

Bidder's Conference Minutes

RFP- Youth Services

3/6/2026 10:00 AM – 10:40 AM

ON CALL:

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Kim reviewed elements from RFP including components to be performed. She also addressed questions to include those sent by email prior to Bidder's conference. These questions were answered to the best of our ability and are included here.

All Questions listed are answered to the best of our ability. We are not experts in this field. Some answers are provided by our Incumbent Vendor.

Current Website & Technical Environment (Word Press)

What CMS/platform is the current website built on and what version is currently running?

WordPress version 6.9.1

Who hosts the website and what type of hosting environment is used? **This should be included in the contract proposal, Hosting Platform – Managed WordPress Platform – hosting built and specifically optimized for WordPress sites.**

Is there an incumbent vendor? If so, what are the primary gaps or challenges with the current arrangement? **There is an incumbent vendor. There are not necessarily gaps or challenges, we are required to put this contract out for new proposers every 3 years.**

Is technical documentation (architecture, admin access, integration details) available? **-We do not know and the – Incumbent provided this information – they have a full health report on the site, but it will look like it is meant for a developer.**

Approximately how many pages and average monthly updates are expected? **38**

Scope of Maintenance & Support (We update pages, events, blogs – we are definitely end user), you provide initial training and we reach out when we have issues. No historical data but tickets per month are minimal once we are trained.

Are hosting/server management responsibilities included in scope? **Yes**

What are the expected turnaround times (SLAs) for minor updates, major changes, and emergency issues? **Emergency turnaround times should be 1 business day, We typically do minor updates in house, major changes should be discussed and agreed upon before the work begins.**

Based on historical data, could you please share the approximate number of tickets raised per month related to content updates and graphic services? **We don't have a ticketing system, but we are currently billed for 2 hours a month of work.**

Can you please confirm any development and enhancements task are not part of the project scope? **This can be part of the proposal, but please separate out the development and enhancement tasks from the maintenance tasks and state if you are willing to do one without the other.**

Third-Party Integrations (No but we do integrate to Paypal via a link, Premier Virtual via a link)

What third-party systems are currently integrated (e.g., job boards, CRM, email marketing, event systems, state workforce portals)? **There is a form for sign ups, Paypal is integrated, and the calendar of events. We do not know of others.**

Are APIs currently in use, and is documentation available? **There are connections to third party services like PayPal via official plugins, so technically that might be considered an API.**

Who owns and manages third-party contracts and subscription costs? **I believe that SWN does**

Paid Modules / Premium Plugins (No, not to our knowledge. We manage renewals)

1. Is there a list of currently used premium plugins/modules and their renewal costs?

Response from Incumbent: There are professional plugins on the site and the licenses are covered through out developer licenses since we are on a support retainer with the client.

Are licenses owned by SWN or the incumbent vendor? **I believe by the vendor**

Should proposers include licensing costs in their pricing, or will SWN manage renewals directly? **You can propose either way. If you plan for SWN to manage renewals directly, please include estimated costs.**

Accessibility & Compliance (No, but we understand there may be a new alt text we need to comply with -New 2026 ADA requirements and WCAG 2.1 Level AA standards mandate that website alt text must be concise, descriptive, and accurately convey the image's purpose to users with disabilities.)

Has a recent accessibility audit been conducted? If so, can the report be shared? **No**

What WCAG compliance level is required (e.g., WCAG 2.1 AA)? **See above**

Is remediation of existing non-compliant content required? **Yes**

Analytics, SEO & Reporting (We do not currently do this but would like to know how)

Is Google Analytics (GA4) currently configured and what KPIs are tracked? **No, see above**

Are ongoing SEO improvements and performance reporting expected as part of maintenance? **Not required, but interesting to us**

Training & Knowledge Transfer (Atleast two but possibly three)

How many staff members require training and what is their technical proficiency? **2 or 3, they are doing most of the day to day maintenance currently and over the last several years.**

Is training expected to be virtual, in-person, recorded, or supported with documentation/manuals? **Virtual training, documentation would be nice, does not have to be written, can be links to documents or to videos demonstrating things.**

Budget & Contract Structure (No Budget in place look at our website and provide your best estimate based on things you see that need addressed and noting that we are definitely end users).

Is there an allocated budget range for this engagement?

Is SWN expecting a fixed annual retainer, hourly rate structure, or hybrid pricing model? **I think that an annual retainer or hybrid model would be best.**

Communications Products Scope (We have a Communications Specialist on-site so we do our own products).

Beyond website maintenance, what specific communications products are expected (e.g., newsletters, graphics, email campaigns, print materials)? **No**

Can the services under this contract be performed remotely? If remote work is permitted, can it be performed outside the United States (e.g., from India)? **Yes, work can be performed remotely. Please see Attachment VII Certification Regarding Buy American Provision, all proposals must comply.**

Does SWN currently provide and manage the website hosting environment, or is the contractor expected to include hosting services as part of the scope? **We provide, don't manage. Current contract includes domain hosting and subdomain hosting**

If hosting is required, does SWN have any preferred hosting platforms, and would SWN consider a managed hosting solution such as Acquia, provided it meets all stated security, performance, and compliance requirements? **We are familiar with Word Press and prefer to stay with it.**

The RFP scope references both website design and website maintenance. Can SWN confirm whether website development (such as new functionality, feature enhancements, or code-level changes) is included as part of the scope? **Please include \$ for enhancements and maintenance as separate costs**

If development is included, can SWN also confirm whether the website is expected to remain on the current CMS platform (WordPress) for the duration of the contract, or if SWN would consider Drupal as an alternative CMS, provided it meets all accessibility, security, and performance requirements? **WordPress**

Approximately how many total pages are currently on the SWN website? **38**

Are the majority of pages static informational content, or do they include dynamic or interactive elements such as forms, integrations, or embedded tools? **Do include forms.**

Can SWN provide guidance on the expected volume and frequency of website maintenance requests (e.g., content updates, graphics changes, troubleshooting) during a typical month? **We have never kept track of this but maybe 2-5 per month is a lot.**

Are there any defined or preferred response time or turnaround expectations for routine maintenance requests versus urgent or time-sensitive updates? **Depends on situation.**

Does SWN expect the contractor to provide proactive recommendations or enhancements beyond routine maintenance during the contract term? **We look forward to recommendations.**

Does SWN anticipate ongoing creation or modification of graphics as part of maintenance activities? **Possibly.**

Are existing brand guidelines, style guides, and design assets available for use by the contractor? **Yes.**

Beyond maintaining compliance with Section 508, Section 188, and the Steven's Amendment, does SWN expect periodic accessibility testing, reporting, or documentation during the contract term? **Yes.**

Should all new content, documents, graphics, and updates performed under this contract be assumed to require full accessibility validation prior to publication? **Yes, especially since this is something new.**

Approximately how many SWN staff members will require CMS access, and are there multiple user roles or permission levels that need to be supported? **3 all the same permission level**

What level of CMS training is expected under this contract (e.g., initial onboarding only, refresher sessions, documentation, recorded training)? **Refresher, documentation, recorded are all encouraged.**

Can SWN confirm the preferred training format (virtual or in-person) and the approximate number of staff expected to participate in CMS training? **Virtual at least 2.**

Is there a specific format for pricing? **See RFP.**

Can the offeror provide pricing in our own format in MS Excel? **Yes, in statement of work.**

Should pricing be structured as fixed annual pricing or hourly billing? **Hourly**

Approximately how many hours per month of maintenance does SWN expect? **1 – 2 hours per month**

Are maintenance services expected to include content updates, technical fixes, or both? **Yes**

Is website hosting included in this contract or managed by SWN separately? **In contract we currently have domain hosting and subdomain hosting in our contract**

Should staff training for managing website content be included in the proposal price? **Yes**

If so, how many training sessions should vendors budget for? **One initial will come with questions.**

What payment schedule does SWN prefer (monthly, quarterly, milestone)? **Monthly**

Is payment based on deliverables or time worked? **Deliverables ?**

Is there a maximum annual budget cap for this project? **Put forth your best price.**