendars, staff directory, forms, alerts, registrations), and which are open to redesign or replacement with standard CMS functionality?

A: All featured are required to keep. The selected vendor can recommend to redesign or replace the components as long as the functionality remains.

89 Q: Are there specific requirements for forms and surveys related to spam prevention, data storage, export capabilities, notifications, integrations, or compliance considerations?

A: The form elements for MVRPC's website will need to have spam prevention, data storage for each entry, email notification, exportable data and ADA compliant for all users to be able to complete.

90 Q: Does MVRPC expect the vendor to lead information architecture and navigation restructuring activities (such as workshops or user journey analysis), or should proposals assume refinement based primarily on existing analytics and staff input?

A: The process of reviewing, reorganizing and/or restructuring will be collaborative. MVRPC would expect the vendor to make suggestions based on analysis of the website and will approve suggestions updates.

91 Q: How many internal users are expected to manage website content, what permission levels are required, and is a structured content approval workflow (draft, review, publish) expected in the new CMS?

A: Answered in question 34, 35, 36

92 Q: Beyond the required 90-day post-launch support period, does MVRPC have defined expectations for the optional 12-month SLA in terms of response times, coverage hours, or support severity levels?

A: Depending on the final product, MVRPC will expect rapid response for any downtime that takes the website offline.

93 Q: Are there specific success metrics or KPIs MVRPC will use to evaluate the effectiveness of the redesigned website, including expectations for analytics or enhanced on-site search capabilities?

A: No.

94 Q: What is considered in scope vs out of scope for this project (e.g., content rewriting, copyediting, document remediation for accessibility, third-party integrations, and custom module development)?

A: Answered in Question 76

95 Q: Is the vendor expected to fully migrate all existing content, or should the proposal assume content cleanup, consolidation, and retirement will be led or approved by MVRPC?

A: Answered in Question 41

96 Q: Are there any fixed budget constraints or budget ranges established for the website redesign that proposers should align with when defining scope and level of effort?

A: Answered in Question 12

97 Q: Does the project scope include ongoing hosting, CMS licensing, and security updates, or should these be proposed as optional/annual recurring costs separate from the redesign effort?

A: Ongoing costs should be included separate and optional from the redesign costs.

98 Q: Shall we send the cost proposal to mlucas@mvrpc.org as mentioned in the website contract -solicitation page, or both technical response and cost proposals to be sent to Ms. Dent?

A: The Cost Proposal should be sent to mlucas@mvrpc.org as a separate document for evaluation. Additionally, the Cost Proposal can be included in your proposal and sent to ldent@mvrpc.org.

99 Q: Do web design firms in Ohio get preferential consideration, or are you taking RFPs from companies anywhere in the US?

A: Vendors located in the United States will be scored the same. Location does not impact scoring, but companies must be located in the United States.

100 Q: On page 1 it says "Questions received will be answered and posted on RFP website on December 23, 2025." Will those asking questions receive an email with a link to those answers?

A: An email will be sent to each email that submitted questions letting them know the Q&A document is not available on the mvrpc.org/about/contract-solicitation.

101 Q: On page 2, the RFP says "The MVRPC Board of Directors includes 108 members ranging from local jurisdictions, other government organizations, transit agencies, park districts, utility companies and universities. Established in 1964, the Miami Valley Regional Planning Commission promotes." How many individuals will be involved in the review and approval process of the website redesign? The project team includes 4 people

A: The Director of Marketing and Public Outreach, Director of Operations, Public Outreach Coordinator and Agency Operations Technician. Final approval of the website will be made by the Executive Director. The MVRPC Senior staff (3 additional Directors to the project team) will be involved in the initial review of the content options in Phase 2.

102 Q: On page 7, under item II Cost Proposal you note the Cost Summary form is available on the MVRPC website. Is that the form on page 11 of the RFP?

A: Yes. Page 11 of the RFP PDF is the Cost Summary Form (Attachment E) that is also available to download as excel sheet to allow for editing.
http://www.mvrpc.org/sites/default/files/attachment_e-cost_summary_table.xls

103 Q: On page 7, under item III Scope of Services Meeting, it says "If negotiation with the highest ranked proposer fails to result in a mutually agreed upon fee…" can we assume that only relevant if a revised Cost Proposal is needed?

A: Yes.

104 Q: "If a cloud deployment is being considered, should the bidder include the infrastructure costs for various components like Firwall, Virtual Machines, Database etc in the cost proposal?

A: Ongoing costs can be included as optional costs beyond the cost proposal for the redesign.

105 Q: If yes, what is the duration for which the costs need to be included? An annual cost for ongoing components would be required, which could be used for MVRPC to include in future budgets.

A:

106 Q: If the proposed solution includes external services like Maps, Email, SMS, Whatsapp notifications etc, these are recurring charges and will depend on usage. Should bidder include these costs in the cost proposal and if yes, then for what duration?

A: The costs should be included as ongoing costs for an annual amount, which MVRPC can then use to include in future budgets.

107 Q: "In order to estimate the size of effort required, 1) Can it be assumed that the new website will have the same volume of content as the existing site?

A: Yes, the number of pages will be roughly the same. The volume of PDFs and media will be less due to editing.

108 Q: Will the majority of the content be migrated or majority of the content will be newly created?

  A: Majority of content will be migrated.

109 Q: If there is new content, will all the creative content including the text content, videos, graphics, images be provided by MVRPC or creative content generation is also part of the scope of work of the bidder?

  A: Answered in Question 76

110 Q: Where there are links to other sites, for example Car Pool, Bus Transit related, will they remain as external links or will their functionalities be absorbed into the website?

  A: Yes

111 Q: Will the website be expected to have application like functionalities like trip planning, ticket booking etc. This clarification is required to determine the scope of work correctly.

  A: No. The functions of the current website are the functions that will be expected of the new website just improved layout, navigation and overall look of the website.

112 Q: Custom widgets, certain features may require code development activities. Such code needs to be managed in a source code repo like Github etc. Will MVRPC provide such source code management tools or bidder needs to maintain the code? If yes, how will handover work?

  A: MVRPC does not currently maintain Github or similar code repositories.

113 Q: Are there any specific restrictions on the work location of bidder's staff that MVRPC expects to impose?

  A: Answered in question 99

114 Q: If some migration activities can be done through scripts, will MVRPC provide access to the production/production copy data to carry out the migration?

  A: Yes, the vendor will be given access to the old website as needed to migrate content or files as agreed upon.

115 Q: If a SaaS CMS option is proposed, the bidder needs to include the SaaS subscription cost into the proposal cost for what duration?

  A: See answers 104, 105, 106, 107.

116 Q: If possible please provide complete technical details about current website - VM Sizes, DB Size, Firewall, CDN details that are in use, no of pages, count and total size of media like videos, images. This information will be useful for estimating the size of work and though it can be taken from the website, validated figures would be more helpful

A: The current website is hosted on GoDaddy VM (formerly Media Temple). The file folder is over 5 GB but only a fraction will be migrated to the new website. Videos are hosted on YouTube and embedded. The page counts, image counts and most other information will be dependent on the final information architecture.

117 Q: **Some videos seem to be hosted on youtube. There is also some content that is on www.canva.com. For such externally hosted content, will the content continue to remain hosted where they are and they will be linked to from the new site? Will MVRPC continue to pay any subscription charges to these externally hosting providers even after the links are migrated to the new site?**
A: External content will continue to be hosted externally.

118 Q: **User Traffic - What is the peak concurrent user count during high-traffic periods?**

A: On average, MVRPC sees on average 100-200 daily users. Higher than average days over the last year saw 500 - 1000 users with an unusually high day of 10,000 users once.

119 Q: **CMS Selection Criteria - What factors will most influence CMS selection?**
A: A combination of those factors are important, but generally it would be Ease, Cost, Accessibility, Sustainability.

- **Cost / Total Cost of Ownership (TCO)**
- **Accessibility**
- **Ease of content editing**
- **Long-term sustainability**
- **Weighted combination of the above?**

120 Q: **Platform Constraints or Preferences**
Are there preferred or excluded CMS platforms MVRPC wants vendors to consider or avoid?
A: See Answer 1.

121 Q: **Custom Development Policy - Will MVRPC allow:**
A: Hybrid Approach if appropriate and justified by the needs of the new system.

- **Custom modules or components?**
- **Strictly out-of-the-box (COTS) configuration only?**
- **A hybrid approach?**

122 Q: **Technical Architecture & Integrations Required Integrations**
Beyond current widgets and embeds, are integrations required with:

- **Active Directory / SSO**
  - o No
- **GIS or external datasets**
  - o Yes, same as current.
- **Email or event platforms**
  - o No, same as current.

- **Document repositories?**
  - No.

123 Q: Hosting Model Preference - Does MVRPC prefer:
  A: SaaS or Cloud are preferred over self-hosting.

- **SaaS / vendor-hosted**
- **Self-hosted**
- **Specific cloud providers (AWS, Azure, GCP)?**

124 Q: Content Scope - Is the vendor responsible for:

- **Content cleanup or rewriting?**
  - Answered in question 76.

- **Metadata remediation?**
  - No

- **Redirects for legacy URLs?**
  - See Answer 43

125 Q: IA Redesign vs. 1:1 Migration - Please confirm whether the project includes information architecture redesign (navigation restructuring, taxonomy, content grouping) or a 1:1 migration of the existing structure.
  A: Redesign as appropriate.

126 Q: Content Inventory & Volume
     Please provide approximate counts for:

- **Total published pages/nodes –** Answered in question 2
- **Media assets (PDFs, images, documents)** – See Answer 17 and 21
- **Current database size (GB)** See Answer 17 and 21

127 Q: Will MVRPC perform a content inventory prior to migration, or is this expected from the vendor? Answered in 41

128 Q: Content Strategy Responsibility - Is the vendor responsible for content strategy artifacts (e.g., IA maps, personas)? No.

129 Q: Content Governance & Workflow - Post-launch, will the CMS require content workflows or approvals? If so:

- **Number of approval tiers –** No approval process needed for content updates.
- **Distinct editor roles or departments** - Will require at least 1 Admin and separate editor roles.

130 Q: Document Accessibility - Is PDF remediation and document accessibility conversion in scope, or out of scope? Limited PDF remediation may be needed based on final website design and architecture.

131 Q: UX, Design & Accessibility - Brand Readiness
Are branding guidelines finalized, or is a brand refresh expected? Answered in Question 4

132 Q: UX Research Expectations- Is the vendor expected to conduct:

- **User interviews** - No
- **Usability testing or prototypes –** A beta environment to review before launching**.**
- **Wireframes?** We would like to see design concepts to approve which could involve wireframe designs.

133 Q: Security, Compliance & Risk - PII & Data Sensitivity: Will the website collect or store personally identifiable information (PII), and are there compliance requirements beyond WCAG 2.1 AA?
   A: No and No

134 Q: Security Responsibilities - Post-launch, is the vendor responsible for:
   A: Depending on the final solution proposed, these items could be included in separate SLA based on annual needs and budgeting.

- **Security patching**
- **CMS updates**
- **Vulnerability remediation?**

135 Q: Timeline, Acceptance & Delivery Risk - June 30, 2026 Deadline Is the June 30, 2026 launch date a hard, funding-driven deadline?
   A: Yes

136 Q: Budget & Commercial Structure - Budget Range
What is MVRPC's anticipated budget range or not-to-exceed (NTE) amount for this project?
   A: Answered in question 12

137 Q: Pricing Model - Does MVRPC prefer:
   A: Fixed price, with limited change orders if needed.

- **Fixed-price**
- **Time & materials**
- **Hybrid pricing model?**

138 Q: CMS plug-in and subscription fees - Should our cost proposal include anticipated subscription fees for common CMS plug-ins or services (e.g., forms tools, calendars, document repositories, media management, etc.), or should those recurring subscription costs be treated as owner-direct expenses?
   A: See Answer 104, 105, 106, 107

139 Q: Hosting costs - Are hosting costs assumed to be paid separately by MVRPC, rather than included in the vendor's cost proposal?
   A: Yes

140 Q: **Environments- How many environments are expected to be provided by the vendor (e.g., development, staging/beta, production), and should the setup and management of these environments be reflected in the cost proposal?**
A: Development environments will be handled by the vendor, but could be part of a new hosting service paid by MVRPC if that works best.

141 Q: **Content migration (scope, volume, and responsibilities)**
Content migration appears to be a significant and potentially labor-intensive component of this project. To better understand scope and risk, could you provide clarification on the following:

- **Should we assume migration of content largely "as-is," or is editorial cleanup, consolidation, and restructuring expected as part of the vendor's scope?**
  - Content cleanup will be included with the help and direction of MVRPC staff.
- **Are there estimates for the volume and types of documents and media files (PDFs, images, datasets, etc.) to be migrated?**
  - See Answers 17 and 21
- **Approximately how many total pages are expected to be migrated from the current site?**
  - This number depends on the final website re design architecture.
- **Who will be responsible for identifying and removing duplicate or outdated content during migration?**
  - MVRPC staff will direct content de duplication. Not all old documents will migrate
- **Several areas of the current site rely on CMS-specific features such as widgets, calendars, maps, directories, and other specialized or structured content. Given that these elements are often not directly portable between platforms, should the cost proposal assume that such content will require data extraction, transformation, and/or manual recreation within the new CMS rather than direct reuse?**
  - For elements that are not part of the new CMS (calendars, committee portal, etc) there needs to be ability to embed codes via javascripting and/ or <iframse> (GIS, other data)

142 Q: **Forms, surveys, and spam protection - Approximately how many existing forms and surveys are expected to be rebuilt on the new platform, and does MVRPC expect third-party spam protection or verification services (e.g., CAPTCHA, CleanTalk, or equivalent) to be implemented?**
A: Answered in Question 24 and 89

143 Q: **Accessibility (WCAG 2.1 AA) validation**
Does MVRPC expect internal compliance practices only, or a formal third-party accessibility audit and report as part of this project?
A: No formal third-party audit but we will work with partner agencies to review.

144 Q: Training format and audience
Should we assume that training will include live instructor-led sessions that are also recorded for future use? Additionally, approximately how many staff members should we assume will participate in training?
A: Answered in Question 6 and 57

145 Q: 90-day post-launch support ("hypercare")
Is there an anticipated level of effort MVRPC expects vendors to assume during the

required 90-day post-launch support period (for example, estimated hours per week or expected ticket volume)?

A: This transition period is seen as a time to ensure that any issues discovered post launch are remedied as soon as practicable.

146 Q: Meeting cadence and on-site expectations
Should weekly project meetings be assumed throughout Phases 2 and 3, and should we assume these meetings are virtual? Is any on-site work anticipated, or should travel be excluded unless specifically requested?
A: Virtual or on-site are both options for meetings. On-site is not required for any meetings.

147 Q: Attachment E – labor costs, categories and profit line - Will this be a fixed-bid engagement?
A: See answer 137

148 Q: Does MVRPC have any preferred labor category definitions, or may proposers define categories appropriate to their internal staffing model?
A: MVRPC does not have any preferred labor categories.

149 Q: Could you clarify the intent of the separate "Profit" line item? If assumed to be fixed-price proposal, we want to confirm whether MVRPC expects profit to be shown explicitly as a standalone line or whether profit may be embedded within fully loaded labor rates (recognizing that overall profit is ultimately realized through efficient delivery relative to the quoted price).
A: This is to reflect any overall markup realized as profit, apart from costs associated with the loaded labor rates.

150 Q: Phase 1 CMS options requirement - The RFP notes that during Phase 1 the selected vendor will propose three (3) CMS and hosting options for MVRPC to select from. If a vendor has already identified a preferred CMS they intend to use for the build, does MVRPC still require three CMS options to be formally proposed during Phase 1?
A: See Answers 1 and 9.

151 Q: Approximately how many pages of content currently exist on mvrpc.org, and how much content is anticipated to be migrated to the new website?
A: See Answers 17 and 21.

152 Q: The RFP indicates that MVRPC is seeking recommendations for a new CMS platform. Has the organization conducted any prior research or identified any proprietary or open-source platforms that are of interest?
A: See Answer 1.

153 Q: Has MVRPC established a budget for this project, and if so, can that information be shared with vendors?
A: Answered in question 12.

154 Q: Can MVRPC share the current monthly costs associated with website hosting and ongoing maintenance?

A: MVRPC pays approximately $900 per year for hosting, $200 on SSL, maintenance handled by MVRPC staff, but that won't continue based on staff changes.

155 Q: **Are there any third-party platforms or systems currently in use that are not listed in the RFP but would need to integrate with the website? For example, are any existing web forms integrated with an external system or platform?**
A: MVRPC embeds maps from ESRI, and videos from YouTube. Embeds and/or <iframe> required.

156 Q: **If a proposer utilizes subcontractors, are any additional forms or documentation required beyond what is outlined in Section F (Subcontracts)?**
A: Subcontractors should also submit cost proposal Attachment E and proof of ability will improve rating of the overall proposal.

157 Q: **If subcontractors are used, will subcontractors also be required to provide three (3) references?**
A: References not required, but proof of ability can improve the rating of the overall proposal.

158 Q: **Is the June 30, 2026 launch deadline tied to funding requirements or mandatory reporting for MVRPC?**
A: This deadline is the end of the fiscal year and funding for this project.

159 Q: **How does MVRPC currently manage public comment periods, plan updates, meeting notices, and engagement campaigns, and are there specific improvements the new website should support related to public involvement?**
A: MVRPC currently lists the press releases on the homepage which includes press releases related to public comment periods and plan updates. Meeting notices are featured on the calendar. Engagement Campaigns like promoting our programs are featured on their specific project pages for example, tv commercials direct viewers to learn more at MiamiValleyRideshare.org. The improvements to public involvement from the new website would be the improved layout, featured information and navigation to help those who visit the main page – mvrpc.org find the topic quickly.

160 Q: **Are there any special requirements for board and committee materials (such as agendas, packets, minutes, or recordings) that should be supported by the new site's structure or templates?**
A: Answered in question 46. No recordings loaded to website.

161 Q: **Approximately how many staff members will serve as regular content editors, and does MVRPC envision a centralized content governance model (a small core team) or a decentralized model (editors across multiple divisions) for the new site?**
A: Answered in question 34

162 Q: **Budget, Schedule & Commercial Assumptions**

- **Is there an anticipated budget range for the website redesign project?**
    o Answered in question 12.
- **Is there a budget expectation for ongoing maintenance and support following launch?**

- o   See answers 62 and 97
- **Is there a budget expectation for hosting, or should vendors propose hosting options?**
  - o   See Answers 62 and 97
- **Is the June 30, 2026 launch date a firm requirement, or is there flexibility if scope or approvals require additional time?**
  - o   Answered in question 14

163 Q: Third-Party Integrations & External Systems

- **Are there existing third-party systems or applications that the new website must integrate with?** All existing systems will be in the new website.
- **Regarding WEB Telus:**
  - o   **Is there interest in pulling data into the website via API, rather than embedding content?** WebTelus will remain the same.
  - o   **Will WEB Telus require visual or theme updates to align with the new website design?** No. WebTelus is not part of this project.
- **Regarding Constant Contact:**
  - o   **Should vendors assume design or theme updates to match the new website?** No. Constant contact will not be part of this project. It was included as a list of digital tools we use for the agency.
  - o   **Should this work be included in project estimates?** N/A
- **For other third-party tools:**
  - o   **Is there a preference for embedded widgets versus direct data integrations where feasible?** These options can be discussed.

164 Q: Content Management, Roles & Governance

- **Is content moderation or approval workflow currently required?**
  - o   Answered in question 36
- **What user roles and permission levels are currently in use, and are changes anticipated?**
  - o   Admin and content editors will be needed.
- **Is there a board intranet or members-only section that must be supported?**
  - o   No.
- **Is the current webform solution meeting needs for event registrations, or should alternatives be proposed?**
  - o   We would like to see alternatives for improved features and user experience improvement.
- **Is YouTube the only video hosting provider in use?**
  - o   Yes.
- **Are website surveys reused over time, or are they typically one-off implementations?**
  - o   Website surveys and forms are sometimes re-used. It would not be a requirement for them to be re-used, as long as they have an option to be cloned so the set-up does not have to be recreated.

165 Q: Content Migration & Data Retention
Should existing webform submissions be migrated, including:

- o   **Survey responses?**
  - ▪   No.
- o   **Event registrations or RSVPs?**

▪ No.
- **Are there pages that rely on custom UI components (e.g., accordions, tabs, interactive elements)?**
  - No
  - **If so, approximately how many component types should vendors account for?**

166 Q: Visual Design, UX & Authoring Approach

- **What level of visual design effort is expected:**
- Nothing about the branding, colors, or logo will change, but the design is expected to current and unique to MVRPC.
  - **Selection or customization of pre-built templates?**
  - **Or a full UX and visual design process?**
- **Are user or citizen research activities (e.g., surveys, interviews) expected as part of the project?** MVRPC has released a survey to capture feedback from those who have visited the website. We will be sharing the results of that survey. We will also be collecting information from MVRPC staff to guide improvements and share with the vendor.
- **Should the CMS support a flexible, component-based page-building system, or would a more structured template approach be preferred given staff capacity and timeline?**
  - A structured template is preferable.
- **What role will MVRPC senior staff play in the design review and approval process?**
  - Answered in question 84 and 101.
- **If design considerations become relevant based on responses to this Q&A, will vendors be permitted to address them in the proposal without violating the instruction to "not provide information that is not requested"?**
  - If the design considerations are necessary for the execution of the proposed project solution, it will need to be included.

167 Q: **Artificial Intelligence (AI)**
   A: MVRPC is currently developing an AI policy but it has not yet been implemented. As a result, all AI content must be used conservatively or not at all. No automatic AI generation will be included in the website Search or content maintenance beyond grammar/ spell checking.

- **Is there interest in AI-assisted content editing or authoring tools within the CMS?**
- **Can AI be used to enhance site search or content discovery?**
- **Are there any organizational or policy constraints governing the use of AI tools?**

168 Q: **Translation & Multilingual Support**

- **The current Google Translate widget is end-of-life. Should vendors propose alternative solutions?** Yes.
- **Would MVRPC consider AI-based or automated translation services?**
  - MVRPC will not publish any content, including translations, that are AI generated without prior checking for accuracy.
- **If so, should vendors assume budget for new third-party translation services?**
  - Ongoing translation service costs can be called out as an optional ongoing cost for MVRPC to budget for in the future.

169 Q: **Accessibility & Compliance**

- **Is PDF remediation expected as part of the WCAG 2.1 AA compliance effort?**
  - **If so, approximately how many PDFs should be included?**
  - MVRPC will only want remediation on a small number of migrated PDFs.
- **Is ongoing WCAG compliance monitoring required post-launch?**
  - **Should vendors propose and integrate an accessibility monitoring tool?**
  - No, periodic compliance testing will be handled by MVRPC in the future.

170 Q: Legal, Compliance & Risk Requirements

- **Are there Ohio public records, archiving, or content retention requirements the website must support?**
  - All records on the website are public, and will be managed by the MVRPC records retention policy.
- **Are there specific security or IT compliance requirements, such as:**
  - No.
  - **Vulnerability scanning**
  - **Penetration testing**
  - **Hosting certifications**
- **Will MVRPC require:**
- No.
  - **Security assessments?**
  - **Accessibility or compliance attestations at launch?**
- **Are there indemnification, insurance, or liability requirements that vendors should factor into scope and pricing?**
  - No

171 Q: Hosting, IT & Infrastructure

- **Does MVRPC have a preferred hosting provider or environment, or should vendors propose managed hosting?**
  - Vendors should propose managed hosting.
- **Is MVRPC open to:**
  - **Cloud-based hosting solutions?**
    - See answers 39 and 123
  - **Vendor-managed versus MVRPC-managed hosting?**
    - See Answers 39 and123
- **Are there internal IT constraints that may affect:**
- DNS for MVRPC domains are handled by MVRPC staff, but can be modified to fit the new environment. MVRPC manages wildcard SSL for mvrp.org. The main website hosting will be external from the Firewall.
  - **DNS changes**
  - **SSL certificate management**
  - **Firewall rules**
  - **Deployment workflows**
- **Are separate environments (development, staging, production) expected?**
  - See answer 140

172 Q: Analytics, Reporting & Privacy

- **What analytics platforms are currently in use (e.g., GA4, Google Tag Manager, others)?**

- o GA4
- **Is historical analytics data continuity required?**
  - o No
- **Are conversion goals currently defined (e.g., form submissions, registrations, downloads)?**
  - o No
- **Is cookie consent or privacy compliance required?**
  - o No

173 Q: Search & Information Discovery

- **Is the current site search considered effective?** The search tool on the current MVRPC website produces the correct search results but the format of results does not help the user narrow down exactly which result is the correct information.
- **Should vendors propose:**
  - o **Enhanced or faceted search?** Yes.
  - o **Document-specific or filtered search?** Yes.
- **Is there interest in:**
  - o **Indexing PDFs and documents?**
    - ▪ Not required, can be optional cost.
  - o **Taxonomy-driven or synonym-based search improvements?**
    - ▪ Not required.
- **Are there performance expectations for search speed or relevance?**
  - o No
- **Is an AI-powered chatbot desired?**
  - o No

174 Q: **Content Ownership, Cleanup & Sunsetting**

- **Should vendors assume:**
  - o **Full migration of all existing content?** For the most part the content and pages will stay the same but open to new navigation organization and combining like pages.
  - o **Content pruning and sunsetting?** Yes. The MVRPC staff will be working on that process for the migration part of this contract.
- **Who is responsible for:**
  - o **Content cleanup?** MVRPC
  - o **Updating or rewriting outdated content?** MVRPC
- Are there content types or sections expected to be **retired entirely**?
  - o Not at this time, but could depend on the final product proposed.

175 Q: Forms, Data & Privacy

- **Where are form submissions currently stored?**
  - o In the CMS database.
- **Are there data retention or deletion requirements?**
  - o See answer 170
- **Are form submissions subject to:**
  - o See answer 170
  - o **Public records requests?**
  - o **Privacy policies?**

- **Should vendors propose:**
  - **Secure data storage?**
    - No
  - **Automated notifications or workflows?**
    - No

176 Q: **Does MVRPC have a preferred CMS (e.g., WordPress, Drupal 10, or other), or should vendors propose three CMS options as stated in Phase 1?**
 A: See Answer 1

177 Q: **Are there any hosting constraints or preferences (cloud-based, government-hosted, or shared hosting)?**
 A: See Answer 39 and 123

178 Q: **Approximately how many pages, documents, and media assets are expected to be migrated from the current Drupal 7 site?**
 A: See Answers 17 and 21

179 Q: **Are there custom Drupal modules or integrations that must be replicated or replaced?**
 A: See Answer 82

180 Q: **Is enterprise-level search functionality expected, or will native CMS search capabilities suffice?**
 A: CMS search is sufficient.

181 Q: **Should the media library support deduplication, tagging, and metadata management?**
 A: These options are desired but not all required.

182 Q: **Are specific spam prevention or form management tools preferred for surveys and registrations?**
 A: Answered in question 89

183 Q: **Is third-party WCAG 2.1 AA compliance testing and certification required as part of the project deliverables?**
 A: Answer in question 143.

184 Q: **Is continued use of Google Translate acceptable, or is native multilingual CMS functionality preferred?**
 A: Vendor recommended approach will be considered for implementation.

185 Q: **Are there expectations for integrating GA4, Google Tag Manager, or other analytics platforms?**
 A: The Vendor will need to assist MVRPC staff with Google Analytics based on the new design/ information architecture.

186 Q: **Is electronic submission alone sufficient, or are physical copies also required?**

A: Electronic copy submissions alone are sufficient. Physical copies not required. Please email Laura Dent at Ldent@mvrpc.org. The Cost Summary Table needs to be sent to Mike Lucas at Mlucas@mvrpc.org. A confirmation email of receiving the proposal will be sent back.

187 Q: **Do resumes, references, and cover letters count toward the 20-page technical proposal limit?**
A: No.

188 Q: **Will interviews be conducted virtually, in person, or in a hybrid format?**
A: In person and virtual are both available as an option for interviews. It is not required to be in person.

189 Q: **How will interview scores be weighted relative to the technical proposal scores?**
A: Interviews will be offered to finalists based on the technical proposal ratings, and will be a final chance for the vendor to convince MVRPC of their ability to complete the work and convince staff of their approach.

190 Q: **Is there a maximum allowable percentage of subcontracted work?**
A: No maximum. See scoring matrix Attachment C for ratings based on amount of subcontracted work.

191 Q: **What contract type is anticipated (fixed price, time & materials with cap, or hybrid)?**
A: See answer 137.

192 Q: **Will any additional insurance or cybersecurity requirements apply beyond Attachment D?**
A: No.

193 Q: **Will MVRPC provide a content inventory and sitemap, or should vendors create this as part of Phase 2?**
A: This will be collaborative. MVRPC will provide information about the current website in Phase 1 with sitemap.

194 Q: **Are there reference websites from peer agencies that MVRPC considers exemplary?**
A: These references will be provided to the vendor during phase 1 as part of the research.

195 Q: **Should the homepage support dynamic content rotation, alerts, and featured initiatives?**
A: Yes.

196 Q: **How many content editor roles are anticipated, and should permissions be configurable by department?**
A: Answered in question 34. Permissions will not be configured by department.

197 Q: **What level and format of staff training is expected (live, recorded, documentation, or combination)?**
A: Answered in question 57

198 Q: **During the 90-day post-launch hypercare period, what are the expected response and resolution SLAs?**
A: Response will be expected same day or shorter depending on level of the issue affecting the website.

199 Q: **Should the optional 12-month SLA be priced separately or bundled?**
A: Optional

200 Q: **Should costs be broken down by project phase (Phase 1–4) in the Cost Summary Form?**
A: No.

201 Q: **Should hosting, CMS licensing, plugins, and third-party tools be included in the base cost or itemized separately?**
A: Itemized for future budgeting needs.

202 Q: **Is there a defined change-order process and rate card for out-of-scope requests?**
A: Change orders that significantly affect the scope and cost will be negotiated.

203 Q: **Should vendors assume any on-site meetings, or can the engagement be fully remote?**
A: Meetings can be remote.

204 Q: **Is there a required price validity period for the proposal?**
A: No

205 Q: **Will payments be milestone-based, monthly, or tied to deliverable acceptance?**
A: Payment schedule can be agreed upon during the contract negotiations.

206 Q: **What is the current technology stack being used for the platform, and do you intend to continue with the same stack, partially upgrade, or completely shift to a different modern stack?**
A: The current website is PHP driven Drupal 7. Vendors are welcome to propose any option for review.

207 Q: **Are there any known technical challenges, system limitations, or recurring issues in the current platform that we should consider while planning the new solution?**
A: Drupal 7 is no longer supported and needs to be replaced.

208 Q: **Do you foresee a need for custom development for specific business workflows, or do you prefer relying primarily on out-of-the-box platform features and available modules/plugins?**
A: These options can be discussed in phase 1 but we anticipate out-of-the-box platform features and modules and plugins for the staff to change out as needed.

209 Q: **Are there any predefined coding standards, review processes, documentation guidelines, or architectural principles that your organization follows and would like us to adopt?**
A: No. MVRPC prefers open-source solutions when available but is open to other options.

210 Q: Will the platform need multilingual support or multi-site capability, and if yes, how many languages or parallel sites should be accommodated initially and potentially in the future?
A: The site should be translatable into Spanish. AI based dynamic translation is not preferred.

211 Q: Do you require a structured user management system including role-based permissions, different access privileges, or workflow-based access controls for different user groups?
A: Role based permissions will be required. No access privileges or workflow-based access controls needed.

212 Q: What types of data need to be migrated for example users, content pages, media assets, documents, records, datasets, or form submissions and are there any priorities among them?
A: See answers 17 and 21.

213 Q: From where will the data be migrated such as existing CMS databases, third party platforms, spreadsheets, APIs, or legacy systems and in what formats is it currently stored?
A: Content that will be reused can be migrated from the current Drupal CMS database.

214 Q: Do you expect data cleaning, restructuring, formatting, or consolidation as part of migration to ensure accuracy, consistency, and better usability?
A: Webpage content will be edited with direction of MVRPC staff as needed.

215 Q: Is it important to retain existing URLs, redirects, SEO metadata, search rankings, and overall SEO structure to maintain visibility and traffic stability?
A: See Answer 44

216 Q: Does any of the data fall under sensitive or compliance-bound categories that require encryption, anonymization, or special handling during migration?
A: No.

217 Q: Can you provide an approximate estimate of total data volume, including number of pages, database size, and total media storage size to be migrated?
A: See answers 17 and 21

218 Q: Which third-party tools, services, APIs, and external systems currently integrated with your platform must continue to function after the upgrade/redesign?
A: See answer 5 and 22

219 Q: Do you require integration with CRM systems, ERP platforms, analytics tools, payment gateways, marketing automation tools, or internal business tools as part of this project?
A: No

220 Q: Are there specific preferred tools for newsletters, email automation, form handling, notifications, live chat, or communication management that you want us to plan around?
A: MVRPC uses Constant Contact for mass mailings.

221 Q: Do you need social media integrations such as login authentication, social sharing, automated publishing, or embedded content feeds?
A: No.

222 Q: Will you be able to provide API documentation, admin access, credentials, and tokens required for integration, or should we coordinate with your vendors to gather them?
A: MVRPC can assist with access to current website content.

223 Q: Are there any outdated or unused integrations that should be replaced, upgraded, or completely discontinued during this transition?
A: See answers 5 and 27.

224 Q: Do you already have a preferred hosting provider, or are you open to recommendations based on your performance, scalability, security, and cost preferences?
A: Open to vendor recommendations.

225 Q: What are your expectations in terms of uptime guarantee, server capacity, scalability support, and infrastructure reliability?
A: See answer 55.

226 Q: Do you require additional infrastructure setups like CDN, automated backups, disaster recovery configurations, staging environments, or failover systems?
A: Daily backups are necessary, but staging and failover are not.

227 Q: Are there any compliance standards, regional regulations, or legal frameworks such as GDPR, HIPAA, ISO, or industry-specific policies that the system must adhere to?
A: WCAG 2.1 AA compliance is the only required regulation.

228 Q: Do you need advanced security measures such as SSL, firewall layers, malware protection, intrusion detection systems, or DDoS prevention?
A: MVRPC manages wildcard SSL for *.mvrpc.org. The hosting will be external to MVRPC Firewall, MVRPC IT contractors maintain the firewall.

229 Q: After launch, who will be responsible for hosting administration, ongoing maintenance, platform updates, and long-term security oversight?

A: MVRPC staff with optional support from vendor/ hosting provider.

230 Q: What level of website or application traffic do you expect in the future, including estimated average users, expected peak-load scenarios, and anticipated growth projections over time?
A: The website receives on average 4500 unique visitors each month.

231 Q: Do you have defined expectations for speed, load time benchmarks, server response time, or overall performance metrics that the system should consistently meet?
A: No specific benchmarks.

232 Q: **Would you like us to implement caching layers, CDN optimization, performance tuning, or other techniques to support high-traffic performance stability?**
  A: There are no specific performance characteristic, but vendor recommended speed enhancements are welcome for consideration.

233 Q: **Will the platform handle heavy media usage, large files, downloadable assets, or resource-intensive content that may require specialized optimization strategies?**
  A: No.

234 Q: **Do you want continuous performance monitoring tools, dashboards, uptime tracking, and automated alert systems to track platform health after launch?**
  A: No.

235 Q: **What is the primary goal of this project, and what core challenges or limitations are you aiming to solve through this redesign or redevelopment?**
  A: Please refer to the scope of work for this information.

236 Q: **Who is your primary audience or user group, and how do you envision them navigating, interacting with, and benefiting from the platform?**
  A: Please refer to the scope of work for this information.

237 Q: **What are the success indicators or measurable KPIs such as engagement, traffic, usability, conversions, or operational efficiency that will define project success?**
  A: Answered in question 66

238 Q: **Are there any competitor platforms, reference websites, or industry benchmarks that you would like us to evaluate for direction and strategic alignment?**
  A: These will be provided during Phase 1.

239 Q: What timeline expectations do you have, including any critical milestones, phased rollouts, or fixed deadlines we should align with?

  A: The only fixed deadline is the launch by June 30, 2026.

240 Q: What is the planned budget range for development, integrations, hosting, enhancements, and long-term platform support?

  A: See answers 62 and 97.

241 Q: Who within your organization will manage the website after launch, and how many team members will require access to create, update, and maintain content?

  A: Answered in question 34.

242 Q: Do you want a simple and non-technical content management experience so your team can manage updates without ongoing development support?

  A: Yes.

243 Q: Do you require approval workflows, editorial controls, staged publishing, or moderation features for managing and reviewing content updates internally?

A: No approval process required.

244 Q: Would you like us to provide structured training, documentation, user guides, or knowledge transfer support for your internal team?

A: Answered in question 57.

245 Q: How often do you expect content updates, and what types of updates are anticipated regularly (such as news, blogs, static pages, media uploads, documents, etc.)?

A: The website receives updates weekly.

246 Q: Do you need an organized digital asset management approach including structured media libraries, tagging, categorization, and file management tools?

A: Yes.

247 Q: For bidding accuracy, may we assume that the content currently on mvrpc.org will stay pretty much the same on the new site?

A: Yes.

248 Q: Any additional functionality, or sections needed? Any copywriting needed?

A: No copywriting needed. We would like suggestions on improved sections and function to reach the goals of this project.

249 Q: I see where you have five page-type templates now for most of the pages. Will we want to be as efficient as possible by keeping the templates to a minimum this time as well, or will there be a need for us to create more?

A: We are interested in flexible templates that can be adjusted to meet the needs of the project. We do not want to be locked into just 5 templates with no option to adjust them.

250 Q: You mention the pages are fairly static now. Are you looking for some more animation and motion?

A: No animation or motion.

--END OF QUESTIONS AND ANSWERS DOCUMENT--