

RFP Questions and Answers

1. Cloud-Based CMS Requirement - The RFP specifies a “cloud-based CMS” using a SaaS model. Can you confirm if platforms like Wix, Squarespace, or Webflow are acceptable? Or would a CMS hosted on a cloud-based server (e.g., WordPress on AWS or similar) meet the requirement as long as it follows a SaaS model and is vendor-managed?

It needs to be hosted in the cloud and the core system needs to be managed by the vendor. The City is not looking for a “Build it yourself” product like Wix or Squarespace.

2. "Designed for Government Use" - Is this phrasing meant to ensure the CMS meets specific compliance standards or frameworks (e.g., FedRAMP, CJIS, etc.), or does it simply refer to usability and functionality suitable for municipal staff and the public?

The phrase is more for usability and functionality.

3. 24/7 Monitored Services - The RFP notes that services must be monitored by support 24/7. Would the use of a third-party uptime monitoring and alert system meet this requirement, or is 24/7 human support expected?

The site can be monitored for uptime by an alert system. However, there needs to be support available to bring the site back online even if it goes offline overnight.

4. Site-Wide Emergency Messaging - Could you clarify your expectations for emergency notifications? Are you seeking a banner/message system integrated into the website only, or do you anticipate integration with SMS/email broadcast systems as well?

Emergency notifications would be a banner and email. The RFP includes email notifications for everyday items like events and news. This notification system would be sufficient for the Emergency Messaging.

5. Active Directory / Azure Active Directory Integration - Regarding user integration, could you clarify the intended use case? Are you expecting single sign-on (SSO) for internal city staff only, or broader AD integration for managing roles, content access, and permissions across the site? Or would just be a login portal link via the website?

SSO is requested for employee login to the website admin portal. All other security permissions can be done through the website product.