



**REQUEST FOR INFORMATION (RFI)  
RFI NO. 100120-FY25-26  
WEBSITE HOSTING SOLUTION**

**ADDENDUM NO. 1**

**NOVEMBER 20, 2024**

**ITEM NO. 1: CHANGES TO THE DUE DATE**

Interested firms should be mindful that the due date for responses to this RFI has been revised to Thursday, December 5, 2024 at 3:00 p.m. local time.

**ITEM NO. 2: QUESTIONS AND RESPONSES**

Interested firms should be mindful of the following responses to the questions received:

1. What are the main goals the Town hopes to achieve with the new website and hosting solution?

**RESPONSE:** The goal is to have a website with modern features that is easy and intuitive for staff to update and user friendly for the public.

2. Who are the primary and secondary target audiences for the website? For example, is it primarily residents, businesses, or other stakeholders?

**RESPONSE:** The primary target audience is residents and businesses. Secondary includes employees, media, vendors, and the general public.

3. Could you outline specific challenges or limitations with the current website setup that you aim to resolve with the new solution?

**RESPONSE:** The Town's current website setup is aging and needs a refresh with more efficient editing capabilities and features.

4. What kind of feedback, if any, has the Town received from users regarding the website that could help users experience improvements?

**RESPONSE:** The feedback received is identified in the scope of the RFI under Section III.

5. Are there any known performance issues, security concerns, or content management difficulties with the existing system?

**RESPONSE:** There are no known security concerns but the other concerns have been identified in Section III of the RFI.

6. Which features or functionalities are top priorities in the new system? For instance, are accessibility, mobile optimization, or integration with third-party tools especially critical?

**RESPONSE:** Priority features include a mobile first design, chat bot/311 feature, and accessibility.

7. What types of content and services does the Town aim to expand or improve on the new platform?

**RESPONSE:** The Town wants to improve the intuitive nature of the website and ensure/enhance accessibility.

8. Are there any specific goals related to enhancing community engagement, such as feedback forms, online surveys, or live chat/streaming capabilities?

**RESPONSE:** The Town would like to have enrollment forms, applications, and surveys on the website.

9. How important is it for the website to support detailed reporting and analytics? Are there specific data points or KPIs the Town aims to track?

**RESPONSE:** The Town would like to track pages visited, document downloads, and frequency of views.

10. Do you have any specific design preferences or constraints? (e.g., brand guidelines, design philosophy, etc.)

**RESPONSE:** The Town has brand guidelines regarding use of the Town logo and color palette, otherwise the Town is open to design options as long as there is cohesiveness across pages.

11. What metrics will you use to measure the success of the design (e.g., target engagement)

**RESPONSE:** The Town will receive internal and external feedback and will monitor usage.

12. Are there specific compliance standards, including country or regional regulations, that the solution needs to meet?

**RESPONSE:** The solution must meet U.S. and Virginia regulations including 508 compliancy.

13. Can you provide details on the emergency support process, including the availability of 24/7 support? How are critical issues escalated, and what is the typical resolution workflow for high-priority incidents?

**RESPONSE:** 24/7 support that includes email, phone, and escalation options.

14. What infrastructure support do you currently have for 508 compliance training and reporting? Are analytic reports generated periodically, and can they be tailored to meet specific compliance reporting needs?

**RESPONSE:** The Town currently uses Monsido, and has used SiteImprove in the past, for 508 compliance; but both platforms identify “errors” that aren’t really errors. We would prefer a built-in compliance tool tailored to the site. Training on creating documents to meet 508 compliancy is needed.

15. What tools or dashboards are in place to monitor analytics such as page visits, content lifecycle, and search activity? Do you require these analytics to integrate with the primary hosting platform?

**RESPONSE:** The Town currently has the ability to review edit workflows, content tallies, and expiring pages. Additional analytics integrated with the hosting platform are preferred.

16. Could you share the specifics of any existing SLAs, particularly regarding uptime, response times, and resolution expectations for backend or infrastructure-related issues?

**RESPONSE:** Standard 99.9% uptime.

17. Could you provide an overview of the current architecture and technology stack supporting the Town’s website? Specifically, content management system, integrations, and any third party tools or services in use.

**RESPONSE:** Current CMS is Granicus’ govAccess (formerly VisionInternet). A list of integrations/tools is in Section III(A) of the RFI.

18. Are there any existing custom-built components or proprietary systems that the new solution would need to be compatible with or migrate from?

**RESPONSE:** We have one custom component: the Loudoun County Cemetery Database (<https://www.leesburgva.gov/departments/thomas-balch-library/research-reference-services/loudoun-county-cemetery-database>). This component would need to be recreated, unless an existing standard component could provide the same functionality.

19. Does the Town have any preferences or requirements for the underlying CMS infrastructure (e.g., open-source, proprietary)?

**RESPONSE:** No.

20. Should the CMS offer a headless option or API-driven content management to enable integration with other platforms?

**RESPONSE:** While not required, this feature would enhance an offering.

21. Are there specific security standards or certifications (e.g., ISO 27001, SOC 2) that the hosting provider must meet?

**RESPONSE:** The Town prefers a hosting company at least meet NIST standards and can provide a SOC 2 certificate to the Town.

22. Beyond Section 508 compliance, are there other accessibility or data security regulations we should adhere to, such as GDPR or CCPA?

**RESPONSE:** The Town will adhere to the necessary federal and state laws that governing the website use of personal information.

23. Are there particular encryption standard required for data in transit and at rest?

**RESPONSE:** At a minimum 128 bits, while 256 bits is preferred.

24. Are there any analytics or monitoring tools that the infrastructure should integrate with, such as Google Analytics or custom dashboards?

**RESPONSE:** The Town has a Google Analytics account, as well as a Monsido account, but would prefer built-in tools for analytics as well as accessibility compliance and quality control (broken links, spell check, etc.).

25. What types of notifications or alerts does the Town currently use or anticipate needing (e.g., email, SMS, push notifications)?

**RESPONSE:** The Town does not currently push notifications directly from the website. We use govDelivery and Everbridge. Members of the public can register for notifications from those two platforms on the website, and we use popup overlays to encourage people to register for specific govDelivery topics.

26. Are there specific scenarios or events where notifications and alerts are critical, such as emergency alerts, event reminders, or service disruptions?

**RESPONSE:** The Town issues emergency alerts using Everbridge. The current website has the capability to add an emergency alert banner to the top of the homepage, but its efficacy is limited.

27. Is there a preferred third-party service or platform for handling notifications, or would the Town prefer this functionality to be built into the website solution?

**RESPONSE:** See answers above. The Town is open to new solutions.

28. Are there accessibility or compliance considerations for notifications, ensuring they are assessable across various devices or for users with disabilities?

**RESPONSE:** Compatibility with screen readers is required.

29. Does the Town require customizable or automated alert settings, such as scheduled notifications, location-based alerts, or targeted messaging for different user groups?

**RESPONSE:** Not currently.

30. Will the vendors responding to this RFI be shortlisted for a closed bid process when the RFP is released later?

**RESPONSE:** No, vendors will not be shortlisted. There will be fair and open competition during any subsequent RFP process.

31. What is the expected timeline for the RFI evaluation and subsequent RFP release? When can vendors expect to be notified about the outcome of the RFI process and any subsequent steps?

**RESPONSE:** Responses will not be evaluated. The Town will consider the responses and solutions that are available to assist in the development of a future solicitation. Vendors providing a response to this RFI will receive a courtesy email notification once the RFP

process is initiated. The Town anticipates issuing an RFP in late spring or early summer 2025.

32. Are there specific formatting or submission guidelines that we should follow when submitting responses?

**RESPONSE:** Please see RFI Section IV (Submittal Information).

33. What is the background and expertise of the evaluation committee members? This will help us shape our responses better.

**RESPONSE:** As a request for information, specific evaluation committee member information is not available. However, departments represented on the committee will include the Public Information Office, the Town Manager's Office, Information Technology, and Procurement. Other departments may be included.

34. Is there a defined budget for the project?

**RESPONSE:** As indicated in the RFI, the intent of providing estimated cost information is to facilitate the Town's budgeting process.

35. Content Management System (CMS) Preferences Questions. Does the Town have a preference for a specific CMS platform (e.g., WordPress, Drupal, Sitecore) based on:

- Current staff's familiarity or previous experience?
- Requirements for **security**, such as multi-factor authentication, role-based access, and data encryption, especially when integrating sensitive systems (e.g., Laserfiche, Paymentus)?
- Scalability needs, like supporting multiple subsites and growth?
- Ease of use for **non-technical staff**, or will you require more advanced tools that may require coding?
- Customization options for subsites (e.g., should each department be able to modify their own layouts, or is uniformity preferred across all subsites)?
- Any additional **future functionality** the Town might require, such as real-time data feeds or multilingual support?

**RESPONSE:** We do not have a preference for a specific CMS platform.

### 36. Content Migration and Cleanup Questions

- Will the Town provide a comprehensive inventory of existing content that needs to be migrated, or should we include auditing and cleanup of outdated content as part of our service?
- Is there a specific amount of content the Town anticipates being purged or reorganized, or will this need to be determined during the project?

**RESPONSE:** Please include auditing and cleanup in your response. Purging and reorganizing will be determined during the project.

### 37. User Roles, Permissions, and Workflows Questions

- How many different **user roles** (e.g., content creators, editors, administrators) are anticipated, and should access permissions be configured per department?
- Does the Town require **multi-factor authentication** for logging into the CMS, or is Single Sign-On (SSO) preferred?
- Should content workflows include advanced **publishing controls** or multi-level approval processes before content goes live?

**RESPONSE:** User roles needed include content creator, editor, subsite administrator, and site/account administrator. We currently use multi-factor authentication but are open to SSO if the same level of security is provided. The workflows do need to have publishing controls.

### 38. Integration with Existing Systems Questions

- For the various third-party systems listed (e.g., Laserfiche, Municode, Paymentus, ArcGIS), are there preferred **integration protocols** (e.g., REST API, SOAP)?
- Are there other internal systems that might require future integration not listed in the RFI?
- Should the new CMS offer **real-time integrations**, or is batch synchronization acceptable for certain systems (e.g., updates to payment portals or document repositories)?

**RESPONSE:**

- REST API that allow both insertion and retrieval of information is useful but SOAP and other interfaces can also be consumed.
- None at this time.
- The preference is for Real Time but the ability to batch process in addition to real time would be considered a plus. Other systems may need to be integrated in the future and for this reason an Open API would be the most flexible.

39. Customization and Scalability Questions

- How much customization does the Town require for **templates and layouts**? Should each department (e.g., Police, Parks & Rec) have the ability to modify their own subsites independently, or will a central team manage this?
- Should the CMS allow the Town's staff to create **additional subsites** in the future without technical assistance?
- Does the Town anticipate needing any **custom-built modules or extensions** for specific departmental needs?

**RESPONSE:** Each department will need to be able to edit its own subsite and page templates, but there should be consistency in formatting and style. Town staff should be able to create additional subsites in the future. Custom-built modules or extensions are not anticipated.

40. Security and Compliance Questions

- Beyond ADA and 508 compliance, are there other **security frameworks** (e.g., NIST, FedRAMP) that need to be followed due to the public-facing and data-integrated nature of the site?
- For data security, are there specific requirements for **encryption at rest and in transit**, particularly when handling financial data via systems like Paymentus?
- Will any sections of the website require **audits or security reviews** beyond general website security, due to the sensitivity of certain services (e.g., document storage for legal notices)?

**RESPONSE:** There are no additional security requirements for the content as it currently exists.



#### 41. Hosting and Cloud Infrastructure Questions

- Does the Town have any preferences regarding the **cloud hosting provider** (e.g., AWS, Azure, Google Cloud), or should we recommend the best option for your needs?
- What level of **uptime and availability** is required for critical services (e.g., emergency alerts, payment systems)? Is **99.9% uptime** sufficient, or should we plan for **100% uptime** with built-in redundancy?
- How important is **auto-scaling** for handling traffic surges during events like emergencies or public announcements?

#### **RESPONSE:**

- There is no preference but since the Town is a Microsoft GCC tenant the Azure option may process easier integration.
- Standard 99.9% uptime.
- Auto-scaling is an expectation as well as the ability to handle DDOS attacks.

#### 42. Analytics and Reporting Questions

- Are there specific **KPIs or metrics** the Town wants to track for the new website (e.g., engagement with certain features, bid boards, or legal notices)?
- Does the Town need **analytics tools** for tracking behavior on individual pages (e.g., time spent on pages, bounce rates), or are basic analytics (page visits, clicks) sufficient?
- Should we include any **custom reporting tools** to track specific department or service interactions?

**RESPONSE:** The Town would like to track basic analytics: page views, entry pages, exit pages, paths through the website, document downloads, etc. In addition, we would like to track which pages are being translated to other languages (and into which languages) and the most common and trending search terms.

#### 43. Backup and Disaster Recovery Questions

- Beyond daily backups, does the Town require **real-time backups** for critical services (e.g., payment portals, event registrations)?
- What is the desired **recovery time objective (RTO)** in case of a system failure or breach?

- Does the Town have an existing **disaster recovery plan** that the new website needs to integrate with, or should we propose a solution?

**RESPONSE:**

- No.
- Standard 99.9% uptime
- The Town does not have a plan that the new website needs to integrate with. A proposed solution, as an option, can be included but is not required.

44. SEO and Digital Strategy Questions

- The RFI mentions basic SEO tools—are there specific **SEO strategies** or targets the Town has in mind (e.g., improving local search visibility for events or public services)?
- Should the site’s content be optimized for **local SEO**, and will you require assistance with configuring **meta tags, structured data, and schema markup**?

**RESPONSE:** Yes, the site’s content should be optimized for local SEO and we will require configuration assistance. We are not current using any specific SEO strategies, but would like to explore the options.

45. Training and Knowledge Transfer Questions

- How many people will require **training**, and should the training be broken down by user roles (e.g., separate sessions for content creators vs. administrators)?
- What is the preferred format for training (e.g., in-person, virtual, recorded tutorials), and should we include follow-up sessions as part of the proposal?
- Should we account for **train-the-trainer** models, where a core group of Town employees is trained to pass on knowledge to other users?

**RESPONSE:** We currently have about 40 active users. About 10 people will be site/account administrators and will need train-the-trainer training. Another 12 users will be subsite administrators who will need training on subsite features. The remainder will need basic training. Virtual training is the preferred method, supported by recorded tutorials.

46. Long-Term Maintenance and Support Questions

- Beyond 24/7 emergency support, what level of **routine maintenance** will the Town require (e.g., security patches, content updates, performance monitoring)?

- Would the Town prefer a **fully managed solution**, or will your IT team handle day-to-day updates once the system is launched?
- Are there specific **SLAs (Service Level Agreements)** that the Town expects for response times during outages or emergencies?

**RESPONSE:**

- SaaS solution needs to be maintained and secured by the provider.
- Yes – the Town prefers a fully managed hosted solution.
- Standard 99.9% uptime.

47. Budget and Cost Considerations Questions

- Does the Town have any **budget constraints** or preferred budget ranges that we should be aware of when proposing licensing models, hosting costs, and implementation fees?
- Should we include a **long-term cost projection** (e.g., for 3-5 years of hosting and maintenance) in our response to aid with internal budgeting?

**RESPONSE:** The main goal of this RFI is to determine budgeting needs for the new website, including all licensing, implementation, annual hosting and maintenance costs, and recommended upgrade schedules and costs.

48. Future Growth and Flexibility Questions

- Does the Town have any **plans for expansion** that should be accounted for (e.g., new departments, additional services that may require integration)?
- Should the proposed solution be flexible enough to accommodate **future features** (e.g., additional language support, mobile app integration, AI-driven chatbots)?
  - Does the Town have specific goals or functionality in mind for the chat bot (e.g., automated responses, live chat handoff, integration with specific departments or services)?
  - Should the chat bot be capable of handling multi-language support, or will it primarily operate in English?
  - Will the chat bot need to be integrated with other systems (e.g., FAQ database, service directories), and should it be able to escalate queries to human agents for more complex questions?

- Is the "311" user interface expected to provide real-time support for residents, or will it function more as an automated self-service tool for FAQs and basic requests?

**RESPONSE:** There are no specific planned expansions, but new pages are regularly added based on Town needs. The Town is currently investigating chat bot options as a plug-in but would be interested in a built-in chat bot feature. The chat bot will need to be integrated with a specific knowledge base (FAQs, service directory, calendar, etc.) and not the entire website. Being able to escalate queries to human agents is a feature we'd like to have, but only during regular office hours. It is expected to be more of a self-service tool rather than real-time support. Multi-language support is ideal, along with a text-to-audio function.

49. Could you please provide us with the volume of data that needs to be migrated or reorganized?

**RESPONSE:** We have about 850 pages, 100 upcoming calendar events, 150 current news items, 325 FAQs, 70 online forms/surveys, 75 facilities, 80 services, 180 staff/contacts, and 6 businesses (our business directory is limited to the airport). Most of these will need to be migrated. In addition, we have 500 RFP posts; 5,800 documents; and 3,500 images – these items will need to be cleaned up and purged before migration.

50. Do you have a preference for specific technologies or frameworks for the website redesign with Mobile responsiveness, or are you open to recommendations?

**RESPONSE:** We are open to recommendations.

51. Could you please confirm which features are critical (must-have) versus optional (nice-to-have) among the listed public-facing features, such as mobile app options, chatbot integration, and document management capabilities?

**RESPONSE:** The critical features are a mobile first design, site menus with at least three levels of pages visible, customizable quick links, links to social media, search function, calendar of events, news, emergency alert, accessibility features, ability to change photos, ability to host videos, bid board, legal notices, facility directory, online forms, and interface with the identified programs.

52. Which database system is currently used for the website (e.g., MySQL, SQL Server, PostgreSQL)?

**RESPONSE:** The Town does not have access to the current backend database of the CMS.

53. Could you please provide us with the details of where the current website is hosted?

**RESPONSE:** We do not know where the current website is hosted.

54. Do you have any preferences for cloud hosting providers for the new site? (e.g. Azure, AWS, GCP)

**RESPONSE:** Please see #41 of this addendum.

55. What is the expected traffic volume for the new website, especially during peak hours?

**RESPONSE:** Website page views average about 5,000 per day, but on peak days (special events like 4<sup>th</sup> of July, TASTE Leesburg, Leesburg Airshow, etc. and during emergencies like major snowstorms) views have exceeded 35,000 per day.

56. How is the content currently managed? Is there a specific CMS in use?

**RESPONSE:** We are using the Granicus' govAccess (formerly VisionInternet) CMS. Each department manages its own content, with the Public Information Office having oversight over the entire website. IT staff provide technical support/troubleshooting.

57. Are there particular departments or roles that need distinct access levels or content ownership within the CMS?

**RESPONSE:** Currently, five departments have subsites – Airport, Parks & Recreation, Police, Thomas Balch Library, and Utilities. The website administrators for those departments are all “SuperUsers,” meaning they have access to all website content. We would prefer the ability to grant access to the subsite features without granting access to everything. Non “SuperUsers” are limited in their access by assigned content groups.

58. How many months of ongoing technical support is expected?

**RESPONSE:** Technical support is expected to be an ongoing part of the contract.

59. Is there a proposed page count limit for this response to this RFI.

**RESPONSE:** Please respond to this RFI in twenty-five (25) pages or less.

60. Are you only looking for information on hosting, or are you also looking for estimates for a new website redesign and rebuild?

**RESPONSE:** We are looking for redesign and rebuild estimates as well as hosting.

61. Do you have a particular Web Based CRM Platform in mind for this redesign/rebuild? Hosting solutions vary based on the platform.

**RESPONSE:** The Town does not have a particular platform in mind.

62. Would you be open to a call with us?

**RESPONSE:** At this time, no. Additional discussions with vendors will take place during any subsequent RFP process.

63. Bid Board Registration and User Management Questions

- What user types/roles need access?
- What approval/registration and verification process is required for vendors?
- How should user approvals be handled?
- What access levels need to be defined?
- What data fields are needed in registration forms?
- Any compliance protocols are needed?

**RESPONSE:** The Bid Board is primarily used by procurement staff who are responsible for the coordination and management of the procurement process. Procurement staff should have an access level appropriate to update content on the Bid Board without additional approvals. The vendor registration process for the Bid Board should include a process that confirms the validity of the email address used. The following data fields are recommended: name; title; company; phone; street address; email; etc.

64. Permission Levels Questions

- What workflow approvals are required?
- What content requires restricted access? Only some pdf docs?
- Are there different department-level permissions?
- What audit trails are needed?

**RESPONSE:** Content creators should be able to save content; Editors should be able to unlock and publish content within their assigned content groups; Subsite Administrators should have full access to content within their subsites. Access restrictions should be handled through content group assignments. Five departments have subsites and need permissions for the subsite features. Audit trails are needed for uploading, editing, and publishing content.

65. Content & document requirements questions

- What file types need deduplication?
- What are the document storage requirements?
- What metadata fields are required?
- How long should documents be retained?
- What search capabilities are needed?

**RESPONSE:** Documents should be limited to PDFs. For most documents, a 10M limit is sufficient, but need the ability to raise that limit for specific documents (annual budget, for example). We currently use key words, not metadata. Documents should be retained as long as needed. Search functions for documents can be limited to titles and key words. Need the ability to ensure PDFs are accessible.

66. Analytics & reporting requirements questions

- What metrics need tracking?
- What custom reports are required?
- What dashboard elements are essential?

**RESPONSE:** Please see #42 of this addendum.

67. Technical requirements (security and compliance) questions

- What compliance standards must be met?
- What encryption requirements exist?
- What backup schedule is needed?
- What disaster recovery time is acceptable?
- What security testing is required?

**RESPONSE:**

- Standard 99.9% uptime.
- All authentication and authorization must be encrypted.
- This should be dependent upon meeting the 99.9% uptime.
- This dependent on the ability to restore the website to meet 99.9% uptime.
- This is dependent on the hosting company security requirements.

68. Are there any objectives the Town aims to achieve with the new website hosting solution beyond modernization?

**RESPONSE:** Please see #1 of this addendum.

69. Have any stakeholder consultations been conducted to gather input on the desired features or functionalities of the new website in addition to what is listed here?

**RESPONSE:** No.

70. How important is scalability to the Town, especially in terms of accommodating future growth or additional functionalities?

**RESPONSE:** The ability to keep the website current with new features is very important.

71. Are there any specific data security requirements or concerns that the Town has in relation to the website and its hosting environment?

**RESPONSE:**

- Standard requirements for PII.
- At a minimum 128 bits while 256 bits is preferred.

72. How crucial is the "Mobile First" design philosophy, and are there any specific mobile functionalities that are critical?

**RESPONSE:** Given that most people access the website via their mobile devices, a "mobile first" design is crucial, and we expect the mobile version of the website to have full functionality.

73. Are there specific accessibility standards or guidelines that the Town is looking to adhere to in addition to Section 508 compliance (e.g., WCAG)?

**RESPONSE:** The Town needs to comply with all state and federal accessibility standards.

74. Can the Town provide more detail on the requirements for the emergency alert feature? What types of alerts does the Town anticipate needing to communicate?

**RESPONSE:** The Town primarily uses Everbridge for emergency alerts, but needs the ability to redirect website users to emergency landing pages in the event of extreme weather conditions, accidents, utility systems emergencies, etc.

75. What specific data or content needs to be included in the searchable database for Loudoun County Cemetery, and how will it be maintained?

**RESPONSE:** The Loudoun County Cemetery Database (<https://www.leesburgva.gov/departments/thomas-balch-library/research-reference-services/loudoun-county-cemetery-database>) includes the following fields: Last Name, First Name, Cemetery, Born, Died, Documented or Calculated Age, Relation, and Memo. Town staff will need the ability to add, correct, and delete entries to the database.

76. Does the Town have an expected or preferred timeline for the implementation of the new website hosting solution?

**RESPONSE:** The Town anticipates issuing an RFP for the new website design in late spring/early summer 2025, with an expected 12-month implementation period.

77. What level of training do Town personnel currently require, and are there any specific training preferences (in-person vs. hybrid training, etc.)?

**RESPONSE:** Please see #45 of this addendum.



78. What are the expectations for ongoing support and maintenance after the initial implementation?

**RESPONSE:** Ongoing technical support and maintenance is expected to be part of the contract. Town staff will manage content, but the vendor is expected to provide ongoing updates/bug fixes to the website.

79. Are there any budgetary constraints or considerations that vendors should be aware of when proposing solutions?

**RESPONSE:** Please see #47 of this addendum.

80. Can you provide any additional details on how costs should be structured in the proposal, particularly for long-term maintenance and support?

**RESPONSE:** Cost information should be broken into design/implementation for the new website and ongoing (annual) maintenance, hosting, and technical support.

81. What metrics will the Town use to evaluate the success of the new website?

**RESPONSE:** A successful website will be user friendly both internally for editing purposes and externally for accessibility and ease of locating necessary information.

82. How does the Town envision using the website to enhance public engagement and communication?

**RESPONSE:** The Town would like the public to be able to quickly and easily find necessary information and respond as needed by, for example, completing surveys or applications.

83. Is the Town considering any additional enhancements or features in the future that should be factored into the current proposal?

**RESPONSE:** Not at this time, but the new website should be able to accommodate new features.

84. Does the Town have a preference on what Cloud provider the vendor uses (Azure vs. AWS, etc.)?

**RESPONSE:** Please see #41 of this addendum.

85. Of the programs that will need to integrate with the website (Municode, etc.) does the Town already have a license for these, or are these tools the Town anticipates using in the future?

**RESPONSE:** Those are programs the Town currently uses.

86. Are there any additional tools/programs not listed in the RFI notice that the town uses for its current website?

**RESPONSE:** No.

87. Are there any historical issues or gaps with the current website that vendors should consider while planning the new solution?

**RESPONSE:** Please see #5 of this addendum.

88. Does the Town have an estimated number of subsites it would like to add in the future?

**RESPONSE:** No.

89. How often is the current site updated (daily, weekly, etc.)? How often would you like it to be updated in the future?

**RESPONSE:** The current site is updated daily and would need similar updates going forward.

*For the Town of Leesburg,*

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