Frequently Asked Questions Concerning the Webpage RFP

1. Where can a vendor find the RFP?
   Answer: The RFP can be found on the City’s webpage, www.bettendorf.org and IonWave.

2. Can a proposal be submitted electronically?
   Answer: Vendors should submit three hardcopies of their proposal and mailed to the address listed on the RFP. All submittals must be addressed as specified as stated in the RFP no later than the submittal due date, at which time all submittals will be opened and read as a matter of public record. Electronic submittals will be disqualified.

3. Does the presentation to the City Council need to be physically in person or will Zoom presentations suffice?
   Answer: If finalists have reservations about Covid-19 exposure, or if one (or all) of the finalists are from out of town, we could make arrangements for them to Zoom in. In this situation we live in today, we have been operating with Zoom being considered “in-person”. Saying this, if at all possible, we would prefer vendors to be physically present to give their presentations.

4. RFP mentions WCAG 2.1 compliant. The current ADA requirement is 2.0, so are you all asking to be 2.1 compliant with the new website?
   Answer: If 2.1 compliant is available in the marketplace, yes it is a requirement.

5. RFP mentions a video front page capability and also video on 85% of interior pages. Is this a requirement?
   Answer: Video front page capability and video on 85% of interior pages are required.

6. RFP mentions “open source” CMS. Is that a requirement?
   Answer: Open source” CMS is a requirement.

7. RFP mentions April 6 awarded to the vendor and a launch date of August 2. This is four months for the vendors project management team. Is the four months a requirement?
   Answer: The contract will be awarded on April 6. It is our goal to launch the new webpage on August 2. If there is a reason to extend the launch date, it can be discussed and negotiated.

8. Is there a budget threshold for this project?
   Answer: Vendor’s proposal should indicate the projected cost of their web design. The City will select the best qualified vendor to work with on the project. The overall cost of the project will not be the deciding factor in the City’s decision.

9. Will the design of the webpage be handled by the vendor or will it be handled internally?
   Answer: The design will be handled by the vendor.

10. Do you expect vendors to do the copywriting for the webpage project?
    Answer: We anticipate that the City staff will do most of the copywriting.

11. Increasingly, smaller cities and counties are moving away from open source solutions in favor of solutions built specifically for government. Could you explain your desire to have an opensource solution.
    Answer: The City has past experience with closed source solutions, and it is the City’s desire at this time to have an open source solution that is not proprietary, and that continually has the benefit of solution updates and upgrades. We desire a fully transparent open source solution as well.

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12. If a firm promotes open standards (i.e. leveraging community input, content sharing capabilities, a platform that can be enhanced by designers/developers), would the City consider such a platform?

   Answer: At this time, we have issued the RFP and we intend to stay with the terms and conditions associated with that RFP.

13. If a firm can demonstrate a track record of ongoing innovation, new functionality, and a total cost of ownership over 3-5 years that is similar to opensource, would the City be open to such a proposal?

   Answer: The RFP has been formally approved and adopted by our City Council. Those terms will guide our process. We will review all proposals for accuracy and adherence to the criteria in the RFP. The City Council and our Communications Committee will review and make decisions that they feel in the City’s best interest.