Website Redesign and Development Inquires | September 2024

Q: Can we include samples of our work or case studies?
A: Certainly!

Q: Do we have to register to become a vendor to submit this proposal?
A: No.

Q: Can contractors be used for our team, or do they have to be employees?
A: Either, or however, "If any Services are to be performed by a subcontractor, consultant, or other entity or entity or individual under the control of PROFESSIONAL or for whom PROFESSIONAL is liable for; PROFESSIONAL shall require the same to comply with all provisions of this AGREEMENT, including but not limited to the insurance provisions"

Q: Do we have to have insurance amounts before submitting the proposal?
A: No.

Q: On page 4, it mentions that "it is required that the data integration be in real time so that customers will always see the most current balance due in given account and District staff will see payments posted on the account once the transaction has been completed. "Are we building, linking, or embedding a third-party tool here? Please explain in more detail.
A: https://www.invoicecloud.com/portal/(S(gs0tznibp2hgp1vev4xv1fx5))/2/Site2.aspx?G=220ª 94da-f68e-4649-9998-09d47ae5586b

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Q: What financial resources are needed?
A: ?

Q: On page 5 section 3.3.2, it mentions "A detailed description of the Proposer's sales, account management, and technical services teams assigned to District." Are you looking for our annual revenue? What is needed for account management? Please explain in more detail.
A: In your proposal, please describe your approach to addressing the District's needs as indicated in the scope, to include each of your team's involvement.
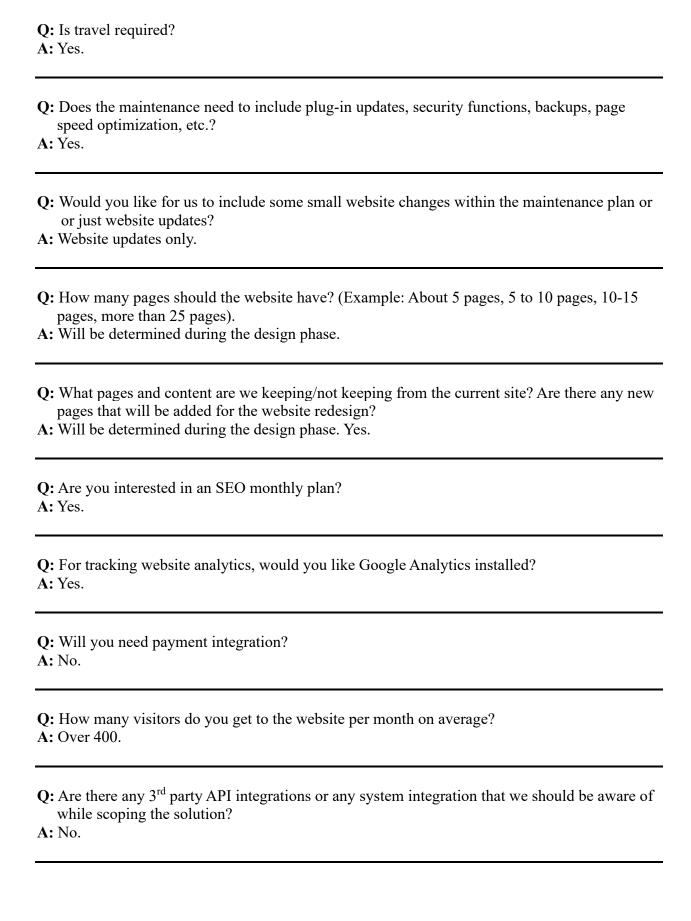

Q: Does the cost proposal and technical proposal have to be separate or as one?
A: Separate.

Q: On page 5, section 3.5.1, are you looking for us to provide our contract terms?
A: Yes.

Q: On the Standard Form of Agreement, do we have to insert our information into the agreement and submit it with the proposal or is this just an example of the contract?

A: No, this is just an example of the contract.

Q. Which data integration/data interfaces are needed to "talk" with the District's billing system?

A. Invoice Cloud.

Q: What portal is being built? Will you continue to use Invoice Cloud?

A: We will continue to link to Invoice Cloud if it is not feasible to build a new payment system that would "talk" to our Fund Balance accounting system. We would prefer to keep the existing Invoice Cloud link.

Q: Which languages should the website be in?

A: English.

Q: What is your budget?

A: Not yet determined.

Q: Where is the website currently hosted?

A: Unknown.

Q: Do we have to be registered in your state?

A: No.

Q: Is there a current incumbent for the work?

A: No.

Q: Do we need automobile insurance if the work is done remotely?

A: No.

Q: Is travel required?
A: Yes.

Q: Does the maintenance need to include plug-in updates, security functions, backups, page speed optimization, etc.?
A: Yes.

Q: Would you like for us to include some small website changes within the maintenance plan or or just website updates?
A: Website updates only.

Q: How many pages should the website have? (Example: About 5 pages, 5 to 10 pages, 10-15 pages, more than 25 pages).
A: Will be determined during the design phase.

Q: What pages and content are we keeping/not keeping from the current site? Are there any new pages that will be added for the website redesign?
A: Will be determined during the design phase. Yes.

Q: Are you interested in an SEO monthly plan?
A: Yes.

Q: For tracking website analytics, would you like Google Analytics installed?
A: Yes.

Q: Will you need payment integration?
A: No.

Q: How many visitors do you get to the website per month on average?
A: Over 400.

Q: Are there any 3rd party API integrations or any system integration that we should be aware of while scoping the solution?
A: No.

Q: On page 9, it mentions "If any Services are to be performed by a subcontractor, consultant, or other entity or entity or individual und the control of PROFESSIONAL or for whom PROFESSIONAL is liable for, PROFESSIONAL shall require the same to comply with all provisions of this AGREEMENT, including but not limited to these insurance provisions." Can the contractors be on my insurance.
A: Yes.

Q: Is there an existing API or third-party system for the billing integration, or will this need to be built from scratch? If an API exists, can you provide documentation for it?
A: Our billing system is maintained by a third-party vendor that uses the Invoice Cloud platform. We simply place a URL on our site that they manage.
https://www.invoicecloud.com/portal/(S(gs0tznibp2hgp1vev4xv1fx5))/2/Site2.aspx?G=220a94da-f68e-4649-9998-09d47ae5586b

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Q: Can you clarify the language support requirements for Title VI compliance? Are there specific languages that must be included in addition to English?
A: English

Q: Can you provide more details about the account management system? Will customer accounts need specific role-based permissions, or is it a uniform experience for all users?
A: Uniform experience for all users.

Q: Is there a preferred payment gateway or existing payment processor for the online payment system, or will recommendations be accepted.
A: Recommendations will be accepted.

Q: Can you clarify the disaster recovery requirements? Are daily backups sufficient, or are there other recovery point objectives (RPO) and recovery time objectives (RTO) that must be met?
A: The new website must include simple and automated backup and restoration capabilities.

Q: Will the District provide hosting?
A: Yes.

Q: How many staff members will require post-launch training, whether in-person or virtual?
A: Up to 4

Q: Should comprehensive documentation be provided alongside the training?
A: Yes. It would be helpful but is not required.