Questions for the Township Regarding Website Project

1. **Content Management System (CMS)**
   Does the Township have a preference for an open-source or proprietary CMS for the new website? Alternatively, is the Township open to recommendations? Additionally, will content migration be required as part of this project?

   The CMS must be chosen to allow for seamless integration with systems the town utilizes currently. A system that used consistent standardized themes that make the development phase efficient and that is also tailored to the municipal world needs. The CMS must be easy for "non techie" staff to use and have a visually appealing end user result.

2. **Anticipated Launch Date**
   Is there an anticipated launch date for the new website? Understanding this helps to identify any major timeline constraints or the need for the launch to coincide with other events or milestones.

   The launch date desired is September. The timeline will revolve around staff providing website feedback in a timely manner.

3. **Integrations**
   Can the Township specify whether they require link-away integrations or more complex API-based integrations? For example, regarding the request for "integration into a digital records management system (e.g., eScribe)," would the Township be open to alternatives such as iframe/embed options, or would they prefer deeper integrations?

   Integrations can be" link away." We are open to suggestions such as embedded iframes. Please specify which you are suggesting in your proposals. Specify how each would affect the over costs to your proposal.

4. **Examples of Comparable Websites**
   Can the Township provide examples of websites that they particularly like? This will help us understand the scope, style, and design elements the Township is aiming for.

   Haldimand County, Marathon, NEMI, Algonquin Highlands

5. **Budget Range**
   Does the Township have a defined budget or budget range for this project? Knowing the budget helps in recommending a solution that fits both operational needs and financial constraints.

   Budget will not be disclosed.

6. **Ongoing Hosting, Support, and Maintenance**
   Does the Township have a budget for ongoing hosting, support, and maintenance of the

website post-launch? If the first year of these services is included in the main project budget, please confirm.

There is an ongoing budget for website support.

7. **Related Ongoing or Recent Projects**
Are there any other projects currently in progress or recently completed that could influence this website project, such as an information architecture (IA) initiative, rebranding efforts, or other related initiatives?

A cloud building permit system is newly to be in use by municipalities. This is currently in the training phase.

8. **Decision-Makers Involved**
Are there multiple decision-makers involved in this project, such as steering committees, leadership teams, or elected officials? This may impact the scope and timeline of the project due to multiple approval processes.

Decisions are led by staff, with Council support.

9. **Booking Widget Clarification**
Regarding the RFP's request to "ensure the Township provides the most up-to-date opportunities for the distribution of information, including e-services like an events calendar and booking widget," could the Township clarify what they mean by the "booking widget"? If possible, could they provide an example of an existing system?

The township currently uses a bookings and payment system by Univerus Recreation. A cloud building permit is also to be incorporated into the site.

10. **Web Accessibility Standards**
The RFP mentions compliance with WCAG 2.0 accessibility standards and striving to meet W3C guidelines for content and accessibility. Does the Township require assistance in making their content web accessible? If so, is this assistance needed for all pages, key pages, or specific training?

The site should be able to make any pdf uploaded to be compliant with AODA standards as per legislation.

11. **Analytics and Reporting**
The RFP specifies "Ensure user data is easily gathered by staff" and "Reporting of metrics." Does the Township expect the successful vendor to connect the site with Google Analytics? Should this include site-wide and per-page user data, such as page visits, events, metric reporting, and bounce rates?

Google analytics or a site specific tool can be suggested.

12. **Pop-up and Newsletter Alternatives**
    The RFP requests a "news pop-up feature" and "newsletter option." As pop-ups may not meet website best practices or accessibility requirements, would the Township be open to alternative solutions for these features?

    You may provide a suggestion on how to provide current news to site users to be visually appealing, front, and centre to not be missed. We will use this for notice to the public.

13. **Integration with Digital Records Management System**
    The RFP mentions integration with a digital records management system (e.g., eScribe). Would the Township be open to link-away integrations or iframe/embed options for this feature, or would they prefer deeper integration?

    Link away options are acceptable but an embedded iframe is preferred for our users to access e scribe, calendars, and booking systems.

14. **Taxation and Financial Information**
    Regarding the request for "taxation and financial information," is the Township seeking a feature such as a tax calculator? If so, please provide more details on the specific requirements for this feature.

    A tax calculator is a consideration to be included for our website, but we are open to suggestions.

15. **Content Migration**
    Will the Township provide all content for the new website, or is content creation and migration part of the vendor's responsibilities? If migration is needed, how many pages or files need to be transferred? Alternatively, would the Township prefer that the vendor set up the new site with blank pages for Township staff to populate post-launch after training?

    Staff will be providing most of the content as the website is outdated. Blank pages are not desired before the launch date.

16. **Hosting Preference and Email Migration**
    Does the Township have a preference for cloud-based or on-premises hosting for the website? Additionally, how many email accounts will need to be migrated to the new hosting platform?

    Cloud based with a Canadian source.

17. **E-commerce Functionality**
    Is e-commerce something the Township wishes to implement now or in a future phase? What types of transactions (e.g., permits, pet licenses) does the Township foresee?

    A booking system is currently in use. See Question 19.

18. **Hosting Location Requirement**
   Is it a mandatory requirement that the hosting of the website and all associated data be within a Canadian data center?

   Absolutely!

19. **Third-Party Service Integrations**
   Are there any third-party services (e.g., event booking systems, payment processing platforms, or digital records management tools like eScribe) that the new website must integrate with?

   eScribe will be used soon. Universus Recreation is currently utilized. A cloud based building permit system is also to be used soon. Paymentus is used for e commerce currently with two payment options available.

20. **Submission Method**
   Would it be possible to submit the proposal via email instead of submitting a hard copy?

   Electronic options are not accepted.

21. How would we break down and rank our audiences for the website?

   Residents, local businesses, and visitors to Assiginack all use the site. No breakdown is provided.