

1. **Budget:** Has a budget already been approved and allocated for this RFP? If so, is the City able to share the anticipated budget range for the website redesign, implementation, hosting, and ongoing support?

- No.

2. **Implementation & Go-Live Timeline:** We understand that implementation timelines can vary by vendor and approach. Does the City have an ideal or anticipated go-live date for the new website? Understanding the City's preferred timeline will help us provide a more accurate implementation plan and proposed completion date in our response.

- We are open to options that you would like to present consistent with the industry norm.

3. **Resident Accounts / My Dashboard:** The RFP references a "My Account/My Dashboard" experience and the ability to integrate single sign-on. Could you provide some additional context around how the City envisions residents using this dashboard? For example, would this primarily serve as a central location for residents to access services such as utility payments, facility reservations, forms, or other City resources? Additionally, is the City open to integrating third-party systems for these services, or is the expectation that these capabilities be native to the proposed CMS?

- Yes for the first portion of your question and examples, and per the second portion the City is open to integrating third party systems.

4. **Facility Reservations:** The RFP mentions the ability for residents to make facility reservations online while noting that reservations are currently handled in person at City Hall. Is online facility reservation functionality expected as part of the initial website implementation, or is this functionality the City would like the ability to introduce in the future?

- In the future.

5. **Employment / Online Applications:** The RFP references the ability to post employment opportunities and allow residents to submit job applications through the website. Is the City looking for a full applicant tracking/HR system as part of the website solution, or would a dedicated Careers/Employment section that allows applicants to view openings and apply through an online form, submit a resume, download an application, or connect to a third-party HR platform meet the City's needs?

- A dedicated career employment section to view and submit items.

6. **Essential vs. Non-Essential Features:** Section 4 states that essential features are required while non-essential features are preferred but not necessary for a proposal. Could the City clarify which of the listed tools and functionalities are considered non-essential or preferred? As currently written, it is not clear which requirements fall into the non-essential category.

- Refer back to RFP.

7. **Technical Assistance & Ongoing Support:** Section 8 asks vendors to identify a period during which technical assistance will be provided following completion of the redesign. Is the City referring specifically to a post-launch support/warranty period, or is the City looking for vendors to propose ongoing technical support and maintenance as part of the annual hosting relationship?

- A post launch warranty support period.