Request for Proposals (RFP): *Web Hosting Services*

Questions and Answers

Q: What kind of response/resolution time are you looking for? We offer several levels for resolving (availability related incidents/critical), like during business hours, business days and 24/7. Keep in mind that these are based on the *** time zone.

A: We're looking for business hours response times. You can include options for expanded levels of support if you like as well.

Q: The RFP sets an upper limit of 40 hours a year for creating or adding webpages. Should these be reserved hours? Without an annual commitment on the number of hours we're unable to provide any guidance on when we will be able to resolve non-critical issues, meaning these will be resolved on a best-effort basis.

A: Reserved hours is fine. This item is open for proposers to suggest the model they prefer.

Q: Should we include the PAWR migration cost in the RFP response?

A: US Ignite suggests including the PAWR migration in the estimate; however, it is not a requirement. For background, the PAWR website is a Bitnami install of WordPress running in AWS lightsail right now. There will be no custom plugins or anything of that nature. Later this year there will be an opportunity to bid on redesigning the PAWR website.

Q: Item 5 lists "simple change requests to site look and feel" and "core or plugin configuration." Is it possible to provide some quick examples of what "simple" requests entail here?

A: Simple change requests may include, but are not limited to the following:
- *Configuring filters for custom content types*
- *Updating permalink settings*
- *Embedding a zoomable map script into a page*
- *Removing header graphics*
- *Adjusting overall styling & spacing*

Q: Item 9 lists "advis[ing] on site strategy and updates." Our question here is essentially the same as for Item 5: is it possible to give some examples of what "strategy" includes here?

A: Advising on site strategy and updates may include, but are not limited to the following:
- *Advising for enhancing Search Engine Optimizations*
- *Using data from Google Analytics and other sources to make informed website edits/adjustments*
- *Providing guidance on key news pieces and site webpages to highlight on the home page*
- *Analyzing whether a specific web page accomplishes what it's intended to, and if it's clear the visitor is getting what they need out of the web page.*