# Northville Township Questions

- Website will provide the ability for integration with external systems
  - Can you please provide examples of expected integrations, external systems, or use-cases?
  - This is very broad but for the most part the Township are looking for the ability to embed content from services like Constant Contact, YouTube, and other similar providers. The ability to work with API's in the future would be a plus but does not currently have an API integrations setup on the existing website.
- Some pages will be simple links to external systems and others will be integrated to external web services (registration software, utility billing/assessing – BS&A, mapping - Esai)
  - Is your plan to remove all external links to CivicLive and rebuild the functionality in this project?
  - Yes, the plan will be to work with the selected bidder to move all of the existing data, including all links, on the current CivicLive Site over to the new website.
  - Can you please identify which components will be linked to external systems?
  - Links that direct traffic to another internal page within the Township website should open in the same browser tab/windows and any link leaving the website should open in a new tab leaving the connection to the Township website active. Examples of the links to external web services include the following:
  Online Property Inquiry - Northville Township – Link at the bottom of the page that says "I Agree, Continue"
  Home - Northville Parks and Rec – The "Registration" Link at the top of the website.
  - For the listed web services, can you please provide example links to current pages utilizing each web service, or are you moving from external links to new components that pull from partner APIs? For example, BS&A is listed as a vendor to integrate at a web services level, and the current site Online Property Inquiry page links the user off to the BS&A website. Would we be building pages using BS&A's web services or continuing to link out to the BS&A website?
  - Continuing to link out to the BS&A website.
- User/Group security for pages, sections within a page, and filesystem
  - Re: filesystem, in this context are you referring to restricting access to actual files stored on disk, or logical files i.e. User X should have edit access to pages that are served under the path https://domain.com/department_a/ ?
  - User/Groups should be restricted based on roles and responsibilities. The Clerk's Department should only be able to update the webpages assigned to their own department. File system does not need to be secured by Department but access to file system should be only available to employees with rights to edit the website.
- WYSIWYG Editor that produces semantic, responsive, HTML/CSS compliant markup that is accessible based on Section 508 standards
  - There is only so far one can go with a CMS for ensuring content is accessible. Our assumption is that you want the CMS to guide the user as much as possible to ensure their actions result in accessible content, but are you also interested in user training sessions to ensure they are aware of the various components and requirements for maintaining ADA compliance on new content?

- o Anything that cannot be programed into the CMS (ex: requiring description field on all links and images) should be included in the user training/project implementation information.
- Approval routing
  - o Are you looking for complex routing paths, or is this simply "Users in the Approvers group are all notified of content changes requiring moderation and are all allowed to accept/reject proposed updates"?
  - o Very standard routing process. The ability for approvers to review page edits prior to publishing.
- Test and Training Sites that can be refreshed from live site
  - o Can you outline what data sets you do or do not want to be included in this refresh process? I.e. are you wanting the refresh action to be a complete re-migration of production to test/training, or do you want to maintain the users/permissions/etc. configured on the test/training site(s) and only import post/page data, etc?
  - o This item is referring to a way to make website edits and review them before they go live. Approval process capabilities discussed above would be ideal to be included in this item.
- Webpage "Out of Date" Report
  - o Are you looking for something more sophisticated than a report of all pages that have not been updated in X days?
  - o Nope, the report you are describing would be sufficient.
- Ability to create canonical shortened URL's
  - o Are you specifically looking for the ability within the CMS to click a button and receive a shortened URL for a page and have said page now include the <link rel="canonical"> tag included in the page <head> automatically, or just received the shortened URL?
  - o The Township is looking for the ability to create "Friendly URLS" that can be used for marketing or ease of use. An example is listed below. Both links take you to the same webpage.

    Current link: https://www.twp.northville.mi.us/cms/one.aspx?pageId=14451264
    Friendly URL: https://www.twp.northville.mi.us/projects

- Easy and comprehensive site search abilities with built in thesaurus
  - o Is this targeted at the end-user or the CMS user?
  - o End User
- Content that can be posted and removed automatically
  - o What mechanisms are you looking to utilize here? Is this referring to scheduled content publish/un-publish dates, posts via APIs, or something else?
  - o Scheduled content publish/un-publish dates. Create a page or news story prior to release and have the ability to schedule or the reverse, remove a time sensitive news story after scheduled period.
- Calendar allowing for: Categories, Multiple Views (Week, Month, etc.), Recurring Appointments
  - o How many separate calendars do you need this functionality for?
  - o The Township currently only have the need for two separate calendars (Township Hall and Parks and Rec) but would like to the ability to add more calendars in the future if needed.

- Polling and survey options
  - Do you have a survey partner currently, are you looking for suggestions on providers, or are you looking for a system that is 100% self-contained within this RFP's deliverables? If the latter, is this functionality solely
  - The Township currently have a third party option that can be embedded into the existing site. The Township is open to both options.
- Ability to provide website analytics or link to Google Analytics
- Provide extensive security measures to maintain a secure site
  - Are you open to security methods/processes/procedures that are service or subscription-based? Many CMS platforms have extensive security solutions available that are subscription-based, and these options are typically the most effective options.
  - Yes, the Township is open to service or subscription-based security. If that is the path you're the bidder is taking the Township asks that it is outlined in the bid.
- Subsite must have capability to use unique URL (separate from main site)
  - Are you looking to use alternate domain names (domain2.com/domain3.com/etc.), subdomain (site2.domain.com/site3.domain.com/etc.), separation by path (domain.com/site1/, domain.com/site2/, etc.), or something else?
  - The Township would like to have separate domain names. The Townships current setup below is all managed in the same CMS but look to the public to be three different websites.
    www.twp.northville.mi.us - Township Main Page
    http://www.northvilleparksandrec.org/ - Parks and Rec
    www.northvilleyouthnetwork.org – Northville Youth Network
- I noticed you want 2 subsites with separate URLS and "unique designed home pages" for each. Our most cost effective ways to do this is what we call "Department Headers". Since these live in the same CMS our best practice for these is to have consistent navigation with the home page. You will notice in the examples below each department header has their own colors, pictures, actionable buttons, however the navigation is consistent with the home page. These departments can also have their own unique url. Department headers would be the most cost effective route, but we can certainly do separate subsites that have totally different layout and navigation as well. Just wanted to run that past you first.
  Examples:

  Greenville, South Carolina – Main Site- https://www.greenvillesc.gov/
  Department Headers- https://www.greenvillesc.gov/149/Police-Department  Portland, Maine – Main Site -  http://www.portlandmaine.gov/

  - Yes, a department page would be sufficient for the 2 subsite that we are requesting. I looked a Greenville examples and would work for what we need.
- The RFP states "Provide the ability for integration with external systems". Typically we think API first and if that doesn't work we can embed or link out to other systems. Just so I can better tailor the proposal I was wondering if you could expand a little more on the integrations with external systems?
  - I know this is very broad but for the most part we are looking for the ability to embed content from services like Constant Contact, YouTube, and other similar

- The RFP states you want test and training sites that can be refreshed from the live site. We do have a sandbox option, but our recommend and most cost effective way to train you in your actual site.  For example your trainer will setup some permissions for you, but also have admin level staff follow along and setup permissions.  The trainer will also have staff practice in the back end building out pages, working in modules etc.  This is all done in your actual site before you choose to go live.  Would this be an acceptable option?
    - This item is referring to a way to make website edits and review them before they go live. Approval process capabilities would be ideal to be included in this item.
- Is the content on your site pretty up to date or do you plan on doing a lot of cleanup?
    - I would say about 90% of the content on the existing site is up-to-date. The RFP process has been a great opportunity for Township Department to get into their webpages and look for outdated content. I would suggest adding an optional add-on for content consulting if it is not automatically included in the base website bid.
- Should we only be submitting pages 13, 14, and 17 from the RFB?  Or should we also submit our scope, work samples, etc?
    - We will need an original and two copies of the bid that you are submitting. Pages 13, 14, and 17 from the RFB would meet the minimum requirements for submitting a bid but supplying a scope, work samples, and other information would be appreciated.
- I am writing regards to the request for bids issued by Charter Township of Northville for web design services. I was wondering if your are able to disclose what the Township's budget is for this project.
    - On page 115 of the Northville Township 2021 Adopted Budget and Financial Plan, Township website link below, the Township has this project listed as "Communication Website Replacement" in the amount of $40,000.
    [Financial Services - Northville Township](#)
- Considering the pandemic, would you consider accepting electronic submissions?
    - Sorry, for this RFP we are only excepting mailed proposals.
- With residents requesting the ability to interact with more services online, is the township looking for a forms platform that can allow editors to easily transform their departmental PDFs into mobile-friendly and ADA compliant online forms where the residents would have the ability to do things like upload photos, digitally sign the form, save their progress, etc.?
    - Yes, the township is looking to improve on residential communications which would include things like the fillable forms described. If this is something that is not included in your overall standard bid, I would suggest added it as an optional add-on cost.
- How important is it to the township to have the forward flexibility and control of changing the theme, design, HTML, etc. so you can constantly stay up to date with residents needs?

- Staying up to date on the new website is very important. The Township is looking for a CMS that has multiple features in order update content and images to stay consistently up to date.