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February 19, 2024

From: Trina Erickson, Project Coordinator & Nate Torres, City Administrator, City of Viroqua
To: Interested Vendors for Website Redesign Services
Re: Questions and Answers regarding the Request for Proposals (RFP) for Website Redesign Services for the City of Viroqua, Wisconsin. RFP disbursed Thursday, February 1, 2024.

The following questions were submitted on or before Friday, February 16, 2024. The corresponding responses seek to answer the questions to the best of the City's ability.

- 1. For the multilingual aspect, are you looking for a quick Google translate feature or something that has been professionally reviewed and updated by a native speaker?**
 - a. Google translate feels appropriate but we're open to other options.
- 2. Is 24/7 support or a chat feature a requirement?**
 - a. We would ask you to identify in your proposal how you handle emergency support. In lieu of 24/7 support, what options are available to your clients.
- 3. In lieu of daily back-ups and taking files off-site, everything we offer is cloud based. Does this meet the requirement?**
 - a. We're open to discussing alternative options and exploring recommendations.
- 4. What is your budget for this project?**
 - a. The project budget is \$20,000.
- 5. How many people will use the content management system and manage your website in total?**
 - a. Our preference is 6-8 employees. However, we're open to hearing about best practices for content management.
- 6. How many pages does your current site have?**
 - a. 14 pages
- 7. How many page templates or types will you need in your new website?**
 - a. 6-7 pages
- 8. Do you have login credentials for your current site?**
 - a. Yes, we do.

9. Where is your site hosted now?

- a. GoDaddy

10. Who owns or where do you have your domain registered?

- a. GoDaddy

11. Do you need email hosting included in this quote or will that stay as is?

- a. Yes, we will need email hosting included in the quote.

12. Agenda Management: Upload existing, create new, categorize, approve, and manage meeting agendas. What do you mean by approve agendas?

- a. It would be beneficial if a meeting agenda template was built into the website but hidden from public view. Internally, staff and elected officials would have access to the template to create meeting agendas together. Once the agenda was finalized it could be approved and shared publicly.

13. Online Job Postings and Applications – Can you confirm that this is a full job plugin that you are looking for?

- a. Yes, we're seeking a full job plugin. Our goal is to streamline the hiring process for department heads and transition the employment application process to an online method only.

14. Employee portal - What is all included in the employee portal? Is a separate URL needed? Approximately how many employees do you have?

- a. The City of Viroqua employs 50 full-time staff with an additional 60-70 part-time staff, many of which are seasonal. The employee portal would contain access to the personnel manual, timesheet templates, employee announcements, and a FAQ page. A separate URL would not be needed.

15. Online Payments - It looks like you are using Payment Services Network for online payments, are you still planning on using that or would you like an alternative?

- a. We're committed to using Payment Services Network in the short term. If alternative options are available, we're very open to exploring them.

16. Online Reservation Software - What is being reserved with this? Are online payments required for these reservations? Are the reservations shown online anywhere?

- a. Online reservation software would be a tool used to reserve park shelters and our community room space. Yes, online payments would be required for the reservations. We envision the software displaying a 12-month calendar showing what dates/times are open when an individual visits the website to make an online reservation.

17. Push Notification App – Are you looking to be able to send notifications to individuals cell phones?

- a. We're exploring options to increase communication and awareness about city matters while measuring the cost benefit. We currently use Nixle as a notification tool to quickly alert residents of emergency situations.

18. Maps showing bike and pedestrian pathways and city parks with detailed information - Will this need to be developed also or do you already have these items created?

- a.** The maps showing bike and pedestrian pathways and city parks with detailed information have been created. We want the documents available on the city website for viewing and printing. The documents should be offered with a PDF option for ease of printing.