

WORKFORCE SOLUTIONS CAPITAL AREA WORKFORCE BOARD
REQUEST FOR PROPOSALS FOR
Website Redesign, Hosting and Maintenance

Q&A RESPONSE

Posted 3/14/25

1. QUESTION:

"We seek clarification on whether being in Bangalore, India, would allow us to submit our bid and if the development work can be executed remotely from Bangalore, or if onsite development is required."

○ **WFS Response:**

WFS is required to adhere to the Texas Workforce Commission Contractor Guidelines for Security. Which state in section 2.11.1 Geographic Restrictions for Data Access - Restrict the geographic location of its board staff information systems that receive, process, store, or transmit state and federal data to areas within the United States. The United States is defined for purposes of this policy as all 50 states and the District of Columbia. Therefor all data and work product shall be created, stored and processed within the United States and the District of Columbia.

2. QUESTION:

"What is the approximate budget allocated for this project?"

○ **WFS Response:**

Proposals will compete for an award, with the final amount to be negotiated based on the availability of funds and the quality of proposals. Proposers are required to complete the Budget Form (Attachment J) with detailed pricing for website redesign, content delivery review, hosting, ongoing maintenance, and any additional services.

3. QUESTION:

"Are we allowed to perform remotely or offshore?"

○ **WFS Response:**

WFS is required to adhere to the Texas Workforce Commission Contractor Guidelines for Security. Which state in section 2.11.1 Geographic Restrictions for Data Access - Restrict the geographic location of its board staff information systems that receive, process, store, or transmit state and federal data to areas within the United States. The United States is defined for purposes of this policy as all 50 states and the District of Columbia. Therefor all data and work product shall be created, stored and processed within the United States and the District of Columbia.

4. **QUESTION:**

"Page 4/5 under Eligible Proposers states,

Proposer must have the necessary technical competence, skills and professional judgment to accomplish the work solicited in the RFP. Proposer must be experienced in working with non-profit, governmental, and quasi-governmental organizations.

Proposer must be legally authorized to provide legal services in the State of Texas.

Please confirm the requirement for providing legal services in the State of Texas.

- **WFS Response:** *This statement was made in error and was removed from this section as detailed in ERRATUM 1, posted March 10, 2025.*
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5. **QUESTION:**

"Will you be attaching the winning vendor's RFP response to your form contract, or will the winning vendor have an opportunity to negotiate a scope of work to be attached to your form contract?"

- **WFS Response:** *Parts of the proposal may be included in the agreement, such as the scope of work or relevant signed certifications. The selected proposer be notified of selection which will initiate the contract negotiations.*
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6. **QUESTION:**

"Can you please explain this statement a little more? 'Deliver a complete backup and copy of the final site to Workforce Solutions.' Would a Cloud backup solution suffice for this request?"

- **WFS Response:**
A cloud backup solution may be acceptable as long as it provides Workforce Solutions with full access to download and restore the site independently if needed. However, to ensure compliance, it's recommended that the backup be delivered in a format that allows for local storage or migration, such as a downloadable archive (e.g., a full WordPress backup including database, media, plugins, and themes). The vendor should clarify their proposed backup approach in the proposal to confirm alignment with Workforce Solutions' expectations.
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7. **QUESTION:**

"Our crawl of your current website returned several landing pages for Impact Reports from 2020 and 2022 in addition to a 2023 Hire Local Report. Do you want the selected vendor to migrate these pages with previous years' reports to the new website?"

○ **WFS Response:**

We anticipate a need to identify pages/posts to deprecate before beginning any migration, such as older landing pages. A possible solution could be simply uploading PDF versions of reports as posts and deleting marketing landing pages.

8. **QUESTION:**

"The Scope of Work specifies that the proposed solution should include Stakeholder Journey Mapping to align content with stakeholder needs.

a. Are you interested in conducting Stakeholder Interviews to identify those needs?

b. If so, how many stakeholders would be involved?"

○ **WFS Response:**

a. Yes, we would be interested in stakeholder interviews.

b. The amount of stakeholders is to be determined but is based on vendor's proposal. However, we would lean toward small groups. It's generally difficult to get our clients to participate in things like this, but we also have professional partners such as training providers/career advisors, employer partners, and childcare providers.

9. **QUESTION:**

"What is the total CPU, storage (TB), and memory allocations for the application?"

○ **WFS Response:**

Proposers should recommend appropriate server specifications based on the website's traffic (nearly 100,000 active users annually), the number of plugins, and performance requirements.

10. **QUESTION:**

"[Contractor's Name] requires a WAF (Web Application Firewall), either by an external proxy such as CloudFlare or an ingress-based solution such as ModSec. What is your preference?"

○ **WFS Response:**

Proposers should recommend the most effective WAF solution based on security, performance, and integration with WordPress while ensuring compliance with the cybersecurity requirements outlined in Exhibit 3 – Security Management and Texas Cybersecurity Framework.

11. **QUESTION:**

"In addition to uptime, do you have RTO and RPO targets?"

○ **WFS Response:**

The Scope of Work includes:

- *Rapid recovery solutions as part of ongoing support and maintenance.*
- *Scheduled backups (web files and database).*
- *Disaster recovery measures for hosting.*

Proposers should recommend appropriate RTO and RPO targets based on industry best practices and Workforce Solutions' uptime and recovery needs.

12. **QUESTION:**

“We’d like to understand your ADA compliance needs better. Could you share any details about your site’s current level of compliance and any ongoing efforts to maintain it? Our designs follow ADA guidelines, and we perform an accessibility scan before launch to identify potential issues—would this meet your needs? If a more in-depth review is required, we also offer comprehensive manual testing, though this is a more involved process with additional costs. Let us know your requirements and desired spend for ADA.”

○ **WFS Response:**

The redesigned website must comply with WCAG 2.0 AA standards and Federal 508 accessibility requirements as outlined per the Texas Workforce Commission. These standards apply to state-funded websites, online services, and applications.

The Texas Workforce Commission (TWC) WCAG 2.0 AA Standards and Federal Section 508 Accessibility Requirements both aim to ensure that digital content is accessible to individuals with disabilities. Below is a breakdown of each:

Texas Workforce Commission (TWC) WCAG 2.0 AA Standards

TWC follows the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, which are part of the Texas Administrative Code, Chapter 206 and 213, aligning with state digital accessibility policies.

Key WCAG 2.0 AA Requirements

Perceivable:

- Provide text alternatives for non-text content.
- Ensure content is adaptable and distinguishable (e.g., sufficient color contrast, text resizable without assistive technology).

Operable:

- Make all functionalities available via keyboard.
- Provide users enough time to read and interact with content.
- Avoid content that may cause seizures (e.g., flashing elements).

Understandable:

- Use clear, predictable navigation.
- Ensure input fields have proper labels and error identification.

Robust:

- Ensure compatibility with assistive technologies such as screen readers.

13. **QUESTION:**

“Can you please help us understand your current Accessibility Tools & Alt Text Finder plugins?”

- **WFS Response:**

The RFP lists "Accessibility Tools & Alt Text Finder" as one of the currently used WordPress plugins being used. Any plug-in proposed should assist with ADA compliance by:

- *Identifying and correcting missing alt text for images.*
- *Providing contrast adjustments, text resizing, and keyboard navigation improvements.*
- *Scanning for common accessibility issues.*

If your team offers alternative or enhanced accessibility solutions, you may recommend them in your proposal, ensuring they align with WCAG 2.0 AA and Federal 508 standards as required in the RFP.

14. **QUESTION:**

"Can you provide more information about the website's user experience and any feedback you have received from users?"

- **WFS Response:**

We have never formally conducted user experience feedback.

15. **QUESTION:**

"What is your budget for this project?"

- **WFS Response:**

Proposals will compete for an award, with the final amount to be negotiated based on the availability of funds and the quality of proposals. Proposers are required to complete the Budget Form (Attachment J) with detailed pricing for website redesign, content delivery review, hosting, ongoing maintenance, and any additional services.

16. **QUESTION:**

“Can you provide any insights into the makeup of your team that handles updates and content for the site?”

○ **WFS Response:**

Currently the Communications team has knowledge/skill to update WordPress (create pages, create posts, work with plugins, etc). However, only one of the team members has advanced design/WordPress/HTML/CSS experience to work in the current Divi platform.

17. **QUESTION:**

“Is there a target launch date in mind?”

○ **WFS Response:**

Target launch is ideally September 30, 2025.

18. **QUESTION:**

“Why is the Board issuing this RFP at this time?”

○ **WFS Response:**

As noted in the RFP, we are seeking a “comprehensive web hosting solution that supports the WordPress CMS, includes only necessary plugins for enhanced functionality, and ensures the security and ongoing maintenance of the website.”

19. **QUESTION:**

“Is there a not-to-exceed budget for this assignment?”

○ **WFS Response:**

Proposals will compete for an award, with the final amount to be negotiated based on the availability of funds and the quality of proposals. Proposers are required to complete the Budget Form (Attachment J) with detailed pricing for website redesign, content delivery review, hosting, ongoing maintenance, and any additional services.

20. **QUESTION:**

“Who currently performs website design and content updates? Who currently performs website hosting, support, and maintenance?”

○ **WFS Response:**

Currently the Communications team has knowledge/skill to update WordPress (create pages, create posts, work with plugins, etc). However, only one of the team members has advanced design/WordPress/HTML/CSS experience to work in the current Divi platform.

Workforce Solutions Capital Area is seeking a single contractor to handle website redesign, hosting, maintenance, and ongoing support, as outlined in Section I – Scope of Work of the RFP.

21. **QUESTION:**

“Approximately how many webpages/how much data does the current Workforce Solutions website have?”

○ **WFS Response:**

Currently, there are over 100 pages, but we anticipate a need to identify pages/posts to deprecate before beginning any migration, such as older landing pages and unused pages.

22. **QUESTION:**

“Does the Board intend for all existing webpages/content to be part of the redesign?”

○ **WFS Response:**

We anticipate a need to identify pages/posts to deprecate before beginning any migration, such as older landing pages and unused pages.

23. **QUESTION:**

“Has any recent user research been conducted for the Workforce Solutions website? If yes, will the Board share those findings/reports?”

○ **WFS Response:**

We have never formally conducted user experience feedback

24. **QUESTION:**

“Please confirm which is correct: Section IV – Proposal Response Requirements, D. Proposal Validity Period (RFP, p. 10) states, “Each proposal will remain valid for the Board’s acceptance for a minimum of one hundred twenty (120) days after the submittal deadline, to allow for evaluation, selection and Board action, if applicable.” However, Attachment B – Certification of Proposer (RFP, p. 16) states, “The proposal is a firm offer for a minimum of 90 days.””

○ **WFS Response:**

All proposals will remain valid for one hundred twenty (120) days. An Erratum 3 will be posted on March 14, 2025 to correct this error.

25. **QUESTION:**

“Section IV – Proposal Response Requirements, E. Proposal Narrative, b. Cost (RFP, p. 11) asks vendors to identify the standard hourly rate/fee for all personnel that will provide services under the contract. The personnel listed (i.e., attorneys, paralegals, stenographers, secretaries, legal researchers) do not align with this assignment/scope of work. Will the Board provide the acceptable labor categories it expects vendors to provide hourly rates/fees for—or are we free to identify the personnel necessary for this assignment, even if they differ from those described in the RFP?”

○ **WFS Response:**

You are correct that the listed personnel categories (attorneys, paralegals, stenographers, etc.) do not align with the website redesign, hosting, and maintenance scope of work. This appears to be a clerical error and is addressed in ERRATUM 1, posted March 10, 2025.

Vendors are free to identify the personnel necessary for this assignment, even if they differ from those described in the RFP. The Board expects proposers to outline relevant labor categories (e.g., web developers, designers, project managers, content strategists, security specialists) and provide standard hourly rates/fees accordingly.

26. **QUESTION:**

“Does the Board have an expected launch date for the redesigned website? If yes, what is the driver for this deadline?”

○ **WFS Response:**

Target launch is ideally September 30, 2025. The main driver is aligning with our fiscal year end date.

27. **QUESTION:**

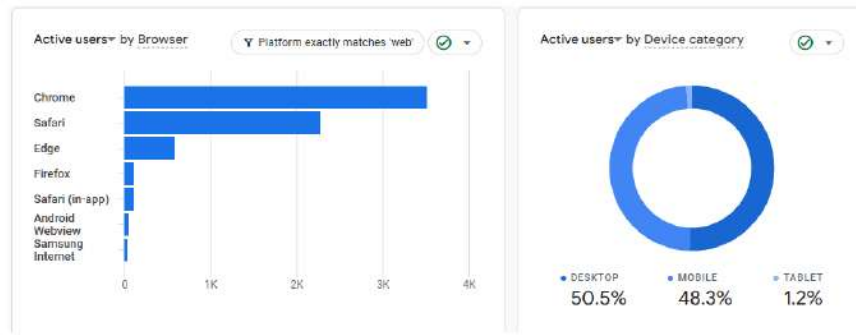
“Mobile Traffic - What percentage of your total traffic currently comes from mobile devices, if known?”

○ **WFS Response:**

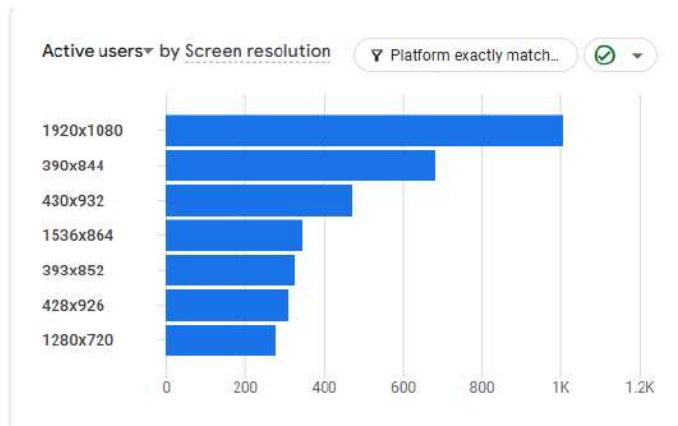
Device Breakdown listed below.

Device Breakdown:

1. Users by Browser and Device:



2. Users by Screen Resolution:



28. **QUESTION:**

“Site Structure - How many total pages (including hidden or non-public pages) does your current website have?”

○ **WFS Response:**

Currently, there are over 100 pages, but we anticipate a need to identify pages/posts to deprecate before beginning any migration, such as older landing pages and unused pages.

29. **QUESTION:**

“Launch Date - Aside from the initial contract period mentioned (April 28–September 30, 2025), is there a specific event or deadline driving the new website’s launch date?”

○ **WFS Response:**

Target launch is ideally September 30, 2025. The main driver is aligning with our fiscal year end date.

30. **QUESTION:**

“Resources - Besides the filterable reports and event calendar mentioned in the RFP, are there additional resources (e.g., videos, interactive tools, special documents) that you want to feature on the website?”

○ **WFS Response:**

Nothing outside of functionality already on our site and functionality of plugins listed in RFP.

31. **QUESTION:**

“Training - Beyond the ‘well-documented instructions for site updates’ noted in the RFP, would you like formal training sessions (on-site or virtual) for your staff to manage content and updates?”

○ **WFS Response:**

A recorded virtual training upon launch would be ideal.

32. **QUESTION:**

“Future Growth - Do you anticipate any major expansions in scope or functionality—such as new services, user communities, or content sections—that the redesigned site should be prepared to accommodate?”

○ **WFS Response:**

No. We generally only have typical page updates (e.g., adding/revising sections) and new page creation (promo kits, landing pages, etc.) where templated options suffice.

33. **QUESTION:**

"In-House Resources - Could you share what internal technical resources or IT staff you have, so we understand how best to collaborate and support your team?"

○ **WFS Response:**

The following resources will be assigned to this project:

- (1) Comms/Marketing personnel*
- (2) IT personnel*

However, the selected vendor will be responsible for providing comprehensive website hosting, maintenance, and support, ensuring high availability, performance, security, and ongoing technical updates (RFP, Section I – Scope of Work).

Vendors should assume full responsibility for these services and propose a collaboration model that ensures seamless communication and support for Workforce Solutions' team.

34. **QUESTION:**

"Is there a current vendor managing your website? If so, who is it, and how long have they been engaged?"

○ **WFS Response:**

The current vendor is not included in the RFP process for redesign as their contract is expiring.

35. **QUESTION:**

"How many user roles or permission levels do you currently have (e.g., Super Admin, Admin, Content Creator, Content Approver)? Do you envision changing these roles in the redesigned site?"

○ **WFS Response:**

WFS requires the following user types.

- *Super Admin (1)*
 - *Admin (2)*
 - *Content Creator (2)*
-

36. **QUESTION:**

“Could you share approximate past expenditures (budget ranges) for annual support, hosting, and maintenance so we can better align our pricing?”

○ **WFS Response:**

No. Proposals will compete for an award, with the final amount to be negotiated based on the availability of funds and the quality of proposals. Proposers are required to complete the Budget Form (Attachment J) with detailed pricing for website redesign, content delivery review, hosting, ongoing maintenance, and any additional services.

37. **QUESTION:**

“What are the current server specifications (storage, bandwidth, CPU/RAM capacity) for your existing hosting environment?”

○ **WFS Response:**

The following are the current server specifications:

- *Bandwidth: 10TB Monthly Transfer*
 - *CPU: 8 Cores*
 - *RAM: 8 GB*
 - *Storage: 150GB*
-

38. **QUESTION:**

“Are you open to a fully cloud-based hosting solution (e.g., AWS, Azure, Google Cloud), or do you have a specific hosting provider preference?”

○ **WFS Response:**

The preferred hosting provider will provide a secure, scalable hosting with high availability, performance, and security for the WordPress CMS (RFP, Section I – Scope of Work). Vendors are encouraged to propose the best hosting solution, which may include fully cloud-based options such as AWS, Azure, or Google Cloud, as long as it meets the Board’s security, uptime, and disaster recovery requirements.

39. **QUESTION:**

“Have you experienced notable traffic spikes (e.g., during job fairs or major announcements)? If so, do you have any metrics or peak traffic data that would help us plan for scalability?”

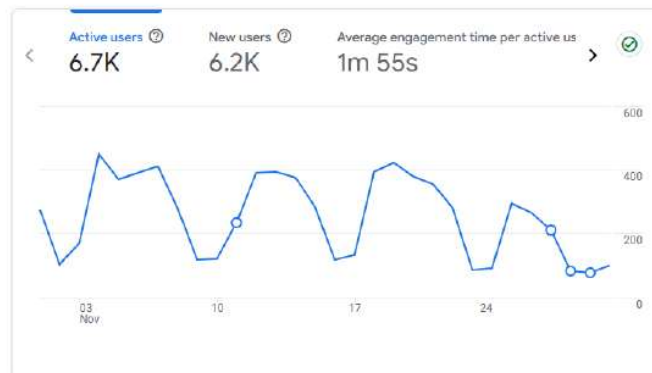
○ **WFS Response:**

We have Google Analytics below is a snapshot for November, .

Google Analytics

The following data has been pulled from Google Analytics for the month of November:

- **Number of Users: 6,700**



- **Top 3 Visited Pages:**

Job Search Training was the 2nd most visited page aside from the landing page.

Page title and screen name	Views	Active users	Views per active user	Average engagement time per active user	Event count	Key events	Total revenue
Total	18,230 100% of total	6,685 100% of total	2.73 Avg 0%	1m 55s Avg 0%	46,759 100% of total	0.00	\$0.00
1 Workforce Solutions Capital Area – Connecting People to Jobs	4,139	2,755	1.50	2m 07s	12,805	0.00	\$0.00
2 Job Search & Training – Workforce Solutions Capital Area	1,751	1,068	1.64	58s	3,584	0.00	\$0.00
3 For Parents – Workforce Solutions Capital Area	1,562	1,029	1.53	52s	3,617	0.00	\$0.00
4 Childcare – Workforce Solutions Capital Area	1,155	815	1.42	36s	3,307	0.00	\$0.00
5 Contact – Workforce Solutions Capital Area	851	523	1.63	1m 05s	1,812	0.00	\$0.00
6 Events Archive – Workforce Solutions Capital Area	622	356	2.31	1m 24s	1,782	0.00	\$0.00
7 Job Fairs & Hiring Events Archives – Workforce Solutions Capital Area	809	441	1.83	39s	2,340	0.00	\$0.00
8 Targeted Occupations & Industries – Workforce Solutions Capital Area	696	322	2.16	1m 29s	1,991	0.00	\$0.00
9 Apprenticeships Now! – Workforce Solutions Capital Area	498	319	1.56	37s	1,119	0.00	\$0.00
10 Getting Back To Work: Career Information Session and Job Fair – Workforce Solutions Capital Area	455	278	1.64	35s	962	0.00	\$0.00

40. **QUESTION:**

“Is there an existing SEO strategy or ongoing SEO efforts (beyond using Yoast) that we should maintain or improve?”

○ **WFS Response:**

We do not have an SEO strategy.

41. **QUESTION:**

“Could you outline any recurring issues, or pain points you faced in the last contract year regarding hosting, maintenance, or site performance?”

○ **WFS Response:**

Regarding website, maintenance issues were minimal (rare performance issues, plugin troubleshooting with theme author after an update it didn't agree with, etc.)

42. **QUESTION:**

“Alongside the content audit and optimization mentioned in the RFP, do you require new copywriting services or editorial assistance for ongoing updates?”

○ **WFS Response:**

No ongoing copywriting services or editorial assistance is needed as this is handled in-house.

43. **QUESTION:**

“Are there any websites or design styles you admire or would like us to use as reference points for look and feel?”

○ **WFS Response:**

We can provide inspo to our chosen vendor, but the sites will generally be modern, clean, easy UX, with attention to detail with typography/design. In other words, customer-centric design.

44. **QUESTION:**

“Beyond the stated requirement for responsive and multi-browser support, are there any specific browsers, versions, or devices (e.g., mobile OS, tablets) critical to your user base?”

○ **WFS Response:**

Not known.

45. **QUESTION:**

“Aside from Gravity Forms and HubSpot integrations noted in the RFP, are there additional platforms (like an LMS or CRM) that the new site should connect to?”

- **WFS Response:**
Not at this time.

46. **QUESTION:**

“Besides the Monarch Plugin for social sharing, would you like to incorporate advanced social media features or digital marketing integrations (e.g., campaign tracking, social logins)?”

- **WFS Response:**
We historically have not focused on this internally due to Communications department size/bandwidth, so it would not be a priority to us.

47. **QUESTION:**

“The RFP specifically mentions Spanish and Vietnamese. Do you anticipate any other languages, or is the scope limited to English, Spanish, and Vietnamese?”

- **WFS Response:**
These three languages are required for translation by the Texas Workforce Commission. Our current solution is a Google Translate plugin that allows the selection of these languages.

48. **QUESTION:**

“You mention WCAG 2.0 AA compliance and Section 508. Do you have any internal accessibility testing process or third-party audits we should be aware of?”

- **WFS Response:**
Please refer to the response to Question #12.

49. **QUESTION:**

“Since Wordfence is already in place, do you have any in-house security solutions, monitoring tools, or incident response protocols that we should integrate or complement?”

- **WFS Response:**
The selected vendor will be responsible for implementing robust security measures, including quarterly security audits, malware scanning, intrusion detection, and backup recovery solutions (RFP, Section I – Scope of Work). Vendors should propose security solutions that align with these requirements and integrate with existing tools as needed. WFS will coordinate with selected vendor as WFS conducts vulnerability scanning and pen-test on a regular basis.
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50. **QUESTION:**

“The RFP references quarterly security audits and real-time protection. Would you prefer monthly security check-ins or an on-demand approach, and do you have an internal review/approval process for site updates?”

○ **WFS Response:**

Vendors should propose a security and update management plan that aligns with best practices while ensuring minimal downtime and maximum protection. Workforce Solutions Capital Area prefers monthly security check-ins if possible, and update notifications should be submitted via email in advance to ensure updates do not interfere with general operations.

51. **QUESTION:**

“Are there specific Recovery Time Objectives (RTO) or Recovery Point Objectives (RPO) you want us to meet, beyond the ‘guaranteed uptime and disaster recovery measures’ mentioned in the RFP?”

○ **WFS Response:**

Best Practices for RTO (Minimizing Downtime)

RTO Goals: 1–4 hours

Implement Auto-Failover & Redundancy: Have a backup server or cloud-based solution ready to take over if the primary server fails.

24/7 Monitoring & Alerts: Use tools to detect failures immediately and notify WFS.

Disaster Recovery Plan (DRP): Have a documented step-by-step process for restoring the site quickly.

Best Practices for RPO (Minimizing Data Loss)

RPO Thresholds: 1–6 hours

Automated Backups:

Real-time or incremental backups.

Hourly or daily backups.

Offsite/cloud backups (AWS S3, Azure, Google Cloud).

Database Replication: Ensure database transactions are continuously synced to a secondary server.

Version Control & Rollback: Maintain versioned backups for restoring specific points in time.

Aligning RTO/RPO with Hosting & Maintenance

A hosting provider with 99.9% uptime guarantees and disaster recovery capabilities.

Provide your Service Level Agreement (SLA) with defined RTO/RPO metrics.

Regularly test backup restoration to ensure data integrity and recovery speed and provide WFS evidence of test and success restores.

52. **QUESTION:**

“Apart from Google Analytics reports, are there particular KPIs or analytics tools you use (e.g., Hotjar, Mixpanel) to monitor user engagement, conversions, or other metrics?”

○ **WFS Response:**

No.

53. **QUESTION:**

“Would you like a formal user acceptance testing (UAT) process involving your staff or stakeholders before each major release? If yes, how do you envision that workflow?”

○ **WFS Response:**

This seems reasonable, and open to vendor guidance. Historically, UAT has historically been conducted with staff or close internal stakeholders with our deadlines determined by our project timeline.

54. **QUESTION:**

“Do you have an editorial workflow or governance policy (e.g., content approval steps, brand guidelines) that we need to incorporate into the new site’s design or user roles?”

○ **WFS Response:**

Brand guidelines can be access here:

<https://drive.google.com/file/d/15hZ0a39WuO48mWf3qKFuh7lvsMSiaWd8/view?usp=sharing>

55. **QUESTION:**

“The RFP mentions up to 4 hours of development or minor design changes included per month. Are there seasonal or cyclical periods where you anticipate needing more hours than usual?”

○ **WFS Response:**

We typically have not used these design change hours as our internal Communications team has general WordPress updating capability. However, development hours have gone toward typical tasks such as installing/configuring a new plugin. As such, we don’t anticipate cyclical periods.

56. **QUESTION:**

"I understand the bid is competitive. Nevertheless, providing a budget range or maximum for the one-time and recurring hosting and support costs would help us provide a better-tailored proposal reflecting your available budget."

○ **WFS Response:**

Proposals will compete for an award, with the final amount to be negotiated based on the availability of funds and the quality of proposals. Proposers are required to complete the Budget Form (Attachment J) with detailed pricing for website redesign, content delivery review, hosting, ongoing maintenance, and any additional services.

57. **QUESTION:**

"Do you prefer or require in-person meetings or training sessions?"

○ **WFS Response:**

Virtual is acceptable.

58. **QUESTION:**

"Do you have a preference for a local firm?"

○ **WFS Response:**

WFS is required to adhere to the Texas Workforce Commission Contractor Guidelines for Security. Which state in section 2.11.1 Geographic Restrictions for Data Access - Restrict the geographic location of its board staff information systems that receive, process, store, or transmit state and federal data to areas within the United States. The United States is defined for purposes of this policy as all 50 states and the District of Columbia. Therefore all data and work product shall be created, stored and processed within the United States and the District of Columbia. Any interested party must be located and work within the United States. The United States is defined for purposes of this policy as all 50 states and the District of Columbia.

59. **QUESTION:**

"Approximately how many content managers are there?"

○ **WFS Response:**

Two in-house content managers.

60. **QUESTION:**

"Can you briefly describe the workflow publishing process for the various content manager roles?"

○ **WFS Response:**

Typical publishing processes do not require our web developer as changes are made in-house.

61. **QUESTION:**

"Do you have or anticipate API integrations? If so, can you please identify those?"

○ **WFS Response:**

None immediately. We do use Zapier for an API integration with Gravity Forms (in house), but nothing else besides this as of now.

62. **QUESTION:**

"The RFP states that you want the vendor to "Provide guidance on selecting and installing additional plugins as needed." Does this mean your internal IT team will assist with the ongoing platform management and updates? If so, what is your team's expertise in WordPress and platform management using a high-availability multi-dev, test, and live development pipeline?"

○ **WFS Response:**

We lean on our vendor for support with selecting and installing plugins as needed.

63. **QUESTION:**

"Who are the major audiences we will redesign for? I glean the external audiences are: job searchers, job training seekers, employers (various sectors), childcare providers, job seekers with children, and youth. And the internal audiences are content managers and IT staff. Is this correct? What's missing or inaccurate?"

○ **WFS Response:**

This is accurate! Our main audiences can be summarized as job seekers, parents / childcare providers, and employers.

64. **QUESTION:**

"How do you envision engaging these audiences/stakeholders during the redesign process? Will internal staff serve as proxies for the external stakeholders, or do you anticipate interviews, workshops, usability evaluations, and testing with them? If so, roughly how many stakeholders are there for each major audience type, and who will coordinate their participation?"

○ **WFS Response:**

Stakeholder count is to be determined based on vendor proposal, but in general, we would lean toward small groups, with in-house staff at the least serving as proxies. For example, it's generally difficult to get our clients to participate in testing. We also have professional partners such as training providers/career advisors, employer partners, and childcare providers that may be more available, but again, their participation would be based on our timeline and their availability.

65. **QUESTION:**

“Will the vendor be responsible for all WordPress updates and plugin management? - SECTION I – GENERAL INFORMATION - A. PURPOSE OF REQUEST FOR QUALIFICATIONS (RFP) – Page number: 4”

- **WFS Response:**

Yes. We feel this would protect the site from unnecessary downtime by us updating/installing plugins ourselves.

66. **QUESTION:**

“Do you have a preferred hosting provider, or should the vendor recommend one?”

- **WFS Response:**

Vendors are encouraged to recommend a secure, scalable hosting solution that ensures high availability, performance, and security for the WordPress CMS (RFP, Section I – Scope of Work).

Vendors should propose a hosting provider that aligns with uptime guarantees, disaster recovery measures, and cybersecurity best practices.

67. **QUESTION:**

“Are there any existing security vulnerabilities in your existing system?”

- **WFS Response:**

WFS has concerns about site performance and security, due to an excessive number of plugins that may impact functionality (RFP, Section I – Our Website).

The selected vendor will be responsible for conducting quarterly security audits, implementing real-time protection measures, and ensuring ongoing vulnerability assessments to safeguard the website (RFP, Section I – Scope of Work).

68. **QUESTION:**

“What cybersecurity standards must the vendor follow (e.g., NIST, Texas Cybersecurity Framework)?”

○ **WFS Response:**

The selected vendor must adhere to the Texas Cybersecurity Framework (TCF) as mandated by the Texas Workforce Commission (TWC). This framework aligns with the National Institute of Standards and Technology (NIST 800-53 v5) Cybersecurity Framework and includes requirements for:

- *Access control & authentication (e.g., multi-factor authentication, account management).*
- *Data protection & encryption (e.g., securing sensitive data at rest and in transit).*
- *Network security (e.g., firewalls, intrusion detection, malware protection).*
- *Incident response & recovery (e.g., breach notification policies, disaster recovery).*
- *Regular security assessments & compliance (e.g., adherence to 1 TAC, Chapter 202, risk management, penetration testing).*

Vendors must also submit proof of Cybersecurity Insurance and comply with the WFS Cybersecurity Vendor Onboarding Questionnaire as part of onboarding.

69. **QUESTION:**

“Will the vendor be required to train staff on WordPress updates and management?”

○ **WFS Response:**

WFS has an in-house team that manages WordPress and is knowledgeable. At least one recorded virtual training of new, notable update procedures would be useful.

70. **QUESTION:**

“Should the website support online appointment scheduling for career counselors? - SECTION I – GENERAL INFORMATION - B. BACKGROUND INFORMATION– Page number: 4”

○ **WFS Response:**

No, we use a third-party solution for this.

71. **QUESTION:**

“Will the Board provide content, or is content creation part of the contractor’s responsibility?”

○ **WFS Response:**

If this is related to general website updates, content creation is not part of the contractor’s responsibility.

72. **QUESTION:**

“Will WFS staff update the website regularly, or will the vendor manage content updates?”

○ **WFS Response:**

WFS staff will update the website regularly as we have these competencies in-house.

73. **QUESTION:**

“Are there any plugins that you would like to remove or replace with lighter alternatives? -

SECTION I – GENERAL INFORMATION - B. BACKGROUND INFORMATION– Page number: 4”

○ **WFS Response:**

We would be open to these suggestions, particularly for plugins in use that only create UX elements (blurbs, lightboxes, alert boxes, banners, “read more”, content pop ups, etc.) such as Divi Torque or Icegram.

74. **QUESTION:**

“Are all user-experience plugins necessary, or can some be removed to improve site speed? -

SECTION I – GENERAL INFORMATION - B. BACKGROUND INFORMATION– Page number: 4”

○ **WFS Response:**

We would be open to these suggestions, particularly for plugins in use that only create UX elements (blurbs, lightboxes, alert boxes, banners, “read more”, content pop ups, etc.) such as Divi Torque or Icegram.

75. **QUESTION:**

“Would you like recommendations for alternative plugins that improve efficiency, or are there any restrictions on using third-party or paid plugins? - SECTION I – GENERAL INFORMATION - B. BACKGROUND INFORMATION– Page number: 4”

○ **WFS Response:**

No restrictions. We would be open to these suggestions, particularly for plugins in use that only create UX elements (blurbs, lightboxes, alert boxes, banners, “read more”, content pop ups, etc.) such as Divi Torque or Icegram.

76. **QUESTION:**

“Would you prefer a custom-built solution instead of relying on multiple plugins? - SECTION I – GENERAL INFORMATION - B. BACKGROUND INFORMATION– Page number: 4”

○ **WFS Response:**

We would be open to these suggestions, particularly for plugins in use that only create UX elements (blurbs, lightboxes, alert boxes, banners, “read more”, content pop ups, etc.) such as Divi Torque or Icegram. However, it may be more ideal to utilize a well-supported plugin for this purpose (such as Advanced Custom Fields) so we can ensure updates and ease of management.

77. **QUESTION:**

“Are the current security plugins sufficient, or do you need stronger security measures? - SECTION I – GENERAL INFORMATION - B. BACKGROUND INFORMATION– Page number: 4”

- **WFS Response:**
The selected vendor will be responsible for evaluating and enhancing security, including quarterly security audits, malware scanning, intrusion detection, and real-time protection (RFP, Section I – Scope of Work). Vendors should propose strong security measures that align with industry best practices.

78. **QUESTION:**

“Do you require additional security features like two-factor authentication (2FA) for admins? - SECTION I – GENERAL INFORMATION - B. BACKGROUND INFORMATION– Page number: 4”

- **WFS Response:**
Since access control and authentication are critical components of cybersecurity best practices, vendors may propose 2FA for admin accounts as part of their security approach.

79. **QUESTION:**

“Do Gravity Forms and HubSpot integrate well with your current systems? - SECTION I – GENERAL INFORMATION - B. BACKGROUND INFORMATION– Page number: 4”

- **WFS Response:**
Yes. We use Hubspot very minimally with our website (Hubspot for WordPress plugin to populate a webform). And Gravity Forms works very well for our team and is integrated (in house) with other tools using Zapier.

80. **QUESTION:**

“Would you be open to reducing dependency on plugins by switching to a custom theme or development approach? - SECTION I – GENERAL INFORMATION - B. BACKGROUND INFORMATION– Page number: 4”

- **WFS Response:**
We would be open to these suggestions, particularly for plugins in use that only create UX elements (blurbs, lightboxes, alert boxes, banners, “read more”, content pop ups, etc.) such as Divi Torque or Icegram. However, it may be more ideal to utilize a well-supported plugin (such as Advanced Custom Fields) or theme framework for this purpose so we can ensure updates and ease of management.
-

81. **QUESTION:**

“Are there any known issues with the current website (e.g., usability, or design limitations)?”

- **WFS Response:**
Not known.

82. **QUESTION:**

“Does the site need a complete redesign, or should we update the existing WordPress site?”

- **WFS Response:**
We would like to “migrate existing content from Divi to the Gutenberg editor and implement a user-friendly, accessible design.”

83. **QUESTION:**

“Is the current website hosting solution sufficient, or do you want recommendations for improvement?”

- **WFS Response:**
Workforce Solutions Capital Area is seeking a secure, scalable, and high-performance hosting provider as part of the new contract (RFP, Section I – Scope of Work).

Vendors are encouraged to propose hosting recommendations that improve uptime, security, and performance, ensuring compliance with backup, disaster recovery, and cybersecurity best practices.

84. **QUESTION:**

“Are there any new features need to be added into the new solution?”

- **WFS Response:**
These requirements are outlined in RFP, Section I – Scope of Work.

85. **QUESTION:**

“Are there any additional benefits or preferences for Minority, disadvantaged, veteran and/or women-owned businesses, if a vendor is not among those categories are they eligible for bidding on this project? - SECTION I – GENERAL INFORMATION - C. ELIGIBLE PROPOSERS – Page number: 5”

- **WFS Response:** *There is a HUB Bonus point included as mentioned in the Evaluation section. However, vendors who do not fall into these categories are still fully eligible to bid as long as they meet the necessary qualifications and experience outlined in the RFP. All proposals will be evaluated based on demonstrated competencies, cost, and quality of proposed solutions (RFP, Section V – Proposal Review and Selection Process).*

86. **QUESTION:**

“Does the proposer need to be registered as a business in Texas, or is out-of-state participation allowed?”

○ **WFS Response:**

Out-of-state vendors are eligible to participate as long as they can demonstrate the necessary technical competence, experience, and qualifications to fulfill the contract (RFP, Section I – Eligible Proposers).

However, vendors must be legally authorized to provide services in Texas and comply with all applicable federal and state laws, regulations, and rules.

87. **QUESTION:**

“Does the proposer need to have direct experience with non-profit, governmental, and quasi-governmental organizations, or is indirect experience acceptable? - SECTION I – GENERAL INFORMATION - C. ELIGIBLE PROPOSERS – Page number: 5”

○ **WFS Response:**

*Pleaser refer to your above-referenced section as it is clearly defined:
“Proposer must be experienced in working with non-profit, governmental, and quasi-governmental organizations.”*

88. **QUESTION:**

“Are there any restrictions on vendors we can subcontract to?”

○ **WFS Response:**

Please refer to the RFP document. You may not assign, transfer, or otherwise dispose of any portion of the contract, in whole or in part, to any third party without prior written approval from Workforce Solutions.

89. **QUESTION:**

“What specific documents or proof do we need to submit to show we are in good standing? - SECTION I – GENERAL INFORMATION - D. PROPOSER QUALIFICATIONS & COMPETENCIES – Page number: 5”

○ **WFS Response:**

In relation to this section, the Certifications included refer to the required attachments which certify a proposer is in good standing.

90. **QUESTION:**

“What is the size of data need to be migrated from Divi to Gutenberg? - SECTION I – GENERAL INFORMATION - E. SCOPE OF WORK – Page number: 5”

○ **WFS Response:**

Currently, there are over 100 pages, but we anticipate a need to identify pages/posts to deprecate before beginning any migration, such as older landing pages and unused pages.

91. **QUESTION:**

“Is the contractor responsible for domain management?”

○ **WFS Response:**

WFS currently manages all domain registration and renewals. WFS will continue these functions and manage the domain registrations.

92. **QUESTION:**

“Are there any specific third-party APIs currently in use that need maintenance and optimization?”

○ **WFS Response:**

Not directly integrated with our website (we use Zapier for Gravity Forms integration separately, in house)

93. **QUESTION:**

“Are there specific branding guidelines (colors, logos, fonts) that must be followed?”

○ **WFS Response:**

Brand guidelines can be access here:

<https://drive.google.com/file/d/15hZ0a39WuO48mWf3qKFuh7lvsMSiaWd8/view?usp=s haring>

94. **QUESTION:**

“Should the events calendar sync with external platforms like Google Calendar and Outlook?”

SECTION I – GENERAL INFORMATION - F. OBJECTIVES - Deliverables– Page number: 6”

○ **WFS Response:**

No, events are currently all managed with the WordPress CMS

95. **QUESTION:**

“Which languages should be supported (only Spanish, Vietnamese or any other languages also)?

- SECTION I – GENERAL INFORMATION - F. OBJECTIVES - Deliverables– Page number: 6”

○ **WFS Response:**

These three languages are required for translation by the Texas Workforce Commission.

Our current solution is a Google Translate plugin that allows the selection of these languages.

96. **QUESTION:**

“Is there an internal team responsible for content review and approval? - SECTION I – GENERAL INFORMATION - F. OBJECTIVES - Deliverables– Page number: 6”

○ **WFS Response:**

Our internal Communications team manages content and would be responsible for any review and approval

97. **QUESTION:**

“What is the timeline for website redesign, testing, and launch? - SECTION I – GENERAL INFORMATION - F. OBJECTIVES - Deliverables– Page number: 6”

○ **WFS Response:**

Target launch is ideally September 30, 2025. The main driver is aligning with our fiscal year end date.

98. **QUESTION:**

“Are there specific security requirements, such as SSL encryption, firewalls etc. needs to be provided by the vendor? - SECTION I – GENERAL INFORMATION - F. OBJECTIVES - Deliverables– Page number: 6”

○ **WFS Response:**

Yes, the RFP specifies several security requirements that the vendor must provide (RFP, Section I – Objectives & Deliverables, Page 6), including:

- *SSL encryption (HTTPS/SSL) for secure connections.*
- *Firewall protection (Wordfence or equivalent for website security).*
- *Automatic updates with rollback options for WordPress core, themes, and plugins.*
- *Quarterly WordPress security audits, including malware scanning and vulnerability assessments.*
- *Intrusion detection and brute force attack prevention.*
- *Regular backups (scheduled web files and database backups with rapid recovery solutions).*
- *24/7 website uptime monitoring.*
- *Compliance with cybersecurity best practices, including Texas Cybersecurity Framework requirements and NIST 800-53v5.*

The vendor is expected to implement and maintain these security measures as part of the ongoing maintenance and support services.

99. **QUESTION:**

“Is there an internal team responsible for content review and approval? - SECTION I – GENERAL INFORMATION - F. OBJECTIVES - Deliverables– Page number: 6”

○ **WFS Response:**

Our internal Communications team manages content and would be responsible for any review and approval

100. **QUESTION:**

“Is there an internal team responsible for content review and approval? - SECTION I – GENERAL INFORMATION - F. OBJECTIVES - Deliverables– Page number: 6”

○ **WFS Response:**

Our internal Communications team manages content and would be responsible for any review and approval

101. **QUESTION:**

“What specific tasks should be included in the Website operations and maintenance plan (e.g., software updates, bug fixes, content updates)? - SECTION I – GENERAL INFORMATION - F. OBJECTIVES - Deliverables– Page number: 6”

○ **WFS Response:**

The Website Operations and Maintenance Plan should include the following specific tasks outlined in the RFP, Section I – Objectives & Deliverables.

102. **QUESTION:**

“Are there existing user personas or should they be created from scratch? - SECTION I – GENERAL INFORMATION - F. OBJECTIVES – Deliverables – Stakeholder Journey Mapping: - Page number: 6”

○ **WFS Response:**

We currently have job seeker personas:

https://drive.google.com/file/d/1iUg_VB6Q1Hqf9OqvrhLQodF_a7VWwCjK/view?usp=drive_link

103. **QUESTION:**

“Is the current website and IT infrastructure hosted on-premise or in the cloud?”

○ **WFS Response:**

Cloud.

104. **QUESTION:**

“Should redesigned website include features like text-to-speech or language translation?”

○ **WFS Response:**

No text-to-speech requirements. English, Spanish and Vietnamese are required for translation by the Texas Workforce Commission. Our current solution is a Google Translate plugin that allows the selection of these languages.

105. **QUESTION:**

“Are there existing analytics tools being used, or should new tools be implemented? - SECTION I – GENERAL INFORMATION - F. OBJECTIVES – Deliverables – Performance Metrics and Delivery Plan - Page number: 6”

○ **WFS Response:**

We use Google Analytics.

106. **QUESTION:**

“Is it the vendor responsibility for providing the systems include firewalls, Intrusion Prevention Systems (IPS), Internet Proxy Servers, Security Information and Event Management (SIEM) systems, and other control enforcement or monitoring systems? -EXHIBIT 2 – BOARD GUIDELINES FOR SECURITY - Section 2. Protect - Security Systems Management – Page number: 44”

○ **WFS Response:**

This is detailed in the RFP.

The vendor is responsible for implementing and maintaining security measures for the website, however, under Exhibit 2 – Board Guidelines for Security (Page 44), the Board outlines security requirements that vendors must follow, including:

- *Firewalls and website security measures (e.g., Wordfence or equivalent).*
- *Malware protection and intrusion detection for the website.*
- *Security monitoring and event analysis to track potential threats.*
- *Data loss prevention measures for website integrity.*

While large-scale network security systems (SIEM, IPS, Internet Proxy Servers, etc.) may be managed by Workforce Solutions Capital Area’s IT team, the vendor must ensure the website’s security infrastructure aligns with best practices and integrates with the Board’s security framework.

107. **QUESTION:**

“What downtime monitoring tools or methods should be used? - SECTION I – GENERAL INFORMATION - F. OBJECTIVES – Service Level Agreement (SLA): - Page number: 7”

○ **WFS Response:**

The RFP requires 24/7 downtime monitoring but does not specify a preferred tool or method (RFP, Section I – Objectives – Service Level Agreement (SLA), Page 7).

Vendor Responsibilities for Downtime Monitoring:
Ensure 99% uptime with compensation for breaches.
Provide 24/7 website downtime monitoring.
Perform load time and website speed assessments.
Implement rapid recovery solutions in case of downtime.

Recommended Downtime Monitoring Tools (Industry Best Practices):
Vendors may propose widely used downtime monitoring solutions, such as:

- *Pingdom (real-time website monitoring, alerts).*
- *UptimeRobot (automated downtime alerts).*
- *New Relic (advanced performance monitoring).*
- *Google Cloud Operations Suite (Stackdriver) (for cloud-hosted sites).*
- *AWS CloudWatch (if hosting on AWS).*

The proposed monitoring method should align with best practices and ensure real-time issue detection and fast response times.

108. **QUESTION:**

“Is WordFence the only security tool required, or can we propose alternatives?”

○ **WFS Response:**

The RFP specifies Wordfence as a security tool but does not state that it is the only option required (RFP, Section I – Scope of Work & Security Requirements). Vendors may propose alternative security solutions, as long as they meet or exceed the required protections, including:

- *Malware and hack protection*
- *Brute force attack prevention*
- *Intrusion detection and firewall security*
- *Quarterly security audits*
- *Real-time monitoring and threat detection*

If proposing an alternative, vendors should ensure compatibility with WordPress and demonstrate how the tool provides equal or stronger security than Wordfence.

109. **QUESTION:**

“What specific security compliance standards should be followed (e.g., SOC 2, ISO 27001)?”

○ **WFS Response:**

The answer to this question can be found in the RFP under Attachment M.

110. **QUESTION:**

“What are the details required for the references? - SECTION IV – PROPOSAL RESPONSE REQUIREMENTS - E. PROPOSAL NARRATIVE - a) Demonstrated Competencies, Qualifications, and Experience – Page number:11”

○ **WFS Response:**

Required Reference Details:

- *Contact Name*
- *Email Address*
- *Organization Name*
- *Project Description (scope, objectives, key deliverables)*
- *Relevant Experience (specific to WordPress development, hosting, security, or similar projects)*

The references should ideally be from similar projects, such as WordPress redesigns, migrations (e.g., Divi to Gutenberg), web security implementations, or complex feature development.

111. **QUESTION:**

“Is it the vendor responsibility for identifying the key personnels for this project?”

○ **WFS Response:**

Yes, the vendor is responsible for identifying key personnel required to successfully execute the project (RFP, Section IV – Proposal Response Requirements). Proposals must include:

- *Company Information (team structure, relevant experience).*
- *List of key personnel with roles and expertise (e.g., project managers, web developers, security specialists, content strategists).*
- *Hourly rates/fees for all personnel involved (RFP, Section IV – Proposal Narrative, Cost). While the RFP does not dictate specific personnel roles, vendors should propose a team structure that best meets the website redesign, hosting, maintenance, and security requirements.*

112. **QUESTION:**

“Does a vendor need to provide key personnel’s resume along with the proposal?”

○ **WFS Response:**

The RFP does not explicitly require resumes for key personnel, but vendors must identify key team members and demonstrate their qualifications (RFP, Section IV – Proposal Response Requirements, Page 11).

Required Personnel Information:

- *Names and roles of key personnel assigned to the project.*
- *Relevant experience and qualifications related to WordPress development, security, hosting, and maintenance.*
- *Case studies or past project examples demonstrating their expertise.*

While resumes are not explicitly mentioned as a requirement, including them may strengthen the proposal by showcasing the team’s expertise.

113. **QUESTION:**

“Should we only use Gutenberg, or can we recommend other WordPress themes? - - SECTION IV – PROPOSAL RESPONSE REQUIREMENTS - c).1 Quality of Proposed Solutions & Services – Page number:11”

○ **WFS Response:**

A theme/solution built on Gutenberg is preferred due to it being native to WordPress (vs. A third party drag and drop editor such as Divi)

114. **QUESTION:**

“Are there any restrictions on the number or type of plugins we can use? - SECTION IV – PROPOSAL RESPONSE REQUIREMENTS - c).1 Quality of Proposed Solutions & Services – Page number:11”

○ **WFS Response:**

No restrictions, but we’d hope for lightweight solutions

115. **QUESTION:**

"Are there specific security certifications or compliance requirements we need to follow? - SECTION IV – PROPOSAL RESPONSE REQUIREMENTS - PROPOSAL NARRATIVE - 3. Technical Capabilities - Page number:11"

- **WFS Response:** *These are all detailed in the RFP document. Please refer to the RFP and attachments.*

116. **QUESTION:**

"If we partner with a HUB-certified company, can we still receive the 5 bonus points? - SECTION IV – PROPOSAL RESPONSE REQUIREMENTS - HISTORICALLY UNDERUTILIZED BUSINESS - Page number:12"

- **WFS Response:** *No. The Proposer must provide their active HUB certificate to receive 5 bonus points, again as detailed in the RFP.*

117. **QUESTION:**

"Do we need to submit any specific certification to confirm compliance with these Equal Opportunity/Non-Discrimination) regulations, or is a signed assurance statement sufficient? - SECTION VI – RFP GENERAL INFORMATION - B. EQUAL OPPORTUNITY/NON-DISCRIMINATION - Page number:16"

- **WFS Response:**
As the RFP states, the signed certificate is all that is needed.

118. **QUESTION:**

"How should we fill the field "Texas State Comptroller ID Number" If we are not a Texas-based business? - ATTACHMENT A - COVER SHEET - Page number:16"

- **WFS Response:**
"N/A"

119. **QUESTION:**

"Does the certification require a notarized signature, or is a regular signature sufficient? - ATTACHMENT B - CERTIFICATION OF PROPOSER - Page number:19"

- **WFS Response:**
The Cover Sheet must be signed by the Proposer's authorized signatory and a notary is not necessary.

120. **QUESTION:**

"If our company is registered outside of Texas, do we need to submit this Texas Corporate Franchise Tax certification? - ATTACHMENT D - TEXAS CORPORATE FRANCHISE TAX CERTIFICATION – Page number: 23"

- **WFS Response:**
All attachments listed in the Submission Order under SECTION IV – PROPOSAL REQUIREMENTS are required to be considered responsive to the RFP.

121. **QUESTION:**

"If our company is based outside Texas, do we still need to complete and submit the ATTACHMENT E - STATE ASSESSMENT certification?"

- **WFS Response:**
Please see response to Question #120.

122. **QUESTION:**

"Does WFS provide cybersecurity training, or should we arrange our own? - ATTACHMENT L – CYBER SECURITY REQUIREMENTS ACKNOWLEDGEMENT - CYBER SECURITY REQUIREMENTS – Page number: 31"

- **WFS Response:**
WFS would provide a link to the required cyber security training.

123. **QUESTION:**

"Do we need to include and submit the response to the questions which is in the Attachment M at the time of proposal submission? - ATTACHMENT M – CONTRACTOR ONBOARDING REQUIREMENTS"

- **WFS Response:**

The RFP does not explicitly require Attachment M – Contractor Onboarding Requirements to be submitted with the proposal. However, finalists and the awarded vendor will be required to complete an online vendor onboarding questionnaire as part of the contract process (Attachment M – Contractor Onboarding Requirements must be signed and submitted with proposal). Since the onboarding questionnaire is a post-award requirement, it is not mandatory at the time of proposal submission. However, vendors should review the questions and be prepared to provide responses if selected.

124. **QUESTION:**

"Do we need to submit the proof of Cyber Security Insurance certifications at the time of proposal submission? - ATTACHMENT L – CYBER SECURITY REQUIREMENTS ACKNOWLEDGEMENT - CYBER SECURITY REQUIREMENTS – Page number: 31"

- **WFS Response:**

The RFP does not explicitly require proof of Cyber Security Insurance to be submitted with the proposal. However, Attachment L – Cyber Security Requirements Acknowledgement states that the awarded vendor must:

- *Submit proof of Cyber Security Insurance*
- *Acknowledge and agree to comply with Workforce Solutions Capital Area's Information Security Policies and Guidelines*

Since proof of insurance is a contract requirement, it is not mandatory at the time of proposal submission but will be required from the selected vendor before onboarding.

125. **QUESTION:**

“Are there any additional privacy policies beyond HIPAA and Texas Business & Commerce Code that vendors must comply with? - EXHIBIT 2 – BOARD GUIDELINES FOR SECURITY - Section 1. Identify - 1.1. Privacy and Confidentiality - Page number: 39”

○ **WFS Response:**

Yes, these requirements are listed in Exhibit 2 – Board Guidelines for Security, Section 1. Identify – 1.1. Privacy and Confidentiality (Page 39). This section states that vendors must comply with HIPAA, the Texas Business & Commerce Code, and agency-defined privacy policies that expand upon regulatory and legal requirements for establishing contractual/legal agreements for appropriate data exchange and protection.

126. **QUESTION:**

“Are vendors required to conduct their own security risk assessments before integrating with Board systems? - EXHIBIT 2 – BOARD GUIDELINES FOR SECURITY - Section 1. Identify - Page number: 4”

○ **WFS Response:**

Yes, vendors are required to conduct their own security risk assessments before integrating with Board systems. According to Exhibit 2 – Board Guidelines for Security, Section 1. Identify – Information Security Risk Management, vendors must perform and document a risk assessment of their information and systems. This includes ranking the inherent impact as High, Moderate, or Low and documenting the frequency of future risk assessments. Approval of risk acceptance, transference, or mitigation decisions depends on the information owner or Board’s Chief Executive Officer for systems identified with high residual risk. If your system is not integrating with a board system, the assessment is not required.

127. **QUESTION:**

“Are there specific cloud security standards (e.g., FedRAMP, ISO 27001) that vendors must follow? - EXHIBIT 2 – BOARD GUIDELINES FOR SECURITY - Section 1. Identify – 1.3 Privacy and Confidentiality - Page number: 40”

○ **WFS Response:**

Yes, vendors must comply with specific cloud security standards as outlined in Exhibit 2 – Board Guidelines for Security, Section 1. Identify – Cloud Usage and Security. The RFP states that vendors must assess and evaluate risks associated with cloud technologies, including Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Vendors are expected to ensure compliance with federal, state, and Board security and privacy requirements, which may include adherence to industry best practices.

128. **QUESTION:**

“Should the website hosting be on a cloud-based infrastructure (e.g., AWS, Azure, Google Cloud), or is on-premises hosting preferred?”

○ **WFS Response:**

Cloud option is preferred. The selected vendor must provide secure, scalable hosting that ensures high availability, performance, and security. The hosting solution must support WordPress, including PHP, MySQL, and HTTPS/SSL for secure connections.

129. **QUESTION:**

“Are vendors required to conduct security testing before deployment? - EXHIBIT 2 – BOARD GUIDELINES FOR SECURITY - 2.1 Secure System Services, Acquisition and Development – Page number: 40”

○ **WFS Response:**

Yes, vendors are required to conduct security testing before deployment. According to Exhibit 2 – Board Guidelines for Security, Section 2.1 – Secure System Services, Acquisition and Development, vendors must ensure that new systems meet security requirements before implementation. This includes security assessments and testing to identify vulnerabilities and mitigate risks before deployment.

130. **QUESTION:**

“Are vendors responsible for monitoring and applying patches to their systems? - EXHIBIT 2 – BOARD GUIDELINES FOR SECURITY - Patch Management – Page number: 43”

○ **WFS Response:**

In the Statement of Work, the requirement for vendors to monitor and apply patches is addressed under Website Hosting & Ongoing Support and Maintenance. Specifically, vendors must:

- *Perform regular updates, including CMS, Plugin, Theme, PHP, and Security Patches*
- *Ensure scheduled performance checks with alerts*
- *Conduct security audits, including verification assessments and restoration services if needed*

Additionally, Exhibit 2 – Board Guidelines for Security, Patch Management (Page 43), states that vendors must monitor, assess, test, and deploy patches as part of a structured patch management process, vendors must:

- *Monitor information feeds for new operating system and application patches.*
- *Assess risks, test, schedule, install, and verify patches as part of a defined patch deployment process.*
- *Deploy emergency patches when necessary to address critical security vulnerabilities.*

131. **QUESTION:**

“What security tools (firewalls, IPS, SIEM) must vendors integrate with their systems? - EXHIBIT 2 – BOARD GUIDELINES FOR SECURITY - Security Systems Management – Page number: 44”

○ **WFS Response:**

According to Exhibit 2 – Board Guidelines for Security, Security Systems Management (Page 44), vendors must integrate security tools that enforce security policies and provide protection. Required security tools include:

- *Firewalls – To control and monitor network traffic.*
- *Intrusion Prevention Systems (IPS) – To detect and block threats in real-time.*
- *Security Information and Event Management (SIEM) systems – To collect, analyze, and respond to security events.*

These tools must be properly configured, maintained, monitored, and supported to ensure compliance with security best practices.

132. **QUESTION:**

“Are vendors required to implement their own DLP solutions? - EXHIBIT 2 – BOARD GUIDELINES FOR SECURITY - Data Loss Prevention – Page number: 44”

○ **WFS Response:**

Vendors are required to implement their own Data Loss Prevention (DLP) solutions. According to Exhibit 2 – Board Guidelines for Security, Data Loss Prevention (Page 44), vendors must:

- *Detect and prevent potential data breaches where sensitive data may be exposed to unauthorized personnel.*
- *Monitor data at rest, in motion, and in use to prevent unauthorized transmission or access.*
- *Ensure compliance with Board security policies by integrating DLP tools into their security framework.*

These measures help protect sensitive information from accidental or intentional exposure.

133. **QUESTION:**

“Are vendors required to sign NDAs or MOUs before accessing PII? - EXHIBIT 3 - SECURITY MANAGEMENT AND TEXAS CYBERSECURITY FRAMEWORK - TCF #1 - Page number: 47”

○ **WFS Response:**

Yes, vendors are required to sign Non-Disclosure Agreements (NDAs) or Memorandums of Understanding (MOUs) before accessing Personally Identifiable Information (PII). According to Exhibit 3 – Security Management and Texas Cybersecurity Framework (TCF #1 – Privacy & Confidentiality, Page 47), vendors must have documentation in place for protecting privacy and confidentiality of data, including:

- *Privacy policy on public websites*
- *Internal privacy use policies*
- *Non-Disclosure Agreements (NDAs)*
- *Memorandums of Understanding (MOUs)*

These agreements ensure vendors handle sensitive data in compliance with privacy and security regulations.

134. **QUESTION:**

“Does the vendor need to address the TCF Documentation Requirements in the proposal? - EXHIBIT 3 - SECURITY MANAGEMENT AND TEXAS CYBERSECURITY FRAMEWORK - TCF #1 - Page number: 47”

○ **WFS Response:**

Please see response to Question #120.

135. **QUESTION:**

“Are vendors required to provide SOC-1 or SOC-2 compliance reports for their cloud providers? - ? - EXHIBIT 3 - SECURITY MANAGEMENT AND TEXAS CYBERSECURITY FRAMEWORK - TCF #9 - Page number: 48”

○ **WFS Response:**

If vendors propose a third-party cloud hosting solution, they should confirm the provider’s SOC-2 compliance and be prepared to provide documentation if required.

Workforce Solutions Capital Area may request SOC-1/SOC-2 reports during vendor assessment or contract execution.

136. **QUESTION:**

“Are vendors required to perform penetration and vulnerability testing on their applications? - Page number: 48”

○ **WFS Response:**

Vendors should outline their security testing practices, including vulnerability scanning, security audits, and incident response measures.

If penetration testing is not included in standard offerings, vendors may propose it as an additional security measure.

137. **QUESTION:**

“Are vendors required to submit their Information Security Management (ISM) policies for review?”

- **WFS Response:** *The RFP does not explicitly require ISM policies as part of the proposal. However, finalists and the awarded vendor will be required to complete an online vendor onboarding questionnaire as part of the contract process (Attachment M – Contractor Onboarding Requirements must be signed and submitted with proposal). Since the onboarding questionnaire is a post-award requirement, it is not mandatory at the time of proposal submission. However, vendors should review the questions and be prepared to provide responses if selected including the ISM policies.*
-

138. **QUESTION:**

"Are vendors required to submit the credentials of their designated Information Security Officer? - Security Management – Page number: 53"

○ **WFS Response:**

The RFP does not explicitly require resumes for key personnel, but vendors must identify key team members and demonstrate their qualifications (RFP, Section IV – Proposal Response Requirements, Page 11).

Required Personnel Information:

- *Names and roles of key personnel assigned to the project.*
- *Relevant experience and qualifications related to WordPress development, security, hosting, and maintenance.*
- *Case studies or past project examples demonstrating their expertise.*

While resumes are not explicitly mentioned as a requirement, including them may strengthen the proposal by showcasing the team's expertise

139. **QUESTION:**

"Does vendor need to submit resume of designated Information Security Officer at the time of proposal submission? - Security Management – Page number: 53"

○ **WFS Response:**

Please refer to the previous answer.

140. **QUESTION:**

"What happens if a vendor does not meet the minimum Level 3 requirement? - Cyber Security Maturity Levels - *Level 3: - Page number: 54"

○ **WFS Response:**

*As stated in the RFP, "WFS Capital Area adheres to the Texas Cyber Security Framework as mandated by TWC. As such all WFS contractors **must** adhere to the same framework and maintain a minimum level 3 cyber security maturity and agree to annual security assessments."*

141. **QUESTION:**

"The RFP states that the current website was built in 2020. Who designed and developed the current site? Have they been included in the RFP process for this redesign?"

○ **WFS Response:**

The current vendor is not included in the RFP process for redesign as their contract is expiring.

142. **QUESTION:**

“Has any previous user or audience research been completed that can inform this project? For example, do you have documented usability testing, stakeholder interviews, audience surveys, or other research that will be helpful?”

○ **WFS Response:**

No website feedback exercises have been performed to date.

143. **QUESTION:**

“Please describe three major needs that this project will address. How is the old website not meeting these needs?”

○ **WFS Response:**

1. *Divi Builder is a useful all-in-one, but rather cumbersome for editing/building content (we lack templates). Overall WordPress has caught up with drag and drop editors, which could reduce complexity and bloat.*
2. *Our plugin count is relatively bloated (with some plugins only extending UX features).*
3. *The last redesign was in 2020, and attention to the latest in UX and modern design is ideal.*

144. **QUESTION:**

“Who are the key audience groups that will use the new system? What needs will they have that must be fulfilled?”

○ **WFS Response:**

Our main audiences can be summarized as job seekers, parents / childcare providers, and employers. Pertinent information and calls to action (i.e. event registration, contact us, etc.) are served on individual pages that are relevant to these audiences.

145. **QUESTION:**

“How many unique content types or page layouts should be included in the scope? If you don’t know for sure, even a ballpark guess would be helpful. A simple site will consist of 4-6 unique page layouts, a site of medium complexity will consist of 6-12 unique page layouts, a complex site will consist of 12-20+ unique page layouts.”

○ **WFS Response:**

I would estimate 12 layouts, which would have their own content/UX as they call for. For example, below is a list of our most commonly used pages with unique layouts on our website:

- *Home page*
- *Main service pages (Job Search & Training, Child Care pages, Employers, Youth)*
- *Posts/reports (newsroom, reports, etc.)*
- *Promo kits*
- *Hire Local (strategic plan) page*
- *Industry Sector Partnership pages*
- *About Us*
- *Board of Directors*

- *Landing pages (minimized headers/footers)*
- *Contact Us*
- *Events*
- *Other / General content pages*

146. **QUESTION:**

“Will content need to be presented in languages other than English? If so, which ones?”

○ **WFS Response:**

English, Spanish and Vietnamese are required for translation by the Texas Workforce Commission. Our current solution is a Google Translate plugin that allows the selection of these languages.

147. **QUESTION:**

“If multiple languages are needed, who will provide the translated content, and should the translated content be human-translated or will a machine translation (such as Google Translate) suffice?”

○ **WFS Response:**

Machine translation will suffice.

148. **QUESTION:**

“Will this project require a substantial amount of data or content migration from the old system to the new one? If so, who will be responsible for this migration? Please estimate how much content, and what types of content, should be migrated over.”

○ **WFS Response:**

Currently, there are over 100 webpages on our website. However, we anticipate a need to identify pages/posts to deprecate before beginning any migration, such as older landing pages and unused pages. There is no significant data aside from this (for example, no large amount of user profiles/data to migrate)

149. **QUESTION:**

“Will the system store any personally identifiable information? If so, will this data be stored locally or with another provider?”

○ **WFS Response:**

Vendors should assume that some level of user data may be collected and must be securely managed.

Security Considerations for PII (If Applicable):

- *Storage Location: If PII is collected, vendors must clarify whether it is stored locally or with a third-party provider (e.g., cloud storage, CRM integration).*
- *Compliance Requirements: Vendors must ensure compliance with applicable data protection laws, including:*
 - *Texas Cybersecurity Framework (TCF)*
 - *NIST Cybersecurity Standards*

- HIPAA/HITECH (if applicable)
- SOC-2 / ISO 27001 for data security best practices
- *Encryption & Access Control: If PII is stored, data should be encrypted in transit and at rest, with role-based access controls in place.*

150. **QUESTION:**

“What third-party or legacy applications must the new system interface with? How deep of an integration does each one need?”

- **WFS Response:**
Currently, our only integration outside of traditional WordPress plugins is done third-party through Zapier, specifically integrating Gravity Forms with our text messaging platform.

151. **QUESTION:**

“What other functionality will the new site need to include? Besides those described in the RFP, are there any features or functions on the current site that need to be available on the new site?”

- **WFS Response:**
Nothing outside of functionality already on our site and functionality of plugins listed in RFP.

152. **QUESTION:**

“Is WordPress a requirement, or are you open to recommendations for other content management systems that meet the security and functionality requirements of the website?”

- **WFS Response:**
WordPress is strongly preferred for market share and flexibility

153. **QUESTION:**

“Where is your current website hosted? Please describe other pertinent details about the hosting environment and your preferences.”

- **WFS Response:**
Current website is cloud hosted, with the website is built on WordPress using the Divi theme, which will be migrated to Gutenberg as part of the redesign.
 - *Workforce Solutions Capital Area is seeking a secure, scalable hosting solution with ongoing maintenance and support (RFP, Section I – Scope of Work).*
 - *Hosting must support PHP, MySQL, HTTPS/SSL, and necessary security controls.*
 - *The selected vendor will be responsible for ensuring high availability, uptime monitoring, backups, and security measures.*

Hosting Preferences & Vendor Responsibilities:

- *Vendors may propose third-party hosting solutions as long as they meet security, performance, and uptime requirements.*

- *The hosting provider should offer redundancy, disaster recovery measures, and compliance with security best practices.*
- *Guaranteed uptime and ongoing performance monitoring are required (RFP, Section I – Objectives – SLA).*

154. **QUESTION:**

“Related to accessibility, is general adherence to WCAG and Section 508 guidelines acceptable, or do you need formal accessibility testing and/or a WCAG conformance certification (for example, WCAG 2.1 AA certification)?”

- **WFS Response:** *Please refer to the response to Question #12.*

155. **QUESTION:**

“Is the expectation that the website redesign will be completed within the initial contract period, April 28, 2025 - September 30, 2025? Is this a critical due date? What event is driving the due date?”

- **WFS Response:** *Target launch is ideally September 30, 2025. The main driver is aligning with our fiscal year end date.*

156. **QUESTION:**

“Please provide general budget guidelines. Even a rough ballpark estimate or range would be very helpful. Do you imagine this project to be \$100k, \$500k, or \$1M+?”

- **WFS Response:**

There is no estimate given for this procurement. Proposals will compete for an award, with the final amount to be negotiated based on the availability of funds and the quality of proposals. Proposers are required to complete the Budget Form (Attachment J) with detailed pricing for website redesign, content delivery review, hosting, ongoing maintenance, and any additional services.

157. **QUESTION:**

“How should this project be billed? Fixed-bid deliverables based, hourly, monthly retainer, or something else?”

- **WFS Response:**

Vendors should provide a detailed cost proposal that includes:

- *Website redesign costs.*
- *Annual hosting fees.*
- *Ongoing maintenance, support, and security costs.*
- *Hourly rates for additional services.*

Recommended Approach:

- *Vendors should propose a pricing model that aligns with the scope of work while ensuring cost predictability for Workforce Solutions Capital Area.*

- *The Budget Form (Attachment J) must include a breakdown of costs.*

158. **QUESTION:**

“Will preference be given to minority, disadvantaged, veteran, and/or women-owned businesses?”

○ **WFS Response:**

Please refer to page 12, E. PROPOSAL NARRATIVE of Section IV – PROPOSAL RESPONSE REQUIREMENTS for details on HUB Bonus Points.

159. **QUESTION:**

“Once the project has started, what will the makeup of the decision-making committee be like? Will decisions be made by a large group, a small committee, or a single person?”

○ **WFS Response:**

The CIO and CMCO will lead decision making, liaising with key internal staff and stakeholders.

160. **QUESTION:**

“What level of training will you require after the website project is complete? Will you just need content contributor training on the CMS or will you need a deeper, more technical developer training?”

○ **WFS Response:**

Content contributor training should suffice as we rely on our vendor to support deeper, more technical items.

161. **QUESTION:**

“Is there anything about your organization that might make this project difficult?”

○ **WFS Response:**

Not known.

162. **QUESTION:**

“Will proposals be evaluated digitally, or will they be printed for evaluation?”

○ **WFS Response:**

The Evaluation Process will be completed according to Section V – PROPOSAL REVIEW AND SELECTION PROCESS. It is not known at this time what format the Evaluators will choose to view the proposals. All proposals must be in PDF format to be considered responsive, as the RFP states.

163. **QUESTION:**

“Is it acceptable to share proposal documents and attachments using Google?”

○ **WFS Response:**

No. Submission must be in PDF format and emailed as directed in the RFP. Please refer to the RFP document’s Submission instructions in Section III – SUBMISSION INFORMATION.

164. **QUESTION:**

"How many vendors have submitted questions in response to this RFP?"

○ **WFS Response:**

Information regarding other vendors will not be released in this Q&A.

165. **QUESTION:**

"Are you open to an open-source CMS with 20+ years of history that can meet your website requirement but does not require the multitude of plugins needed by WordPress?"

○ **WFS Response:**

WordPress is strongly preferred for market share and flexibility

166. **QUESTION:**

"Regarding ATTACHMENT M – CONTRACTOR ONBOARDING REQUIREMENTS, it is mentioned that "Finalist and Successor, upon receipt of award, are required to answer an online vendor onboarding questionnaire to establish an initial risk rating and score." Should we answer these questions based on our current response, or will they need to be completed once the contract is awarded?"

○ **WFS Response:**

The online vendor onboarding questionnaire must be completed only after the contract is awarded, as stated in Attachment M – Contractor Onboarding Requirements. The Finalist and Successor will be required to answer the questionnaire to establish an initial risk rating and score. While you do not need to submit responses to these questions in your proposal, your proposal should demonstrate your ability to meet the cybersecurity and compliance requirements outlined in the RFP.

167. **QUESTION:**

"Can you provide an overview of the size of the application code (e.g., number of pages or lines of code)? Additionally, how do you manage version control and ensure code consistency across different versions?"

○ **WFS Response:**

- *The website was last redesigned in 2020 and is currently built on WordPress using the Divi theme.*
 - *Over 30 plugins are in use, some of which impact performance.*
 - *The redesign will involve migrating from Divi to the Gutenberg editor, which may affect code structure and customization.*
 - *The current vendor handles this function on behalf of WFS.*
-

168. **QUESTION:**

"How many environments are currently in place, and are they all running the same version of the application code? If not, how do you manage the differences across these environments?"

○ **WFS Response:**

WFS has only one live environment, however a staging site is required for development, testing, and approval before launch (RFP, Section I – Scope of Work).

The selected vendor will be responsible for configuring WordPress settings for optimal performance and security, which may include managing multiple environments.

Vendor Considerations

- *If multiple environments exist, the vendor should ensure they run the same version of the application code for consistency.*
- *Best practices (e.g., version control with Git, CI/CD pipelines) should be implemented to manage differences across environments.*
- *The vendor should propose an environment management strategy that ensures seamless deployments with minimal disruptions.*

169. **QUESTION:**

“Could you describe the current underlying infrastructure supporting the application? Are there any planned changes or upgrades to this infrastructure in the near future?”

○ **WFS Response:**

The website is built on WordPress and currently uses the Divi theme.

The site is hosted on WordPress, but the hosting provider is not specified.

The redesign will involve migrating from Divi to the Gutenberg editor, which may require infrastructure adjustments.

The selected vendor will be responsible for secure, scalable hosting with disaster recovery and high availability (RFP, Section I – Scope of Work).

Vendor Considerations

- *The vendor should propose optimized hosting and infrastructure solutions to support scalability, security, and performance.*
- *If there are planned changes or upgrades, they may be discussed during the vendor selection process.*
- *Hosting must support WordPress, including PHP, MySQL, HTTPS/SSL, and necessary security controls.*

170. **QUESTION:**

“Are there any additional tools or processes you anticipate implementing?”

○ **WFS Response:**

Nothing outside of functionality already on our site and functionality of plugins listed in RFP.

171. **QUESTION:**

“What is the current size of your IT team, and do you foresee any changes? Additionally, what are the pricing expectations for the ongoing management and support of the application?”

○ **WFS Response:**

WFS currently has 5 IT team members, and we do not foresee any changes. The selected vendor will be responsible for:

- *Website hosting, maintenance, security, and ongoing support (RFP, Section I – Scope of Work).*
- *Regular updates, backups, and technical support with defined response times.*

- Quarterly maintenance & Google Analytics activity reports.

Pricing Expectations for Ongoing Management & Support:

- The RFP requires vendors to provide a detailed cost proposal, including:
 - Annual hosting costs
 - Annual ongoing maintenance, support, and security costs
 - Hourly rates for additional services
- Pricing should be included in Attachment J – Budget Form (RFP, Section IV – Proposal Response Requirements).

172. **QUESTION:**

“If we recommend a qualified third-party hosting platform, would you prefer to:

1. Own the account and handle billing while we provide full support, or
 2. Have us manage the account and support while passing through the monthly fees?”
- **WFS Response:**

The vendor is responsible for:

- Providing secure, scalable hosting with high availability.
- Managing ongoing maintenance, security, and support.
- Ensuring regular updates, backups, and uptime monitoring.
- Clearly outline in your proposal whether Workforce Solutions Capital Area will:
 - Own the hosting account and handle billing, with the vendor providing full support.
 - State if the Web firm manage the hosting account and billing, passing through fees.

If the selected vendor manages the hosting account and billing, WFS would like to include contract language that ensures:

1. *Account Transferability: Workforce Solutions Capital Area must have the ability to take ownership of the hosting account if the vendor goes out of business or fails to meet contractual obligations.*
2. *Access Rights: Workforce Solutions must have administrator-level access to the hosting platform to prevent service disruptions.*
3. *Data Ownership & Portability: All website files, databases, and backups remain the property of Workforce Solutions Capital Area and must be provided upon request.*
4. *Service Continuity & Exit Strategy: The vendor must provide a transition plan if they cease operations, including transferring credentials, configurations, and all hosting-related assets.*
5. *Notice Period: The vendor must provide at least 60–90 days' notice if they plan to discontinue services.*

Sample Contract Language:

"In the event that the Vendor ceases operations, becomes insolvent, or is otherwise unable to fulfill its obligations, Vendor agrees to transfer full ownership and administrative control of the hosting account to Workforce Solutions Capital Area within 10 business days. Workforce Solutions Capital Area retains full ownership of all website assets, including but not limited to files, databases, configurations, and backups. The Vendor shall provide all necessary access credentials, documentation, and technical support to ensure a smooth transition of hosting services. Failure to comply may result in legal action and damages."

173. **QUESTION:**

"With the site redesign and transition to the Gutenberg CMS editor, do we anticipate changes to the sitemap or website content? Will any pages be added or removed?"

○ **WFS Response:**

Currently, there are over 100 webpages, but we anticipate a need to identify pages/posts to deprecate before beginning any migration, such as older landing pages and unused pages.

174. **QUESTION:**

"What are the top 3 results you would like to achieve with this project?"

○ **WFS Response:**

Please refer to the RFP for scope.

175. **QUESTION:**

"Do you need support editing or writing site content?"

○ **WFS Response:**

Suggestions toward content optimization are welcome!

176. **QUESTION:**

"Do you have a library of photos (or an account for stock photography) that we can use? Will you need assistance with creating/curating photos and graphics?"

○ **WFS Response:**

We do have a library of stock and internal photos curated over the last few years that can be provided. Suggestions are also welcome!

177. **QUESTION:**

"Are there specific visual elements or features for the website re design you want to prioritize?"

○ **WFS Response:**

We can provide inspo to our chosen vendor, but the sites will generally be modern, clean, easy UX, with attention to detail with typography/design. In other words, customer-centric design.

178. **QUESTION:**

“What types of content updates are most frequent, and what are the current challenges the internal team faces when performing these updates?”

○ **WFS Response:**

This is typically with the creation of landing pages (e.g., promo kits to share with partners, sometimes custom layouts like our [Hire Local page](#)). Otherwise, it's typical copy/section edits, additions, deletions, etc, as well as post creation. The challenges are with needing to be mindful of UX design, and without Divi page/module templates on hand, needing to copy/recreate elements to work for our needs. We have a staff member with this capability, but without them, it would be a big challenge to create new pages or employ UX design. It's almost like with Canva -- you have free reign over design, but if you aren't mindful of elements, setting structure, etc., it can look not great or be very clunky.

179. **QUESTION:**

“Are there any existing brand guidelines available?”

○ **WFS Response:**

Brand guidelines can be access here:

<https://drive.google.com/file/d/15hZ0a39WuO48mWf3qKFuh7lvsMSiaWd8/view?usp=s haring>

180. **QUESTION:**

“Will 3rd party hosting options be accepted?”

○ **WFS Response:**

Yes, third-party hosting options will be accepted, as the RFP does not specify a required hosting provider (RFP, Section I – Scope of Work). Vendors are encouraged to propose a secure, scalable hosting solution that meets the following requirements:

- High availability and performance with minimal downtime*
- Compliance with security best practices (SSL, firewalls, intrusion detection)*
- Disaster recovery measures and regular backups*
- Support for WordPress CMS with necessary configurations*

If proposing a third-party hosting provider, vendors should demonstrate how the solution aligns with Workforce Solutions Capital Area's security and uptime requirements.

181. **QUESTION:**

“Can you share examples of how your staff currently updates content, and what specific pain points they encounter with the existing CMS?”

○ **WFS Response:**

Staff typically support the creation of landing pages (e.g., promo kits to share with partners, sometimes custom layouts like our [Hire Local page](#)). Otherwise, it's typical copy/section edits, additions, deletions, etc, as well as post creation. The challenges are

with needing to be mindful of UX design, and without Divi page/module templates on hand, needing to copy/recreate elements to work for our needs. We have a staff member with this capability, but without them, it would be a big challenge to create new pages or employ UX design. It's almost like with Canva -- you have free reign over design, but if you aren't mindful of elements, setting structure, etc., it can look not great or be very clunky.

182. **QUESTION:**

"What challenges have you faced with past projects? Are there any lessons or preferences you'd like us to consider?"

- **WFS Response:**
Not known.

183. **QUESTION:**

"Do you expect your Vendor to migrate all of your content? Do you have internal staff (i.e., personnel, interns) that could support migration efforts?"

- **WFS Response:**
We are happy to coordinate with the vendor for migration as resources allow (i.e. helping to identify which pages/content should be deprecated), but we expect the vendor to lead the technical migration effort.

184. **QUESTION:**

"How do you handle SEO currently? Do you need support with optimizing content, keyword research, or technical SEO?"

- **WFS Response:**
We currently do not have an SEO strategy

185. **QUESTION:**

"Does your website integrate with other systems (i.e., email marketing, HubSpot)? If so, which systems?"

- **WFS Response:**
We have the Hubspot for WordPress plugin enabled and in use but otherwise do not integrate other systems directly. For example, we use Zapier to integrate Gravity Forms with our SMS platform (SlickText), but this is currently managed inhouse via Zapier.

186. **QUESTION:**

"What is the budget for the website redesign and hosting?"

- **WFS Response:**
Proposals will compete for an award, with the final amount to be negotiated based on the availability of funds and the quality of proposals. Proposers are required to complete the Budget Form (Attachment J) with detailed pricing for website redesign, content delivery review, hosting, ongoing maintenance, and any additional services.

187. **QUESTION:**

“Could you please confirm whether the timeline outlined in the RFP for the deliverables are a hard deadline, or if there is flexibility to propose alternative schedules?”

○ **WFS Response:**

Target launch is ideally September 30, 2025. The main driver is aligning with our fiscal year end date.

188. **QUESTION:**

“Do we submit our official proposal to this email address?”

○ **WFS Response:**

Please refer to the RFP document’s Submission instructions in Section III – SUBMISSION INFORMATION.

End of Q&A Document